

INSTALLATION CUSTODIAL SERVICES
PERFORMANCE WORK STATEMENT (PWS)
FORT HOOD, TEXAS

20 May 2026

Garrison Fort Hood Custodial Services Enterprise-wide Performance Work Statement
(PWS)

(Service 402 - Custodial Services) (U)

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1.0 GENERAL.

This is a non-personal services contract to provide Custodial Services for the U.S. Army Garrison Fort Hood, TX.

- The Government will not exercise any supervision or control over the contract service providers.
- The Contractor shall perform to the standards specified in this Performance Work Statement (PWS).
- Contract service providers shall be accountable solely to the Contractor who, in turn is responsible to the Government.
- The Contractor shall provide all personnel, equipment, supplies, facilities, transportation, tools, materials, supervision, and other items and non-personal services necessary to complete the requirements as outlined and defined in this PWS.

1.1 Description of Services

The Contractor shall provide all personnel, equipment, supplies, facilities, transportation, tools, materials, supervision, and other items and non-personal services necessary to perform all custodial service tasks and frequencies as described and defined in this Performance Work Statement (PWS), Part 5 Specific Tasks and Part 8 TE-C Custodial Services Performance Standards and Frequencies, except for those items specified as Government furnished property and services (If applicable, see Part 4 Contractor Furnished Items and Services). The Contractor shall perform to the standards in this contract.

1.2 Background.

Fort Hood is located near Killeen, Texas in Bell County. Fort Hood consists of approximately 218,823 acres and has 5,838 cleanable buildings. The Post population consists of approximately 46,000 Military, government civilian, and Contractor personnel. The custodial contract is a 100% set-aside HUBZONE Firm-Fixed Price Contract.

1.3 Objectives.

The Contractor shall ensure all work accomplished as fulfillment of this PWS meets all applicable Federal, State, and local laws, regulations, directives, and other requirements (LOR) (See Definitions & Acronyms, 2.2 Acronyms --- Legal and Other Requirements) to include the documents in Part 6, Applicable Publications. Part 8, Attachment/Technical Exhibit Listing, TE-A identifies which buildings/areas belong to each building type, the square footage of the building/areas to be cleaned, any special security considerations, and any constraints as to when during the day or week scheduled services can be performed. Part 8, TE-C Custodial Services Performance Standards and Frequencies for maximum standards for each type of building. During performance of the contract, the Government reserves the right to add or delete facilities and increase or decrease the frequency of custodial service required. A modification to the contract will be executed to incorporate these changes.

- The Contractor shall compile historical data, prepare required reports, and submit all information as specified by the Deliverables presented in the contract.
- The Contractor shall ensure all work in support of mission requirements tendered to the Government for acceptance conform to the measurable performance standards of quality, timeliness, and quantity specified in the PWS of this contract.
- The Contractor shall determine the best and most cost-effective ways to fulfill/perform custodial services and their component needs, emphasizing innovation and commercial best practices.
- The Contractor shall ensure all work accomplished maintains and presents a healthy, clean, neat, and professional appearance to all perform custodial services included and covered by this contract in support of mission requirements for users, residents, and visitors.

1.4 Scope.

The Contractor shall perform custodial services to the performance standards (task/frequency table) in this PWS in a manner that will maintain the condition and cleanliness of each covered facility and present a professional appearance.

- Services include:
 - Scheduled Cleaning Services (for all covered facility types) IAW the PWS performance standard.
 - Special Event Support Cleaning.
 - Limited to minimal Tasks absolutely required to maintain health and appearance of prominent areas (empty trash receptacles, pick-up litter, sweep / mop, vacuum, wipe down high touch hard surfaces, clean restrooms, etc.)
- Services not included:
 - Biohazard cleaning service for casualty/trauma, defecation, and bodily fluids decontamination at Medical Treatment Facilities (MTFs) and other facilities performed by installation assets (hazardous material response team, garrison staff, or mission personnel) IAW MEDCOM Reg. 40-35, Management of Regulated Medical Waste, para 16 (2017)
 - Trauma scene is any area where a trauma occurred outside of a medical, dental, veterinary, or research setting that has been contaminated by human blood or body fluids as a result of such trauma (for example, workplace/home deaths, crime scenes, and vehicular accidents IAW MEDCOM Reg 40-35. *(If applicable)* Trauma Scene Cleanup shall also be conducted IAW TIP No. 37 011-0122.
 - Toilet overflow, mold cleaning, flood cleaning within a covered facility resulting from inclement weather, or waterline break in the building serviced by a separate water cleanup and restoration contract with expertly trained staff.

- Cleaning and disinfecting buildings and areas previously occupied by 'pandemic' positive personnel. (Note: This type of cleaning and disinfecting will be performed by installation assets IAW Army Public Health Command (APHC) Technical Information Paper (TIP) No. 98-105-0421 and TIP No. 98-120-0620).

1.5 Traffic Flow.

The Contractor shall maintain the free flow of vehicular and pedestrian traffic while conducting custodial service tasks.

1.6 Restoration of Real Property Damage.

Any damage to Government Real Property by the Contractor's operations shall be restored to the original state at no additional cost to the Government (e.g. structural damage, damage to landscape or fencing, et al). The Contractor shall notify the COR/ACOR of any incidents of damage to Government property within (2) hours of each such occurrence.

1.7 General Information.

1.7.1 Period of Performance (PoP).

The period of performance includes a 30-day phase-in and shall be for one (1) Base Year of 11 months and six (6) 12-month option years.

1.7.2 Scope.

The Contractor shall perform custodial services in accordance with the PWS and the technical exhibits, including the Enterprise-wide Custodial Services Performance Standards. During performance of the contract, the Government reserves the right to add or delete facilities and/or the level of services required. A modification to the contract will be executed to incorporate these changes.

1.7.3 Locations to Receive Custodial Service

The work to be performed under this contract will be performed at 586 facilities scheduled for cleaning Government facilities on Fort Hood and other Direct Reporting Units/Sub-installations/Enclaves. The Contractor shall provide the KO a schedule no later than (10) workdays prior to commencing work. Schedule shall outline tasks to be performed by specific building and identify the timeline for the task to be accomplished. The KO will provide the Contractor with requirements to make changes to the schedule as they occur. A list of Fort Hood buildings to be cleaned is located in Part 8, Technical Exhibit Listing, TE A.

1.7.4 Recognized Holidays.

New Year's Day	Labor Day
Martin Luther King Jr.'s Birthday	Columbus Day
President's Day	Veteran's Day
Memorial Day	Thanksgiving Day
Independence Day	Christmas Day
Juneteenth	

1.7.5 Hours of Operation.

Normal hours of operation are between the hours of 0700 A.M. – 2000 P.M. Monday through Sunday, excluding Federal holidays or when the Government facilities are closed due to local or national emergencies, administrative closings, or similar Government directed facility closings.

- The Contractor shall coordinate with Building Managers or the KO if no Building Manager is available to establish a schedule to conduct business if services are required outside of normal hours of operation.
- This schedule or any schedule changes shall be documented in an MFR and approved by the KO.
- The contractor shall perform service during the normal contractor working hours (0700-2000 hours).
- The Contractor shall maintain an adequate workforce for the uninterrupted performance of all tasks defined within this PWS when Government facilities are not closed for the above reasons.
- Youth Centers- The contractor ensures facilities are in state of cleanliness prior to opening the following day.
- Annual services are historically completed during after hours but are required to be scheduled with the facility managers.

1.7.6 Installation Closures.

When an unforeseen installation closure occurs on a regularly scheduled day of work, the Contractor shall reschedule the work to be performed the following day unless the following day is a Saturday, Sunday, a recognized Federal holiday, and when routine work is not scheduled for that day; or reschedule the work for the next business day following the closure.

1.7.7 Emergency Delays and Support.

If the Contractor determines unsafe weather conditions or work environment is cause for an interruption of services, the Contractor shall notify the KO/COR/ACOR, two (2) hours prior to curtailing operations (Part 8, Attachment/Technical Exhibit Listing, paragraph 8.2, Deliverables Schedule).

The Contractor shall obtain KO approval to resume operations. The Contractor shall coordinate with the DPW designated representative(s) and the COR/ACOR, once guidance has been provided by the KO in preparation for and during emergency

operations situations such as inclement weather, flood, active shooter, fire or other emergency situations.

1.7.8 Unforeseen Buildings Closures.

When an unforeseen building closure occurs on a regularly scheduled day of work (i.e., severe weather, training holiday, day of mourning, etc.).

- The Contractor shall reschedule the service on any day satisfactory to the customer and minimizes impact on the Contractor's normal work schedule, but not more than 2 business days.
- The contractor shall coordinate with the COR in attempt to rectify the non-performance prior to leaving the site. If the contractor and COR are unable to rectify the issue with the facility manager within 30 minutes, the contractor shall be allowed to proceed to the next scheduled facility without any reperformance or deduction from the schedule.
- Facilities that have been ordered, but for unknown reason will be closed during the month will be reconciled against the order at either the end of the month or the ordering period. Costs shall be deducted from final invoice.
- The Contractor shall immediately notify the COR of any Unscheduled Work Stoppages. The contractor shall attempt to rectify the Unscheduled Work Stoppage with the facility manager in a timely manner. In those instances where an Unscheduled Work Stoppage occurs and the Contractor cannot continue performance, the service scheduled for that day will not be reperformed or deducted from the Contractor's invoice.

1.7.9 Place of Performance.

The work to be performed under this requirement will be performed throughout the entire area occupied by Fort Hood and at any pertinent locations in and around Fort Hood. A map of Fort Hood is located in Part 8, Attachment/Technical Exhibit Listing, TE B.

1.7.10 Type of Contract.

The government will award a Firm Fixed Price (FFP) type of contract with some "As Required" CLINs (See Frequency Table located in Part 8, Attachment/Technical Exhibit Listing, TE-C Custodial Services Tasks and Frequency Performance Standards).

1.7.11 Security Requirements

The Government may require the contractor to provide service to a highly classified facility. In such instances the custodial contractor personnel shall be trained in security requirements and will be escorted by Government representative from the facility during the entire time needed to complete the tasks outlined in this PWS at such facilities.

1.7.11.1 Physical Security.

Contractor employees will be allowed access to facilities when properly identified on the Contractors employee roster, wearing identification badges, and complying with local security procedures. All contract employees, including subcontractor employees who are not in possession of the appropriate access privileges, will be escorted by Government representative in areas where they may be exposed to classified and/or sensitive materials and/or sensitive or restricted areas.

1.7.11.2 Access and General Protection/Security Policy and Procedures.

Contractor and all associated subcontractors' employees shall provide all information required for background checks to meet installation access requirements to be accomplished by installation Provost Marshal Office, Director of Emergency Services or Security Office. Contractor workforce must comply with all personal identity verification requirements (i.e., FAR clause 52.204-9, Personal Identity Verification of Contractor Personnel) as directed by DOD, HQDA and/or local policy. In addition to the changes otherwise authorized by the changes clause of this contract, should the Force Protection Condition (FPCON) at any individual facility or installation change, the Government may require changes in contractor security matters or processes.

1.7.11.3 Pre-screen candidates using E-Verify Program.

The Contractor shall pre-screen Candidates using the E-verify Program (<http://www.uscis.gov/e-verify>) website to meet the established employment eligibility requirements. The Contractor shall ensure that the Candidate has two valid forms of Government issued identification prior to enrollment to ensure the correct information is entered into the E-Verify system. An initial list of verified/eligible Candidates shall be provided to the KO no later than 3 business days after the initial contract award. Contractors who do not require CAC but require access to a DoD Facility or Installation. Contractor and all associated sub-contractors' employees shall comply with adjudication standards and procedures using the National Crime Information Center Interstate Identification Index (NCIC-III) and Terrorist Screening Database (TSDB) (Army Directive 2014-05/AR 190-13), applicable Installation, facility and area commander installation/facility access and local security policies and procedures (provided by government representative, as NCIC and TSDB are available), or, at OCONUS locations, in accordance with status of forces agreements and other theater regulations. Motor Vehicle Operators. Contractor's personnel, whose tasks involve operation of any vehicles, shall possess a valid driver's license, certificates, and permits applicable for the type and class of vehicle being operated.

1.7.11.4 Contractor Vehicle Registration.

The Contractor shall register all Contractor-owned or operated vehicles and trailers operating on the installation within five (5) working days of contract start date. The Contractor shall complete all applications with the Provost Marshal Vehicle Registration section located in Building 69005. Evidence of vehicle ownership and vehicle liability insurance shall be presented upon application of vehicle registration.

1.7.11.5 Installation Access.

The Contractor shall be responsible for assuring all Contractor personnel authorized to perform work under this contract, obtain Installation access as required by DOD Directive 4630.5, Interoperability and Supportability of Information Technology (IT) and National Security Systems (NSS). Government furnished identification shall be returned to the Government when the employee no longer performs work for the Contractor under this contract, or upon termination of the contract.

All contract personnel requiring physical access to a federal installation or facility shall comply with the access control procedures of that location. Contract personnel requiring unescorted access to meet contract performance requirements on a DoD installation in the US shall be vetted by the installation/facility Provost Marshal/Directorate of Emergency Services/Security Office using the National Crime Information Center-Interstate Identification Index (commonly referred to as "NCIC-III") and Terrorist Screening Database (commonly referred to as "TSDB"). Contract personnel shall comply with all personal identity verification requirements specified in installation/facility policies and procedures.

Contractor and all associated subcontractors' employees shall provide all information required for background checks to meet installation access requirements to be accomplished by installation Provost Marshal Office, Director of Emergency Services or Security Office. Contractor workforce must comply with all personal identity verification requirements (i.e., FAR clause 52.204-9, Personal Identity Verification of Contractor Personnel) as directed by DOD, HQDA and/or local policy. In addition to the changes otherwise authorized by the changes clause of this contract, should the Force Protection Condition (FPCON) at any individual facility or installation change, the Government may require changes in contractor security matters or processes.

1.7.12 Physical Security.

At the close of each work period, the contractor shall ensure government facilities, equipment, and materials are secured.

1.7.13 Security Training.

In the event of a National Defense Emergency affecting Fort Hood the Fort Hood POC will immediately notify the contract POC. At that time, the contractor shall take immediate steps to cease all activities on the installation(s) and will cause all personnel to leave the installation(s) property until notice is given by the installation and Fort Hood POC that National Defense Emergency conditions are no longer in effect.

1.7.13.1 Anti-Terrorism (AT) Level I Training.

IAW Department of Defense Instruction (DoDI) 2000.16, Vol. 1 DoD Antiterrorism Standards and Army Regulation (AR) 525-13 Antiterrorism, all Contractor employees,

including subcontractor employees, requiring access to Army installations, facilities, or controlled access areas shall complete Antiterrorism (AT) Level I awareness training within 30 calendar days after contract start date. The Contractor shall submit certificates of completion for each affected contract employee and subcontractor employee to the KO or COR within 30 calendar days after completion of training by all employees and subcontractor personnel on a recurring annual basis. AT Level I awareness training is available at the following site: <http://jko.jten.mil> (See Part 8, Attachment/Technical Exhibit Listing, paragraph 8.2, Deliverables Schedule).

- If access to a computer is not available, the Government will provide AT Level I training to Contractor employees within 30 business days after contract start and maintain a copy of the attendance roster for one (1) year. Any Contractor hired after contract start will be required to receive AT Level I training within 30 calendar days either online or as provided by the Government. The Contractor must present the training certificate to the KO or designated Government representative/COR within 30 calendar days (See Part 8, Attachment/Technical Exhibit Listing, paragraph 8.2, Deliverables Schedule).

1.7.13.2 iWatch Training.

The Contractor shall brief the local iWatch program (training standards provided by the Installation Anti-Terrorism Officer (ATO)) to all its' employees and associated subcontractors. This training is used to inform employees of the types of behavior to watch for and instruct employees to report suspicious activity to Fort Hood, Military Police and the COR. The Contractor shall complete the training within 30 calendar days after contract award and within 30 calendar days of new employees commencing performance and send to the KO or designated Government representative/COR via both electronic and paper copy within 30 calendar days of completion (See Part 8, Attachment/Technical Exhibit Listing, paragraph 8.2, Deliverables Schedule).

1.7.13.3 Operational Security (OPSEC) Awareness Training.

For contracts that require OPSEC Training. All contractor employees, to include subcontractor's employees, requiring access to Army installation, facilities, controlled, access areas, and/or installation computers shall complete OPSEC Level I training within 30 days after contract start date or effective date of incorporation of this requirement into the contract. The Contractor shall provide either certificates of completion or dates of attendance for each affected contractor employee and subcontractor employee to the COR, or to the Contracting Officer if a COR is not assigned, with 15 calendar days after completion of training by all employees and subcontractor personnel (See Part 8, Attachment/Technical Exhibit Listing, paragraph 8.2, Deliverables Schedule).

1.7.13.4 Threat Awareness and Reporting Program Training.

For all DA contractors. Training will be completed within 30 days of assignment or employment to an organization and will undergo live environment TARP training will be completed annually IAW AR 381-12 Threat Awareness and Reporting Program. The

Contractor shall provide either certificates of completion or dates of attendance at the for each affected contractor employee and subcontractor employee to the COR, or to the Contracting Officer if a COR is not assigned, with 15 calendar days after completion of training by all employees and subcontractor personnel (See Part 8, Attachment/Technical Exhibit Listing, paragraph 8.2, Deliverables Schedule).

1.7.14 Local Health Protection Conditions

The Contractor will comply with all national and DoD policies with regard to health protection issues including pandemic outbreaks. Local Health Protection Conditions (HPCON) change based on risk levels in the surrounding area Fort Hood and in cooperation with local, state and national guidance. The Contractor shall comply with installation and higher headquarters policies aimed at mitigating the spread of dangerous communicable diseases. (As of publication date of this document, Fort Hood has an installation mask policy in place in response to the coronavirus outbreak and IAW SecDef guidance.)

1.7.15 Key Control.

The Contractor shall establish and implement methods of making sure all keys/key cards issued to the Contractor by the Government are not lost or misplaced and are not used by unauthorized persons. NOTE: All references to keys include key cards.

- No keys issued to the Contractor by the Government shall be duplicated.
- The Contractor shall develop procedures covering key control that shall be included in the QCP.
- Such procedures shall include turn-in of any issued keys by personnel who no longer require access to locked areas.
- The COR will issue no keys, key cards nor combinations to the Contractor. Building managers will issue keys to the Contractor if needed for access.

1.7.15.1 Lost Keys.

- No keys issued to the Contractor by the Government shall be duplicated.
- The Contractor shall immediately report any occurrences of lost keys to the COR in the event keys and master keys are lost or duplicated.
- In the event a key is lost, the Contractor shall, upon direction of the COR, pay for the replacement keys on www.pay.gov and receipt provided to the COR.
- In the event a master key is lost, all locks and keys for that system shall be replaced and paid for by the Contractor on www.pay.gov and receipt provided to the COR.

1.7.15.2 Prohibited use of Government provided keys or key cards.

The Contractor shall prohibit the use of Government issued keys/key cards by any person other than the Contractor's employees.

- No keys issued to the Contractor by the Government shall be duplicated.

- The Contractor shall prohibit the opening of locked areas by Contractor employees to permit entrance of people other than Contractor employees engaged in the performance of assigned work in those areas, or personnel authorized entrance by the KO.

1.7.16 Post Award Conference/Periodic Progress Meetings.

The Contractor shall attend the post award conference convened by the Contracting Activity or Contract Administration Office as agreed upon and stated in the contract award document.

- When the KO, COR and DPW management meets with the Contractor to review the Contractor's performance, written minutes of meetings will be recorded by the Government and signed by the Requirements Authority (RA) and the KO.
- The written minutes will be distributed within five (5) business days after the meeting.
- If any party does not concur with any portion of the minutes, the non-concurrence shall be provided in writing to the KO/COR within two (2) workdays following receipt of the minutes.
- Notwithstanding the Contractor's responsibility for total management during the performance of this contract, the administration of the contract requires maximum coordination and cooperation between the Government and the Contractor.

1.7.17 Government Roles and Responsibilities.

1.7.17.1 Contracting Officer (KO).

The KO is the only person authorized to make any changes in any of the requirements listed on this PWS; notwithstanding any provisions contained elsewhere in this contract, said authority remains solely with the KO.

- In the event the Contractor makes any change at the direction of any person other than the KO, the change will be considered to have been made without authority and solely at the risk and expense of the Contractor.
- All contract administration will be affected by the KO.
- Communications pertaining to contractual administrative matters shall be addressed to the KO.
- No changes in or deviations from the terms and conditions shall be affected without a written modification to the contract, executed by the KO authorizing such changes.
- The KO will approve all Deliverables and plans required in this PWS.

1.7.17.2 Contracting Officer's Representative (COR).

The KO will appoint a COR during the performance of this requirement.

- Additional Government personnel may be designated to assist in contract oversight IAW AR 70-13 Management and Oversight of Service Acquisitions.

- Other surveillance personnel may be designated as COR and shall be trained and appointed IAW DoDI 5000.72, Department of Defense (DoD) Standard for Contracting Officer's Representative (COR) Certification.
- The COR will provide assistance in identification and resolution of problems, conflicts in priority, subtask requirement definitions, and other operations type problems.
- The COR will perform IAW the responsibilities and duties identified in the appointment letter.

1.7.17.3 COR Authority.

A letter of designation will be issued to the COR/ACOR by the KO.

- A copy of the letter will be sent to the Contractor.
- The letter of designation states the responsibilities and limitations of the COR/ACOR, especially with regard to changes in cost, price estimates, or changes in delivery dates.
- The COR/ACOR is not authorized to change any of the terms and conditions with regard to cost, quantity, or schedule of the resulting order

1.7.17.4 COR or ACOR.

The COR or ACOR shall monitor all technical aspects of the contract and assists in contract administration.

- The COR or ACOR is authorized to perform the following functions:
 - assure the Contractor performs the technical requirements of the contract;
 - perform inspections necessary in connection with contract performance;
 - maintain written and oral communications with the Contractor concerning technical aspects of the contract;
 - issue written interpretations of technical requirements;
 - monitor, document, and report Contractor's performance and notify both the KO and Contractor of any deficiencies;
 - coordinate availability of Government-Furnished Property and provides direction or assistance for site entry requests of Contractor personnel.

1.7.18 Specific Contractor Requirements, Roles and Responsibilities.

1.7.18.1 U.S. Residency.

All CONUS Contractor employees shall be legal U.S. residents.

- The Contractor shall immediately remove any employee that is not a legal U.S. resident.
- The Contractor personnel shall be able to communicate clearly in the English language.

1.7.18.2 Contractor Hiring Restrictions.

The Contractor shall not hire or subcontract with off-duty or former Government employees whose employment would result in a conflict of interest as defined in DOD 5500.7-R Joint Ethics Regulation 30 August 1993, to include change dated 17 November 2011.

1.7.18.3 Contractor Identification.

The Contractor shall ensure that personnel be identified as a Contractor to distinguish themselves (e.g., badge, company logo, or uniform) from Government employees.

- The Contractor shall ensure all correspondence and reports produced are marked as Contractor products or that Contractor participation is disclosed.
- Contractor-owned/leased vehicles and trailers shall be clearly identified.

1.7.18.4 Identification Badges.

Contractor personnel on duty shall wear Contractor provided identification badges displaying at a minimum: company name, employee name, employee photo, contract title, contract number, and contract expiration date. Identification badges shall be always worn on the front upper outer garment and visible. Contractor shall turn in employee identification badges to the PM upon termination of employment or completion of the contract.

1.7.18.5 Standards of Conduct.

Contractor personnel's conduct shall not reflect discredit upon the Government. The Contractor shall ensure all personnel present a professional appearance while working on the Government installation.

- The Contractor's employees shall observe and comply with all local policies and procedures concerning fire, safety, environmental protection, sanitation, security, and possession of firearms or other lethal or illegal weapons or substance.
- The Contractor shall ensure all Contractor employees, providing services under this contract, conduct themselves and perform services in a professional, safe, and responsible manner.
- The Contractor shall remove, from the job site, any employee for reasons of misconduct or security.
- The Contractor shall ensure employee conduct complies with 41 USC §423, *Procurement Integrity*.
- The Contractor shall also ensure that no Contractor employees conduct political related activities or events on the installation.
- The removal of such a person shall not relieve the Contractor of the requirement to provide personnel to perform adequate and timely service.

1.7.18.6 Contractor Key Personnel.

Contractor shall provide a resume of key personnel, who will be designated in writing, to the KO within one week of the contract award (See Part 8, Attachment/Technical Exhibit Listing, paragraph 8.2, Deliverables Schedule).

- The list shall include each employee's name, job title, telephone numbers, employment date and legible copies of certificates/licenses.
- The Contractor shall revise and resubmit list to the COR and KO within five (5) calendar days of any changes to personnel.
- These key personnel shall be available during normal duty hours.
- These individuals designated as key personnel shall be able to understand, speak, read, and write the English language.

1.7.18.6.1 Project Manager (PM).

The Contractor shall provide a PM and Alternate Program Manager (APM) who is responsible for the performance of the work.

- A minimum of two (2) years of documented service contract management experience in custodial service with team management and scheduling of workflow is required.
- The PM shall have full authority to act for the Contractor on all contract matters relating to daily operation of the contract.
- The name and contact information of the PM shall be provided to the KO/COR and shall be Fort Hood present and on-site, and available during normal duty hours.
- The PM shall be available by phone and email and return phone calls and emails Fort Hood during normal duty hours (Monday through Friday 0700-2000).
- In the circumstances when the PM is not available, the Contractor shall designate an alternate who can perform the same duties during the absence.

1.7.18.6.2 Quality Control Manager (QCM).

The Contractor shall designate a full-time QCM on site during normal duty hours.

- As a minimum, the QCM shall have at least two (2) years of documented relative custodial service experience and shall be responsible for the overall management and implementation of the Contractor's Quality Control Plan.
- The QCM and QCI personnel shall not report to the PM or APM but shall be direct reportable to the corporate head of Quality. No supervisor or team leads will be dual-hatted as Quality Control.

1.7.18.6.3 Quality Control Inspectors (QCI).

The Contractor shall designate QCI personnel sufficient to monitor Contract work to assure compliance with Government requirements. Depending on the size of the contract (square footage and complexity), the QCM may also serve as the QCI.

- As a minimum, the QCM shall have at least two (2) years of documented relative direct custodial service inspection experience.

1.7.18.7 Damage Report.

The Contractor shall submit a monthly damage report to the KO/COR that annotates the damage, corrective action, and date corrected. (See Part 8, Attachment/Technical Exhibit Listing, paragraph 8.2, Deliverables Schedule).

1.7.18.7.1 Damage to Privately Owned Property.

The Contractor shall submit a monthly damage report to the KO/COR that annotates the damage, corrective action, and date corrected.

1.7.18.8 Phase In /Phase Out Period.

The Contractor shall prepare and submit (within ten (10) business days after contract award), a Phase In/Phase Out Plan to be implemented by the Contractor (See Part 8, Attachment/Technical Exhibit Listing, paragraph 8.2, Deliverables Schedule).

- The Contractor shall provide sufficiently experienced personnel during the phase-in and phase-out period to ensure that the services are maintained at the required level of proficiency.
- During the phase-in, the Contractor shall observe all operations pertinent to the requirements of the PWS.
- The Contractor shall commence all operations required by this PWS by the end of phase in period.
- On the initial day of performance, the Contractor shall provide a work force which is fully qualified and capable of performing all work required under this contract.
- During the ten (10) business day transition period immediately prior to the end of the previous contract, the Contractor shall permit the successor Contractor (and the successor Contractor's employees) to observe and become familiar with any and all operations under the contract.
- The Contractor shall fully cooperate with the successor Contractor during Phase Out and the Government so as not to interfere with future work or duties.

1.7.18.9 Quality Control.

The contractor shall develop and maintain an effective quality control program to ensure services are performed in accordance with this PWS. The contractor shall develop and implement procedures to identify, prevent, and ensure non-recurrence of defective services. The contractor's quality control program is the means by which he/she assures himself/herself that his/her work complies with the requirement of the contract. No lead person or first line supervisor shall be considered a Quality Control Inspector. The Contractor shall develop, maintain, and submit a Quality Control Plan (QCP) (see paragraph 1.7.18.10).

1.7.18.10 Quality Control Plan.

The Contractor shall develop a plan to identify and prevent the recurrence of defective services. The Contractor's QCP is the means by which they assure themselves that the work conforms to contract requirements. The basic principle of the plan is that the Contractor is responsible for providing a guide they will use to prevent/mitigate quality control concerns. The Contractor's QCP shall include a separate section, which addresses the Contractor's method of managing quality of work. The QCP shall include a description of the inspection system to address services listed in this PWS, and a description of the methods to be used for identifying and preventing defects in the quality of services performed. The plan shall include a description of the Contractor's inspection

system to include specifics as to areas to be inspected on a scheduled and unscheduled basis, frequency of inspections, and the title and organizational placement of the Contractor's inspectors. No lead person or first line supervisor shall be considered a Quality Control Inspector. The Contractor shall develop, maintain, and submit a QCP to the KO for acceptance within 5 business days after the contract is awarded. The Contractor shall submit any proposed changes in the QCP to the KO for written approval five (5) working days prior to implementation. (See Part 8, Attachment/Technical Exhibit Listing, paragraph 8.2, Deliverables Schedule).

1.7.18.11 Quality Assurance.

The Government will evaluate the Contractor's performance under the contract IAW the Government's Quality Assurance Surveillance Plan (QASP). QASPs are considered to be "living documents," dynamic, adaptable, and subject to modification based on Contractor performance surveillance results. The QASP is not part of the PWS and will not be issued with the solicitation. The QASP focuses on the procedures and processes the Government will implement to assure the Contractor is performing IAW the performance standards within the PWS. The Government plan defines the criteria of how the Contractor's performance will be evaluated, the frequency of surveillance, and the items to be inspected. Although the Government will develop a QASP, Government surveillance of Contractor performance is not limited to the QASP, or the performance objectives, outlined in the Performance Requirements Summary (PRS). The Government retains the right to evaluate all services required by the contract. The Government will perform inspections and tests in a manner that will not unduly delay the work. If any of the services performed do not conform to contract requirements, the Contractor shall perform the services again at no additional cost to the Government.

1.7.18.12 Emergency Services.

1.7.18.12.1 Emergency Medical Treatment.

The Contractor or their employees shall immediately notify their supervisor of any incident requiring immediate emergency medical treatment.

- The Government may provide 911 emergency support ambulance service and/or DoD medical facility, if available.
- If injuries incurred while an employee is performing work under this contract, the contractor shall verbally notify the KO/COR no later than (NLT) two (2) hours after an emergency medical event, followed by a documented summary of events (See Part 8, Attachment/Technical Exhibit Listing, paragraph 8.2, Deliverables Schedule).
- The Contractor shall be responsible for reimbursement of any cost of provided emergency medical treatment services provided to Contractor personnel.
- Reimbursement shall be paid to the U.S. Treasury.

1.7.18.13 Accident Reporting.

- The Contractor or their employees shall immediately notify their supervisor of any ground mishap, accident or any accident requiring emergency medical treatment.
- The Contractor shall comply with Operational Safety and Health Administration (OSHA) for record keeping and reporting of all accidents resulting in death, injury, occupational disease, or adverse environmental impact.
- The Contractor shall provide a emailed report to the KO/COR within two (2) hours of each such occurrence followed up by an email documenting each such occurrence (See Part 8, Attachment/Technical Exhibit Listing, paragraph 8.2, Deliverables Schedule).
- The Contractor shall adhere to reporting of mishaps, The Army Safety Program (Chapter 3 Accident Investigation and Reporting, Chapter 26 Contracting Safety) and OSHA 29 CFR 1904.39 requirements for reporting.
- The Contractor shall be responsible for the emergency medical treatment services for Contractor personnel.

1.7.18.14 Environment and OSHA.

The Contractor shall comply with all Federal, State, local, and installation environmental laws, rules, plans, and policies. The Contractor shall use and store all materials, chemicals, and equipment used in the performance of services on the installation IAW with industry standards, local, State and Federal laws, and according to manufactures' recommendations. The Contractor shall be financially responsible for all fines and associated costs for hazardous waste management, transportation, and disposal of waste due to the Contractor's non-compliance.

1.7.18.15 Safety.

The Contractor shall safeguard and maintain all Government and Contractor property, as well as provide for the safety and well-being of personnel employed under this contract.

- The Contractor shall comply with AR 385-10, *The Army Safety Program*.
- All unsafe acts or conditions fostered by the Contractor or Contractor personnel may be grounds for the KO to halt any and all Contractor performance until such unsafe conditions are corrected.
- The Contractor shall take due caution not to endanger personnel during performance of this contract.
- Upon discovery of a serious hazard, the Contractor shall immediately notify the KO/COR verbally followed up with an email notification (See Part 8, Attachment/Technical Exhibit Listing, paragraph 8.2, Deliverables Schedule).

1.7.18.16 Safety Plan.

The Contractor shall develop and implement a safety plan for its employees.

- The Contractor shall submit the safety plan to the KO/COR for review and acceptance within 30 business days after contract award (See Part 8, Attachment/Technical Exhibit Listing, paragraph 8.2, Deliverables Schedule).

- Revisions shall be submitted to the KO/COR five (5) business days prior to the effective date of change (See Part 8, Attachment/Technical Exhibit Listing, paragraph 8.2, Deliverables Schedule).

1.7.18.17 Occupational Safety and Health.

The Contractor shall comply with the Occupational Safety and Health Administration (OSHA) standards. The Contractor shall comply with all applicable Federal, State, and local laws, regulations, and directives.

1.7.18.18 Safety Measure and Protective Equipment.

The Contractor shall provide all personal protective equipment in accordance with Federal Law and the paragraphs of section 2.5.3. Safety. Workers shall be trained in appropriate safety measures and shall not place materials, machines, or other equipment in traffic lanes or other locations that could create safety hazards. The Contractor shall maintain a safe job site, clean and free of all foreign debris during and upon completion of work. The Contractor shall be responsible for the enforcement of all safety requirements for any work performed under the contract. If the Contractor fails or refuses to comply with safety or environmental requirements, the KO may issue an order stopping all or part of the work in accordance with the Stop work Clause of this contract.

1.7.18.19 Spill Plan.

The Contractor shall comply with the Fort Hood Spill Prevention Control and Countermeasure Plan (See Part 8, Attachment/Technical Exhibit Listing TE).

- The Contractor shall submit a Spill Plan to the KO/COR for approval within 30 calendar days of contract award (See Part 8, Attachment/Technical Exhibit Listing, paragraph 8.2, Deliverables Schedule, Deliverable).
- The Contractor shall verbally notify the KO/COR, followed by written notification as required in the Fort Hood Spill Plan, if the Contractor spills or releases any hazardous substances, (*i.e.*, substances listed in 40 CFR 302, *Designation, Reportable Quantities, and Notification.*)

1.7.18.20 Asbestos Awareness.

IAW 29 CFR 1910.1101 Asbestos, all personnel that may come into contact with asbestos while performing work duties shall attend asbestos awareness training annually:

- This training course is targeted for employees who may disturb asbestos containing materials while performing normal work duties.
- This includes all cleaning and custodial personnel.

1.7.18.21 Environmental Compliance.

The contractor shall implement the following environmental objectives in accordance with FAR 23.4; FAR 52.223-2 ; and based on EPA-issued guidance):

- Maximize the utilization of environmentally preferable products.

- Maximize the utilization of bio-based products. See USDA-designated items at <http://www.biopreferred.gov> or 7 CFR part 3201.
- Maximize the reutilization of nonhazardous and recovered materials.
- Eliminate or reduce the generation of hazardous waste and the need for special material processing (including special handling, storage, treatment, and disposal).

1.7.18.22 Safety Data Sheets.

For materials that have Safety Data Sheets (SDS) associated with them, the Contractor shall submit the SDS to the KO/COR/ACOR for approval on all materials five (5) business days after contract award (See Part 8, Attachment/Technical Exhibit Listing, paragraph 8.2, Deliverables Schedule).

- The Contractor shall adhere to all applicable requirements of the Installation Hazardous Waste Management Plan.
- The Contractor shall provide all materials, labor, training, transportation, and equipment for the handling and storage of hazardous materials or toxic materials.
- The Contractor shall provide upon request from the COR/ACOR all required data to meet environmental-mandated reporting requirements (e.g., air emission data, hazardous material storage/usage, herbicide/pesticide usage, solid/hazardous waste generation).
- The Contractor shall provide data to meet reporting deadlines and during compliance inspections upon request from the COR/ACOR.

PART 2 DEFINITIONS & ACRONYMS

2.0 DEFINITIONS AND ACRONYMS.

2.1 Definitions.

2.1.1 Ability One Commission.

Formally known as “The Committee For Purchase For People Who Are Blind Or Severely Disabled”. This is the independent Government Agency responsible for the Ability One Program. (For more information, go to website <http://www.AbilityOne.gov>)

2.1.2 Acceptable Quality Level (AQL).

The AQL is the maximum percent defective (or the number of defects per hundred units) that, for purposes of sampling inspection can be considered satisfactory.

2.1.3 Carpet Care.

Cleaning and maintenance to keep carpet reasonably free of all stains, soil, and dirt. Methods used for carpet care are vacuum cleaners and carpet shampoos.

2.1.4 Child, Youth and School Services (CYSS).

Overarching naming convention for Child Development Center (CDC); Youth Activity Center (YAC); and School Age Services (SAS) are Child, Youth and School (CYS), Services (CYSS). CYSS shall be used when referring to all programs.

2.1.5 Cleaning.

Removing stains, soil, and dirt. May be accomplished by chemical or mechanical means.

2.1.6 Contractor.

A supplier or vendor awarded a contract to provide specific supplies or service to the Government. The term used in this contract refers to the prime.

2.1.7 Contractor Acquired Property (CAP).

Property acquired, fabricated, or otherwise provided by the Contractor for performing a contract and to which the Government has title.

2.1.8 Contracting Officer (KO).

A person 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.

2.1.9 Contracting Officer's Representative (COR).

An employee of the U.S. Government appointed by the contracting officer to administer the contract. Such appointment shall be in writing and shall state the scope of authority and limitations. This individual has 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.

2.1.10 Deficient Service.

A service output that does not meet the standard of performance associated with the Performance Work Statement.

2.1.11 Deliverable.

Objective evidence that can be physically delivered but may include non-manufactured things such as meeting minutes or reports.

2.1.12 Disinfect.

This is the process of removing dirt and bacteria, with physically removing debris and bacteria with a chemical solution, killing any remaining germs on surfaces, which further reduces any risk of spreading infections and/or diseases.

2.1.13 Dry Buffing.

Procedure to utilize floor, buffing equipment to remove minor scratches and scuff marks without applying solution or wax.

2.1.14 Equipment.

A tangible item that is functionally complete for its intended purpose, durable, nonexpendable, and needed for the performance of a contract. Equipment is not intended for sale and does not ordinarily lose its identity or become a component part of another article when put into use. Equipment does not include material, real property, special test equipment or special tooling.

2.1.15 Exterior Windows

Windows surrounding entrances and exits of contracted buildings but not windows located on exterior walls.

2.1.16 Government Furnished Property (GFP).

Property in the possession of, or directly acquired by, the Government and subsequently furnished to the Contractor for performance of a contract. Government-furnished property includes, but is not limited to, spares and property furnished for repair, maintenance, overhaul, or modification. Government-furnished property also includes

Contractor-acquired property if the Contractor-acquired property is a deliverable under a cost contract when accepted by the Government for continued use under the contract.

2.1.17 Government Property.

All property owned or leased by the Government. Government property includes both Government- furnished property and Contractor-acquired property. Government property includes material, equipment, special tooling, special test equipment, and real property. Government property does not include intellectual property and software.

2.1.18 Government Project Manager.

The DPW Engineering Division, Project Engineer/Technician (i.e., COR/ACOR/COTR) assigned to manage this PWS.

2.1.19 Hard Surface Floor Care.

Hard surface floor care includes, but is not limited to tile, vinyl, rubber tile, mosaic tile, quarry tile, ceramic tile, marble, concrete, terrazzo, and linoleum. Floor care includes, but is not limited to dust mopping, wet mopping, scrubbing, stripping, waxing, re-finishing, or sealing.

2.1.20 High-efficiency Particulate Air Vacuum Cleaners (HEPA).

HEPA stands for high-efficiency particulate air, and it typically refers to a filter inside a machine. A true HEPA filter can trap 99.97 percent of airborne particles, minimizing dust, dander, and other common allergens in the air.

2.1.21 Heating, Ventilation and Air Conditioning (HVAC).

HVAC refers to the different systems used for moving air between indoor and outdoor areas, along with heating and cooling both residential and commercial buildings.

2.1.22 Institute of Inspection, Cleaning and Restoration Certification (IICRC).

The certification and standard-setting non-profit organization for the inspection, cleaning, and restoration industries.

2.1.23 Interior Window.

Windows surrounding interior entrances and exits but not windows located on an exterior wall.

2.1.24 International Sanitary Supply Association (ISSA).

The leading resource for information, education, networking, and industry standards.

2.1.25 Lavatories/Latrines/Bathrooms.

A room containing commodes, urinals, toilets, partitions/stalls, washbasins, bathtubs, shower stalls, sinks, lavatories, faucets, fixtures, mirrors, floors, walls, and dispensers (soap, paper towels, toilet tissue).

2.1.26 Legal and Other Requirements.

Applicable Federal, State, local, DoD and Army laws, codes, regulations and other requirements.

2.1.27 Loss of Government Property.

Unintended, unforeseen, or accidental loss, damage, or destruction of Government property that reduces the Government's expected economic benefits of the property. Loss of Government property does not include occurrences such as purposeful destructive testing, obsolescence, normal wear and tear, or manufacturing defects. Loss of Government property includes, but is not limited to:

- Items that cannot be found after a reasonable search;
- Theft;
- Damage resulting in unexpected harm to property requiring repair to restore the item to usable condition; or
- Destruction resulting from incidents that render the item useless for its intended purpose or beyond economical repair. Contractor shall prepare damage reports monthly and submit to KO/COR.
- The Contractor shall notify the COR of any incidents of damage/destruction to Government property by end of day (EOD) and the Contractor shall pay for any damage/destruction.

2.1.28 Material.

Property that may be consumed or expended during the performance of a contract, component parts of a higher assembly, or items that lose their individual identity through incorporation into an end-item. Material does not include equipment, special tooling, and special test equipment or real property.

2.1.29 Non-Personal Services.

The personnel rendering the services are not subject; either by the contract's terms or by the manner of its administration, to the supervision and control usually prevailing in relationships between the Government and its employees. Non personal service contracts are authorized by the Government in accordance with FAR 37.012, under general contracting authority, and do not require specific statutory authorization.

2.1.30 Performance Requirements Summary (PRS).

The Performance Requirements Summary (PRS) generally identifies each performance requirement applicable to the Performance Work Statement (PWS) section. It outlines the performance standard, acceptable quality level (AQL), method of surveillance, and any relevant incentives or remedies. Each performance requirement has a minimum

acceptable standard and may also have a range within which the contractor's performance can deviate.

2.1.31 Physical/Community Fitness Centers.

Physical/Community Fitness Center facilities may include a gymnasium, athletic courts, work out areas, weight rooms, showers, restrooms, locker rooms, indoor hand ball courts, whirlpool, sauna, administrative space, and storage space. Outdoor fitness/recreation facilities, indoor/outdoor swimming pools, ice- and/or roller-skating rinks, physical educational training facilities, and buildings that house a fitness center are not included.

2.1.32 Physical Security.

Actions that prevent the loss or damage of Government property.

2.1.33 Property.

All tangible property, both real and personal.

2.1.34 Property Records.

Records created and maintained by the Contractor in support of its stewardship responsibilities for the management of Government property.

2.1.35 Provide.

To furnish, as in Government-furnished property, or to acquire, as in Contractor-acquired property.

2.1.36 Public Traffic Areas.

Lobbies, hallways, corridors, stairwells, meeting rooms, and lavatories.

2.1.37 Quality Assurance.

The Government procedures to verify that services being performed by the Contractor are performed according to acceptable standards.

2.1.38 Quality Assurance Surveillance Plan (QASP).

An organized document written by the Government specifying the surveillance methodology used for surveillance of Contractor performance.

2.1.39 Quality Control.

All necessary measures taken by the Contractor to assure that the quality of an end product or service shall meet contract requirements.

2.1.40 Real Property.

See Federal Management Regulation 102-71.20 (41 CFR 102-71.20).

2.1.41 Recyclable Materials.

Materials that are separated from mixed municipal solid waste for the purpose of reuse, donation, recycling, or composting, including paper, glass, plastics, metals, automobile oil, batteries, source-separated compostable materials, and sole source food waste streams that are managed through bio-degradative processes. Please see the Army QRP Handbook (May 2020 or most current) and DoDI 4715.23, Integrated Recycling and Solid Waste Management for a list of recyclable materials.

2.1.42 Sanitize.

The process that destroys or eliminates all forms of microbial life and is carried out by physical or chemical methods, which lowers the number of germs on a surface to a safe level as determined by Public Health Standards.

2.1.43 Schedule of Services

A log that includes relevant custodial cleaning task practices and the dates custodial cleaning task is to be completed IAW PWS performance standards.

2.1.44 Sensitive Property.

Property potentially dangerous to the public safety or security if stolen, lost, or misplaced, or that shall be subject to exceptional physical security, protection, control, and accountability. Examples include weapons, ammunition, explosives, controlled substances, radioactive materials, hazardous materials or wastes, or precious metals.

2.1.45 Service Calls.

Service calls are One-Time/On-call Services for standard service requirements, such as replenishing of restroom supplies.

2.1.46 Soil.

Includes, but is not limited to dust, dirt, stains, grease, smudges, streaks, spots, lint, or odors. Soil can be removed chemically, mechanically, or by a combination of both. Mechanical soil removal is removing soil with a machine such as a vacuum cleaner. Chemical soil removal is removing soil with a liquid that contains cleaning agents such as detergents, surfactants, and emulsifiers. The combination of chemical and mechanical methods such as an automatic floor-scrubbing machine uses the chemical method to breakdown and loosen soil then the mechanical method picks up and carries the soil away. Which soil removal method is used depends on the cleaning objectives and on size, location, and type of surface to be cleaned and is determined by the Contractor.

2.1.47 Spill Plan.

A plan designed to identify steps to prevent a discharge of one or more hazardous substances that adversely impact, or threaten to adversely impact, human health, welfare, or the environment and requires an immediate response.

2.1.48 Spray Buffing.

Procedure to apply a light coat of wax to maintain the waxed floor after removing minor scratches and scuffmarks.

2.1.49 Spot Cleaning.

A spot is defined as approximately 12" x 12". Carpet surfaces shall be free of removable spots, soiled traffic patterns, debris, gum, and crusted materials. Cleaning small areas of carpet by vacuuming, hot water extraction, or shampooing due to accumulation of dirt or soil on heavy traffic patterns or due to leaks or spillage on small areas of floor surface. Spot cleaning is also removal of spots from walls, ceilings, and floors, utilizing compatible, surface appropriate, techniques and solutions.

2.1.50 Stairwell Cleaning.

Cleaning to standard of stairwells in PWS covered buildings. This process includes the cleaning of steps, landings, walls, and handrails.

2.1.51 Stripping.

The removal of the floor finishes down to the flooring material. Appropriate grade synthetic nylon floor maintenance pads or brushes may be used on resilient floors. Stripping of a floor means floor surfaces are free of dirt, stains, deposits, cleaning solutions, standing water, and have a uniform appearance when dry. Stripping of floor surfaces includes utilizing procedures and equipment to prevent safety hazards.

2.1.52 Subcontractor.

One that enters into a contract with a prime Contractor. The Government does not have privity of contract with the subcontractor.

2.1.53 Sweep.

Process of utilizing manual brush type of device to remove dirt and debris from surfaces.

2.1.54 Trash Removal.

Trash removal with respect to custodial services includes the removal of designated trash, recyclable materials, and other debris from buildings. This includes but is not limited to wastebaskets, boxes, recycle bins or any other container used for recycling and solid waste collection in order to meet federal, DoD and State solid waste diversion goals. Note: Future HQDA requirements may require personnel to remove deskside

wastebasket and recycle bin contents to a centralized location (e.g., 96-gallon containers inside the building or outside dumpsters).

2.1.55 Wide Area Workflow (WAWF).

A secure web system for electronic invoicing, receipt, and acceptance. WAWF allows Government vendors to submit and track invoices and receipt/acceptance documents over the web and allows Government personnel to process those invoices in a real-time, paperless environment.

2.1.56 Workday.

The number of hours per day the Contractor provides services in accordance with the contract.

2.1.57 Work Week.

Monday through Friday, unless specified otherwise (Installation specific or as defined by the Collective Bargaining Agreement).

2.2 ACRONYMS.

ACC	Army Contracting Command
ACS	Army Community Service
ACOR	Alternate Contracting Officer's Representative
ANSI	American National Standards Institute
APHC	Army Public Health Command
APPA	Association of Physical Plant Administrators (now known as Association of Higher Education Facilities Officers)
AQL	Acceptable Quality Level
AR	Army Regulation
ATO	Anti-Terrorism Officer
CAP	Contractor Acquired Property
CDC	Child Development Center
CDC	Centers for Disease Control and Prevention
CFE	Contractor Furnished Equipment
CFM	Contractor Furnished Material
CFP	Contractor Furnished Property
CFR	Code of Federal Regulations
CIMS	Cleaning Industry Management Standard
CIMS-GB	Cleaning Industry Management Standard-Green Building
CLIN	Contract Line-Item Number
CONUS	Continental United States (excludes Alaska and Hawaii)
COR	Contracting Officer's Representative
CPARS	Contractor Performance Assessment Reporting System
DA	Department of the Army
DES	Directorate of Emergency Services
DFARS	Defense Federal Acquisition Regulation Supplement
DoD	Department of Defense
DOL	Department of Labor
DPW	Directorate of Public Works
ENV	Environmental
FAR	Federal Acquisition Regulation
FIPS	Federal Information Processing Standards
FPCON	Force Protection Condition
GFE	Government-Furnished Equipment
GFM	Government-Furnished Material
GFP	Government-Furnished Property
GOV	Government
HEPA	High-Efficiency Particulate Air
HQDA	Headquarters Department of the Army
HSPD	Homeland Security Presidential Directive
HVAC	Heating, Ventilation and Air Conditioning
IAW	In Accordance With
IG	Inspector General
IICRC	Institute of Inspection, Cleaning and Restoration Certification
IMCOM	Installation Management Command
ISSA	International Sanitary Supply Association
KO	Contracting Officer

LOR	Legal and Other Requirements
MEDCOM	HQDA, US Army Medical Command
N/A	Not Applicable
NIH	National Institutes of Health
NLT	Not Later Than
OCI	Organizational Conflict of Interest
OCONUS	Outside Continental United States (includes Alaska and Hawaii)
OPSEC	Operational Security
OSHA	Occupational Safety and Health Administration
PAM	Pamphlet
PFC	Physical Fitness Centers
PIEE	Procurement Integrated Enterprise Environment
PM	Project Manager
POC	Point of Contact
PoP	Period of Performance
PRS	Performance Requirements Summary
PUB	Publication
PWS	Performance Work Statement
QA	Quality Assurance
QAP	Quality Assurance Program
QASP	Quality Assurance Surveillance Plan
QC	Quality Control
QCP	Quality Control Plan
RCRA	Resource Conservation and Recovery Act
SAM	System for Award Management
SDS	Safety Data Sheets
SF	Square Foot
SPM	Surveillance and Performance Monitoring
SSP	Service Support Program
TARP	Threat Awareness and Reporting Program
TIP	Technical Information Paper
TE	Technical Exhibit
U.S.C.	United States Code
VIP	Very Important Person
WAWF	Wide Area Workflow
WD	Wage Determination
YC	Youth Centers

PART 3

GOVERNMENT FURNISHED PROPERTY, EQUIPMENT, AND SERVICES

3.0 GOVERNMENT FURNISHED PROPERTY, EQUIPMENT AND SERVICES.

3.1 General

The Government will provide the Contractor with office space that includes administrative space and storage for the Contractor's use under this contract. The Government is providing the building only and in an "as-is condition. See Attachment 8 - Contractor's Building Site Map. If augmentation is necessary, all such projects will be coordinated with the COR and adhere to the installation Design Guide. Use of office space is authorized for the duration of the contract.

The Contractor shall remove all vehicles, trailers, and equipment from each facility at the end of each workday. The Contractor office space includes a parking lot where Contractor vehicles may be parked overnight.

The Contractor shall maintain physical security and key control in this Government provided office space. It is the responsibility of the Contractor to establish and maintain this area, which shall remain Government property and be returned to the Government free of trash and debris upon completion or termination of the contract. The Government and the Contractor will perform a joint facility pre- inspection to identify any damages to the facility. The Contractor and Government will perform a joint inspection to ensure the facility is returned to the Government in the same condition. The Contractor shall be responsible for any damage(s) that occurs in or around the facility. The Contractor shall maintain Government provided facilities in accordance with FH Reg. 420-1, and EM 385-1-1. The Government has the option to change the area provided at any time at no additional cost to the Government.

3.2 Basic Requirements

- Contractor is responsible for securing the Fort Hood facilities listed on TE-A Building Inventory List during the workday, after hours, and weekends.
- Contractor storage of equipment, materials and supplies on site is at no risk to the government.
- Contractor is responsible for the security of property, equipment, vehicle, and stored materials and supplies.
- The Government is not responsible for acts of vandalism or arson.

3.3 Facility/Area(s)

- Contractor will inventory any existing equipment, materials, and supplies that are on-site with the COR at initial occupation.
- Contractor shall be responsible for cleaning and maintaining the appearance of the government furnished building.
- Contractor will be responsible for maintaining/repairing any subsequent damage caused to the government furnished building.

- Contractor will be responsible for masking/screening from public view the storage of equipment, materials and supplies stored outside of the building 4819, room #128.
- Contractor shall attach a metal sign with the company logo to the building 4819, room #128/fence to identify the area as a contractor area IAW Installation Design Guide. Sign will state the company name and logo. The company name and logo shall be clearly visible from a distance of 50'. The sign on the building 4819, room #128/fence) shall match the size and logo of the magnetic signs that are required on all the work vehicles. The sign on the fence shall not be neon or connected to electricity for lighting.
- Contractor shall not store fuel at the 4819, room #128.
- Contractor shall not use shipping containers, mobile trailers, outdoor sheds, or other structures, i.e., plywood boxes for additional storage.
- The COR may inspect building 4819, room #128 at any time for compliance.

3.4 Privately Owned Vehicles (POVs)

- Contractor personnel may drive their POVs to the (building/fenced lot) and park them for the workday. Vehicle Operators will need Vehicle Registration, Proof of Insurance, and a valid Driver's License.
- Contractor personnel may drive their POVs to the work area and work out of their POVs.
- Fifth-wheel, low-boy trailers, etc. shall not be parked in the POV parking area.

3.5 Utilities and Services

- The Government will provide access to water and electrical services. The Contractor shall obtain written approval from DPW prior to installing connections and meters. The Contractor shall make no changes to existing electrical outlets or service fixtures unless approved by the Installation DPW and KO. Contractor personnel shall not utilize telephones located in buildings receiving service unless prior consent is obtained from the KO. Contractors shall follow Government policy related to Electric vehicle charging stations.
- Water, solid waste/recycling removal, sewer, electricity from existing outlets, and heating for facilities being serviced at no additional cost to the Contractor. The Contractor shall make no changes to existing electrical outlets or service fixtures unless approved by the Installation DPW and KO. Contractor personnel shall not utilize telephones located in buildings receiving service unless prior consent is obtained from the KO. Contractors shall follow Government policy related to Electric vehicle recharging stations.
- The Contractor shall instruct employees in utilities conservation practices. The contractor shall be responsible for operating under conditions that preclude the waste of utilities, which include turning off lights when not being used, keeping doors to the building shut when not in use and turning off the water faucets or valves immediately after use.
- Police and fire protection shall be provided by the Government when working on Fort Hood.
- Emergency medical services (see paragraph 1.7.13)
- Mowing or Snow removal of parking lot(s)

3.6 Materials and Supplies.

The Government shall not provide any materials or supplies under this contract.

PART 4

CONTRACTOR FURNISHED MATERIALS AND EQUIPMENT

4.0 CONTRACTOR FURNISHED MATERIALS AND EQUIPMENT.

4.1 General.

The Contractor shall furnish all supplies, parts, tools, fuel, oil, equipment, facilities, and services required to perform work under this contract that are not listed under Section 3 of this PWS, e.g., The Contractor shall ensure all materials and supplies provided shall be suitable for use on Fort Hood and meet applicable Federal, State, local, DoD and Army laws, codes, regulations, and other requirements.

4.2 Classified Controlled Facility Clearance. – N/A

4.3 Materials and Supplies.

The Contractor shall furnish all materials and supplies necessary to meet the requirements under this contract except that which is furnished by the Government (as specified in Part 3). The Contractor shall ensure all materials and supplies provided meet applicable Federal, State, local, DoD and Army laws, codes, regulations, and other requirements.

- The Contractor shall provide all supplies, tools, and clothing (including personal protective clothing and equipment for Contractor employees when required by OSHA regulations, 29 CFR 1910, SUBPART I) required to meet the terms of the contract.
- The Contractor shall procure and provide 'Bio-Preferred' materials and supplies to meet mandatory purchasing requirements outlined in the Agriculture Improvement Act of 2018 (Section 9002), FAR Section 52.223-2 - Affirmative Procurement of Biobased Products Under Service and Construction Contracts, and FAR Subpart 23.4 - Use of Recovered Materials and Biobased Products.
- The Contractor shall utilize 'Bio-Preferred Reporting' through the System of Award Management (SAM) located at SAM.gov per Policy Alert #20-109.

4.4 List of Cleaning Products

Prior to contract startup, the Contractor shall submit to the COR for approval, a list of proposed cleaning products, along with log of the Safety Data Sheets (SDS), to be used in accordance with the contract specifications (Submittal).

- Once initial cleaning products are approved for use, the Contractor shall submit for approval any new or substitute products along with the related SDS (Submittal)
- The Contractor shall keep an ongoing log (with attached SDSs, as required) which details all materials and supplies currently in use, all materials and supplies that remain but are no longer used, and a list of materials and supplies

stored in vehicles and/or storage containers/rooms/sites purchased in association with meeting the requirements of this PWS.

- The Contractor shall submit a list of monthly consumables and cleaning supplies (Part 8, Attachment/Technical Exhibit Listing, paragraph 8.2, Deliverables Schedule, Deliverable).

4.4.1 Known Hazards

The Contractor shall not expose building occupants and/or personnel to known hazardous chemical, biological and particle contaminants, which adversely affect air quality, health, building finishes, building systems, and the environment.

- The Contractor shall consider environmental and safety elements in the low-impact environmental cleaning policy.
- The Contractor shall adhere to Industry best practices and comply with local regulatory requirements, such as Green Seal GS-37 standard, or if GS-37 is not applicable (e.g., for products such as carpet cleaners, floor finishers or stripper), use products that do not exceed maximum allowable Volatile Organic Chemical (VOC) levels.
- The Contractor shall adhere to Green procurement requirements outline in AR 70-1 4-10.a. and CIMS-GB standards.
- TE-H Hazardous Material Authorization Requests should be submitted to the KO/COR prior to usage. (Part 8, Attachment/Technical Exhibit Listing, paragraph 8.2, Deliverables Schedule, Deliverable).
-

4.4.2 Cleaning Solutions Requirements

- Products for cleaning the carpet shall be an approved pre-spray, in-tank, or spotter, approved by The Carpet and Rug Institute's Seal of Approval - Solution (<http://www.carpet-rug.org>).
- All SDS sheets on products to be provided and in compliance with product requirements (e.g., EPA, CDC, NIH, APHC, ...)
- Carpet Manufacturers' recommendations.
- All wastewaters shall be disposed of properly in a sanitary sewer.

4.5 Equipment.

The Contractor shall furnish all equipment necessary to meet the requirements under this contract except that which is furnished by the Government (as specified in Part 3). The Contractor shall ensure all equipment shall meet applicable Federal, State, local, DoD and Army laws, codes, regulations, and other requirements. In addition, the Contractor shall maintain or have backup capability to provide continued service in the event primary equipment or vehicles are down for extended maintenance or repairs. Equipment failure shall not alleviate the Contractor from performing any requirement contained in this contract. Equipment shall include all necessary and customary hand and mechanical appliances routinely used for custodial operations to meet the requirements under this PWS. The company name shall be displayed on each of the Contractor's vehicles and trailers in a manner and size that is clearly visible. All vehicles

and trailers shall display a valid State license plate and meet current local and State vehicle registration requirements.

4.5.1 Carpet, Tile / Grout Cleaning

Carpet cleaning and tile / grout cleaning shall be done using equipment, materials, and chemicals that have been certified by The Carpet and Rug Institute (<http://www.carpet-rug.org>) with a GOLD rating (or equivalent standard).

4.5.2 Unserviceable Contractor Equipment.

Contractor furnished equipment or items, inoperable or unserviceable for whatever reason including failure to meet Federal, State, or local safety requirements, shall be removed from the installation within twenty-four (24) hours after failure except items undergoing maintenance by the Contractor in Government provided facilities. Equipment that is not repaired within thirty (30) calendar days shall be removed from the installation.

PART 5 SPECIFIC TASKS

5.0 SPECIFIC TASKS FOR GENERAL CLEANING.

5.1 General.

- The Contractor shall provide all management, tools, equipment, and labor necessary to ensure that custodial services are performed at Fort Hood See Part 4 Contractor Furnished Items and Services.
- The Contractor shall accomplish all cleaning tasks described in this PWS Custodial Tasks Services Performance Standards and Frequencies, detailed in Part 8 Technical Exhibits, TE-C PWS Custodial Services Tasks Performance Standards.
- Estimated square footage for building areas where custodial services are to be performed are depicted in Part 8 Technical Exhibits, TE-A Building Inventory List.
- The Contractor shall respond to service calls (unscheduled work performed) within **24** hours at Fort Hood.
- All work performed by the Contractor shall be performed in accordance with all applicable laws, regulations, Army standards, instructions, and commercial practices.
- Contractor shall display the appropriate caution signs when cleaning floors or any other surface that might pose a risk of injury to personnel who may be present.

5.2 Modification to TE-A Building Inventory List.

Building Inventory List (TE-A) is a living document which list the buildings covered under the contract. Due to the nature of Fort Hood Installation and Army mission, requirements are expected to change. However, the anticipated change is expected to be minimal. Changes typically result from new construction, demolition of older buildings or the relocation of building occupants to another building.

Changes to the Building Inventory List (TE- A) that are within the maintainable square footage and no cost impact, will be provided to the contractor via email as soon as possible. Significant changes to this document that increase or decrease the maintainable square footage per month expressed in the CLINs and/or will be a cost impact will always require official contract modification from the Contracting Officer.

Adjustments for Square Footage (Adding/Deleting Buildings):

In the event of changes to the Building Inventory List (TE-A) that increase or decrease the maintainable square footage and require an official contract modification the Government and the Contractor shall negotiate an equitable adjustment.

Pricing Formula: Any adjustment to the contract price shall be calculated proportionately using the Contractor's established price-per-square-foot rates (or applicable unit prices) already established within the Contract Line-Item Numbers (CLINs) for the affected facility type.

5.3 Perform Special Event Cleanings (i.e. VIP and/or event cleaning).

- The Contractor shall provide Custodial Services for special events when notified by the COR, which shall be worked within the established frequencies for custodial services at the facility.
- These events include, but are not limited to,
- VIP visits, Inspector General (IG) Team visits, Visiting Dignitaries, and,
- Non-Standard Training, a summer camp, and sheltering from inclement weather cleaning, etc.
- The COR will notify the Contractor of the requirement as soon as it is known, but no less than seventy-two (72) hours prior to the event.
- The Contractor shall complete all cleaning tasks four (4) hours prior to each event, and possibly during and after depending on the event situation.

5.4 Specific Tasks for scheduled general cleaning.

Tasks required to deliver quality custodial services in a timely manner for scheduled general cleaning substantially conform to nationally recognized standards IAW 40 CFR § 102-74.35. The common standards set forth are from the International Sanitary Supply Association (ISSA), Cleaning Industry Management Standard (CIMS), American National Standards Institute /Institute of Inspection Cleaning and Restoration Certification (ANSI/IICRC) - Standard for Professional Cleaning of Textile Floor Coverings S100 and ANSI/IICRC - Standard for Professional Inspection of Hard Surface Floor Coverings S220

5.5 Hard Floors. (Vinyl, Ceramic, Wood, Concrete, etc.).

The Contractor shall accomplish cleaning by the most appropriate method (vacuum, sweep, mop, spot clean, etc.) and with cleaning solutions, if applicable, for the specific floor type.

- The Contractor shall move chairs, trash receptacles, or other easily moveable items under 20 pounds to maintain floors underneath these items.
- Hard floors shall be cleaned, scrubbed, sealed, polished, waxed, and stripped.
- After cleaning floor surfaces, to include grout, the Contractor shall ensure hard floors have a uniform, clean appearance without streaks, swirl marks, detergent residue, or any evidence of soil, stain, film, or standing water.
- Baseboards and corners shall also be clean.

5.5.1 Spray and Buff.

- The Contractor shall spray and buff or burnish as appropriate all floors requiring floor maintenance and floor finish.
- The Contractor shall prep (scrub and scrape) the floor to receive spray and buff treatment.
- Spray and buff treatments do not apply to any flooring that is not designed to accept floor finish such as ceramic or glazed tile.

5.5.2 Stripping/Scrub/Finishing.

- The Contractor shall prep (scrub and scrape) the floor to receive stripping/scrub/finishing treatment.
- The Contractor shall strip, scrub, scrape, seal, and apply floor finish resulting in a uniform glossy appearance after custodial services have been performed.
- The Contractor shall ensure the applied floor finish is non-skid.
- The Contractor shall not move chairs, trash receptacles, or other easily moveable items to maintain floors underneath these items.
- The Contractor shall remove all stripping solution, sealant, and any residue from floor drains immediately upon completion of service.
- The Contractor shall coordinate with the building managers (or alternates) for the best date/time to complete the Quarterly cleaning services to ensure it does not interfere with their daily mission and reschedule as needed. After completing Quarterly services, the Contractor shall ensure the QCI inspects all areas and ensure that any areas not meeting standards are redone.
- The Contractor shall ensure the occupants understand all movable furniture (i.e. chairs, trash receptacles etc.) must be cleared prior to Quarterly services.

5.5.3 Floor Finish Remover.

An approved Green Seal (or equivalent) low VOC floor finish remover shall be used to remove (acrylic or metal-linked) polymer floor finish and water emulsion concrete and terrazzo sealants from resilient tile, terrazzo, and concrete floors.

5.5.4 Wet Mop.

The contractor shall wet mop non-carpeted floors to include entrances, vestibules, lobbies, stairways, landings, and risers, using water and industry standard cleaning solutions for the specific floor type/material being cleaned.

- Wet mopping of bare floors shall be cleaned using sanitizing cleaner(s) with additional scrubbing, if necessary.
- There shall be no visible buildup of finish in corners or crevices.
- Contractor shall mop underneath easily moveable items under 20lbs.
- After being mopped, the floors all types - shall have a uniform clean appearance without streaks, swirl marks, detergent residue or any evidence of soil, stains, film debris or standing water. No mop strands shall remain in the area.
- There shall be no splash marks, mop streaks or equipment markings on furniture, walls, baseboards, trash receptacles, or other surfaces.
- Floors will be slip resistant. Surfaces, baseboards, and corners shall be clean and dry.
- Any/All mops and cleaning cloths used shall be cleaned and sanitized before and after each use (except as stated below).
- Mops and cleaning cloths used in restrooms, including diapering areas in restrooms and CYS, will not be used to clean any other areas.

5.5.5 Quarry / Ceramic / Porcelain Tile Cleaning.

- Tile shall be cleaned in accordance with standard commercial practice using approved commercial equipment.
- The Contractor shall move chairs, trash receptacles, or other easily moveable items under 20 pounds to maintain floors underneath these items.
- Interim cleaning such as encapsulation and bonnet cleaning shall be used to maintain appearance and treat spots/stains.
- Stains which are not easily removed by normal cleaning processes shall be treated using an approved alternate method.
- Spills are to be treated when reported or within the next service cycle to reduce the chance of staining.
- Quarry / ceramic tile and grout shall be free of soiling, marks, and stains and free of chemical residue. All cleaning solutions shall be removed from baseboards, furniture, trash receptacles, chairs, and other similar items.
- The Contractor shall coordinate with the building managers (or alternates) for the best date/time to complete the Quarterly cleaning services to ensure it does not interfere with their daily mission and reschedule as needed. After completing Quarterly services, the Contractor shall ensure the QCI inspects all areas and ensure that any areas not meeting standards are redone.
- The Contractor shall ensure the occupants understand all movable furniture (i.e. chairs, trash receptacles etc.) must be cleared prior to Quarterly services.

5.5.6 Annual Stripping/Finishing and Buffing.

The Contractor shall coordinate the date/time for annual floor services with each facility building manager or section manager, ensuring they understand all movable furniture (i.e. chairs, trash receptacles etc.) must be cleared prior to annual service and obtain signature on the Annual Service Confirmation form (see TE-J). If for any reason the Contractor is unable to provide services on the scheduled date/time, the Contractor shall promptly notify the facility building manager to reschedule and notify the COR of the change. On the scheduled service day, if the facility has not removed all movable furniture, the annual services must be rescheduled. The Contractor is not responsible for moving chairs, trash receptacles, or any other easily movable items for Annual services. The Contractor shall strip, scrub, seal, and wax floors as necessary to maintain a uniform glossy appearance. The Contractor shall ensure the wax is non-skid. The Contractor shall remove all stripping solutions, sealant, and waxy residue from floor drains immediately upon completion of service. After completing Annual Services, the Contractor shall ensure the QCI inspects all completed areas to ensure that any areas not meeting standards are redone. The Contractor shall submit the Annual Service confirmation form, and the QCI Quality Assurance form the next business day by 0800 after the QCI inspection is completed at each facility to the COR. (Part 8, Attachment/Technical Exhibit Listing, paragraph 8.2, Deliverables Schedule, Deliverable).

5.6 Carpeted Floors.

When providing scheduled custodial services, the Contractor shall ensure the carpets are maintained free of soil, dirt, debris, litter, and other foreign matter by effective vacuuming.

- The Contractor shall move chairs, trash receptacles, or other easily moveable items under 20 pounds to maintain floors underneath these items.
- The Contractor shall vacuum carpeted floors and rugs with a low noise, industrial-type vacuum cleaning system that has been certified with a GOLD rating by the Carpet and Rug Institute (<http://www.carpet-rug.org>) with a HEPA filter system.

5.6.1 Removable Walk off Mats.

- The Contractor shall vacuum and clean interior floor mats.
- Floor mats shall be free of all visible lint, litter, debris, soil, sand, and other foreign matter.
- Soil and moisture underneath mats shall be removed, and mats returned to their normal location.
- Floors under walk-off mats shall be dry before the mats are replaced.

5.6.2 Carpet Cleaning and Shampooing.

The Contractor shall clean carpets using an extractor approved by the KO and Carpet and Rug Institute (<http://www.carpet-rug.org>) with a GOLD rating.

- The Contractor shall not move chairs, trash receptacles, or other easily moveable items to maintain floors underneath these items.
- The Contractor shall ensure occupants understand that all movable furniture (i.e. chairs, trash receptacles etc.) must be cleared prior to Quarterly services being completed.
- An Extraction Method shall be used IAW standard commercial practice (approved by the Carpet and Rug Institutes with a GOLD rating or equivalent) and follow the Institute of Inspection, Cleaning and Restoration Certification (IICRC) standards S100.
- A heavy-duty spot remover, approved by the Carpet and Rug Institutes with a GOLD rating or equivalent, shall be required in heavily soiled areas.
- Stains which are not easily removed by normal cleaning processes shall be treated using an alternate approved by the Carpet and Rug Institutes with a GOLD rating or equivalent.
- The Contractor shall coordinate with the building managers (or alternates) for the best date/time to complete the Quarterly cleaning services to ensure it does not interfere with their daily mission and reschedule as needed. After completing Quarterly services, the Contractor shall ensure the QCI inspects all areas and ensure that any areas not meeting standards are redone.

5.6.3 Spot Cleaning Carpets.

The Contractor shall spot clean floor surfaces to remove stains one (1) square foot or less.

- Cleaning Process shall follow the IICRC standards S100.

- Cleaned areas shall match the surrounding area for color and texture.
- Areas that are embedded to the point of non-removal and have been treated during two (2) consecutive cleanings and resists removal shall be annotated to the COR/ACOR for resolution.

5.6.4 Annual Carpet Cleaning and Shampooing.

The Contractor shall coordinate the date/time for annual carpet services with every facility building manager, ensure they understand all movable furniture (i.e. chairs, trash receptacles etc.) must be cleared prior to Annual service and obtain signature on the Annual Service Confirmation form (see TE-J). If for any reason the Contractor is unable to provide services on the scheduled date/time, the Contractor shall promptly notify the facility building manager to reschedule and notify the COR of the change. On the scheduled service day, if the facility has not removed all movable furniture, the annual services must be rescheduled. The Contractor is not responsible for moving chairs, trash receptacles, or any other easily movable items for Annual services. The Contractor shall clean carpet using an extractor certified by the Carpet and Rug Institute (<http://www.carpet-rug.org>) with a GOLD rating. The Contractor shall use a portable unit for use in upper floors or areas where it is not feasible to use a truck-mount system. A heavy-duty spot remover, approved by the Carpet and Rug Institutes with a Gold rating, may be required in heavily soiled areas. Stains which are not easily removed by normal cleaning processes shall be treated using an alternate method. After completing Annual Services, the Contractor shall ensure the QCI inspects all completed areas to ensure that any areas not meeting standards are redone. The Contractor shall submit the Annual Service confirmation form, and the QCI Quality Assurance form the next business day by 0800 after the QCI inspection is completed at every facility to the COR. (Part 8, Attachment/Technical Exhibit Listing, paragraph 8.2, Deliverables Schedule, Deliverable).

5.7 Stairways/Elevators/Handicap Lifts.

The Contractor shall clean all floor surfaces IAW the non-carpeted and carpeted requirements as appropriate.

- Stair guards, handrails, wall caps, and baseboards shall be free from grease and grime.
- The Contractor shall remove all marks, dirt, smudges, scuffs, and other foreign matter from adjoining stairwell walls, up to seventy-two (72) inches height from stair tread level, to provide or maintain a clean, uniform appearance.
- The Contractor shall disinfect elevator buttons and handrails, and stair handrails.

5.8 Solid Waste Collection and Removal.

The Contractor shall collect and dispose of all trash from all eligible waste receptacles; to include wastebaskets and other trash containers (exterior wastebaskets, trash receptacles and smoking urns are included in the scope of custodial solid waste removal) on Fort Hood.

- The Contractor shall remove any debris stacked near/beside waste receptacles.

- The Contractor shall provide and replace plastic can liners during each scheduled cleaning.
- All solid waste collected for disposal or diversion from the landfill shall be placed in appropriately marked collection containers (e.g. dumpsters) located outside or near each building.
- The Contractor shall not contaminate segregated recyclables with refuse or any other debris.
- Waste receptacles shall be left empty, clean, free of foreign matter, and free of odors.
- The Contractor shall ensure no trash is spilled during removal or remaining after operations.

5.8.1 Recycle Collection and Removal.

The Contractor shall collect and transfer (segregated) recyclable materials (i.e., paper, plastic, glass, etc.) to the appropriate recycle containers e.g., 96-gallon containers located inside, or a container (dumpster or roll-off) located outside of each facility IAW with LOR. See 2.1.41. The Contractor shall not contaminate segregated recyclables with refuse or any other debris.

5.9 Restrooms/Toilet Areas/Locker Rooms.

5.9.1 Clean and Disinfect Restrooms.

All floors, sinks, toilets, urinals, lavatories, dispensers, plumbing fixtures, mirrors in restroom areas, drinking fountains, dispensers and/or air dry equipment, doors, walls, partitions, stalls, stall doors and locking mechanisms, showers, shower mats and saunas (if part of the restroom), entry doors (including handle, kick plates, ventilation grates, metal guards, handicap handles), walls, and other such surfaces shall be cleaned and sanitized using a germicidal agent and free from water and scale deposits, soil, streaks, and other removable matter during every cleaning service.

- Restrooms shall be left clean and with an odorless scent.
- Showers, sinks, toilets, and urinals shall be free of spots, water spots, scale buildup, soap scum, odors, and any other deposits.
- Mirrors shall be clean and have no streaks or other removable matter.
- Partitions, including feminine product collection containers and toilet paper dispensers, shall be smudge, stain, dust free and cleaned with a disinfecting solution IAW manufacturer recommendation.
- Vents in restrooms (up to 10 feet or 120 inches above the floor surface) shall be clean.
- Walls and grout shall be free of all film, spots, and detergent buildup.
- Tile floor shall be free of film, spots, and any urine odor. If mopping does not achieve this standard, the Contractor shall perform scrubbing to ensure the floor is properly cleaned.

5.9.2 Contractor Work Log.

The Contractor shall keep a detailed log of work accomplished in each restroom receiving custodial work. The log shall include relevant custodial practices and the dates of the service after completed. The Contractor shall submit all logs to the KO/COR along with the completed project work list no later than the 10th of each month (see TE-K). (Part 8, Attachment/Technical Exhibit Listing, paragraph 8.2, Deliverables Schedule, Deliverable).

- Trash containers in restrooms and locker rooms shall be emptied, debris removed, containers cleaned and returned to their original locations, see 5.9. and 5.9.4

5.9.3 Waterless Urinal Supplies.

The Contractor shall provide service to all waterless urinals (No-Flush/Eco-Trap/Falcon) listed in TE-A Building Inventory List. The Contractor shall provide an electronic list (excel spreadsheet) to the COR monthly showing the number, brand and location of cartridges changed (see TE-G for example report). The list shall be submitted by the 1st day of each month to the COR. The cleaning and supplies cost for waterless urinals shall be included in the contractor's price. (Part 8, Attachment/Technical Exhibit Listing, paragraph 8.2, Deliverables Schedule, Deliverable).

5.9.4 Restroom and Locker Room NHSW Removal.

Trash containers in restrooms and locker rooms shall be emptied, debris removed, containers cleaned and returned to their original locations, see 5.9 and 5.9.1.

- Trash receptacles, to include sanitary napkin waste bins when located in restroom stalls, shall be left clean, free of foreign matter, and free of odors.
- The Contractor shall replace plastic/paper liners during each service.
- The Contractor shall collect recyclable materials (office paper, newspaper, plastic, cardboard, etc.) IAW LOR, see 2.1.41 and 5.9.1.
- The Contractor shall refill hand soap dispensers if the dispensers are less than ½ full.
- The Contractor shall replace paper towel and toilet tissue rolls in dispensers if the rolls are at least ½ used. Leave the ½ paper towel rolls on the sink counter. Leave the remainder of the partially used rolled toilet tissue in the latrine area.

5.9.5 Floor Care.

The Contractor shall maintain all floor surfaces IAW manufacturer instructions and commercial/industry standards/practices, and as described in 5.1, 5.5.5 and 5.91 above.

5.9.6 Stocking and Restocking of Supplies.

The Contractor shall ensure restrooms and breakrooms are stocked sufficiently with supplies including toilet tissue, toilet cakes (or other approved method) for urinals, paper towels, and hand soap.

- The Contractor shall store supplies in designated areas if the government provides the area.
- The Contractor shall sufficiently stock quantities to ensure supplies do not run out before the next service date.
- If supplies run out prior to the next service date, the Contractor shall refill within **(2)** hours of notification.

5.9.7 Resupplying Dispensers

The Contractor shall resupply all toilet tissue dispensers, paper towel dispensers, soap dispensers, and toilet seat cover dispensers.

5.10 Drinking Fountains.

The Contractor shall clean all facility drinking fountains.

- The Contractor shall clean and disinfect porcelain, polished metal surfaces (including the orifices and drain), and exterior surfaces of fountains.
- Drinking fountains shall be free of streaks, stains, spots, smudges, scale, and other obvious soil.
- The Contractor shall not use abrasives or toilet bowl cleaners to clean drinking fountains.

5.11 Dusting.

The Contractor shall dust itemized visible surfaces, including both horizontal and vertical surfaces. Specified surfaces shall be free of dust, lint, cobwebs, and litter. Surfaces could include items such as tables, shelves, bookcases, storage lockers, cabinets, millwork, tops of low walls, window frames and sills, window blinds, drapes, handrails, clocks, and equipment, and other *real property* items identified that are specific to a building, etc. up to a maximum of 10 feet.

5.11.1 Dusting, Low Areas (under six (6) feet).

The Contractor shall dust furniture, equipment, blinds, and horizontal and vertical surfaces above the top of the floor surface to a height of under six (6) feet defined as *real property*. The Contractor shall not move personal items in the course of dusting.

5.11.2 Dusting, High Areas (over six (6) feet).

High dusting includes all surfaces above six (6) feet up to ten (10) feet above the floor surface. The Contractor shall dust using an industry certified dust-removing agent. The Contractor shall dust visible surfaces to include cabinets, millwork, chair railing, window frames, window blinds, ceiling fans, light fixtures, vent covers, and other *real property* items identified that are specific to a building.

5.11.3 Dusting, Light.

Dusting horizontal surfaces using only microfiber cloths without dusting agents to collect all dust from visible surfaces to include Low and High dusting areas both horizontal and vertical surfaces.

5.11.4 Dusting, Heavy.

Dusting using a dust removing agent appropriate to surface finish with a microfiber or more appropriate cloth to collect all dust from visible surfaces to include Low and High dusting areas both horizontal and vertical surfaces.

5.12 Interior Glass.

The Contractor shall clean exposed interior glass surfaces (windows surrounding interior entrances and exits but not windows located on an exterior wall, doors, and transoms) and mirrors (that are not in restrooms).

- Lucite, plastic, or any other transparent material shall receive the same service as glass.
- The Contractor shall clean adjacent trim where spillage or smears occur during the glass cleaning operation.
- The Contractor shall clean built-in trophy and display cases, directory boards, and other interior glass.

5.12.1 Exterior Glass.

The Contractor shall clean exterior glass surfaces (windows surrounding entrances and exits of contracted buildings (but not windows located on exterior walls), doors, and transoms).

- Lucite, plastic, or any other transparent material shall receive the same service as glass.
- The Contractor shall clean adjacent trim where spillage or smears occur during the glass cleaning operation.

5.13 Child, Youth and Student Service (CYSS) Centers.

5.13.1 Child Age Groups.

Defined age groups are as follows.

- Infants/Toddler/Pre-school Age Children Child Development Center (CDC)– (6 weeks – PK-4)
- School Age Children (SAC) – (Kindergarten – 5th grade)
- Middle School and Teen (Youth Age Children (YAC)) – (6th grade – 12th grade)

5.13.2 CYS Cleaning Products.

The Contractor shall use industry certified, approved cleaners, sanitizers, and germicidal products to ensure the cleaning products are suitable for use in a childcare environment.

- The products not permitted will include warnings not suitable for use in areas occupied by children.
- Chemical air fresheners are not permitted.

The Contractor shall provide a list of all cleaning products to be used in CYSs to the facility director.

5.13.3 CYS Supplies and Solutions Storage.

- The Contractor shall store all solutions, chemicals, and other potentially dangerous products in their original and labeled container.
- The Contractor shall store all cleaning supplies (trash, mops, brooms, and cleaning buckets, etc.) and solutions in a locked designated area that is inaccessible to children and out of children's reach at all times.
- Any water and cleaner solutions in buckets or open containers after final use of specific cleaning shall be emptied (IAW state and local environmental requirements), cleaned and stored.

5.13.4 CYS Hours of Operation.

- Normal operating hours for CYS facilities on Fort Hood vary between 0700 A.M. and 2000 P.M., Monday -Friday.
- There may be mission situations that require the Contractor to work or not work during normal cleaning hours, as required.
 - Some of these situations are military exercises, contingency operations, or weather emergencies events.

The COR/ACOR will notify the Contractor at least one (1) week prior to a scheduled exercise requesting service for hours of operation other than normal.

5.13.5 CYS Hours of Operation Other Than Normal.

The Contractor shall NOT work outside the standard hours of operation unless written authorization from the Contracting officer is provided in advance. Deviation from these standard hours of operation may potentially be allowable for service under this contract, especially if doing so is in the Government's best interest or weather has impacted the Contractor's ability to execute work during standard hours of operation. All deviations from standard hours of operation should be documented and a record maintained by the Contractor, which shall be provided to the Contracting Officer within 24 hours of request. No overtime is permitted under this contract. The Contractor shall manage/schedule personnel resources appropriately to preclude the need for overtime while still fulfilling all

contractual requirements. Working outside the standard hours of operation shall be at no additional cost to the Government.

5.13.6 Other CYSS Facility Hours of Operation Other Than Normal. –
N/A

5.13.7 Specific Child Development Center (CDC) Cleaning Tasks. –
N/A

5.13.8 Specific Other Child Youth and Student Service (CYSS) Center
Cleaning Requirements.

CYSS centers shall be maintained IAW Technical Bulletin Medical (TB MED) 531 Facility Sanitation Controls and Inspections, paragraphs 8-14 and 8-20.e. and f. See Part Attachment/Technical Exhibits, TE-C Custodial Services Tasks and Frequency Performance Standards for Custodial Service Contractor.

5.14 Gymnasiums and Physical Fitness Centers (PFC)

Installation gymnasiums and PFC facilities as described in paragraph 2.1.31 shall be cleaned IAW TB MED 531 Facility Sanitation Controls and Inspections, Subsections 3-4 Disinfectants, 3-5 General facility sanitation, 3-8 Showers, locker rooms, and toilet facilities, and industry standards as discussed in 5.4 of this PWS. See TE-F for the list of all Physical Fitness Centers.

5.14.1 Disinfectants

The Contractor shall use EPA-registered disinfection products that are effective against the greatest spectrum of fungi, viruses, and bacteria, including MRSA. Refer to the EPA's List H for products registered as effective against MRSA, available at <https://www.epa.gov/pesticide-registration/selected-epa-registered-disinfectants>.

5.14.2 Facility Sanitation, Showers, locker rooms, and toilet facilities,

- Clean and disinfect floors, fixtures, and benches.
- Maintain shower stalls and plumbing fixtures free from soap scum, mineral buildup, and mildew/mold.
- Clean and maintain shower drains to prevent accumulation of debris, standing water, or sewage backup.
- Maintain supplies of hand soap, paper towels or a forced-air hand-drying device, and toilet paper at all times
- Provide only a bulk liquid or powdered soap supplied from a mounted dispenser.

5.15 General Cleaning of Libraries and Museums

The Contractor shall perform specified housekeeping tasks to standard for Libraries and Museums IAW the performance standards of this PWS (as being a high traffic area, having General Officer high visibility, and a public face of the installation). The frequencies provided in Part 8 Technical Exhibits, TE-C Custodial Services Tasks Performance Standards are the highest frequency, above which an installation shall not require. This frequency can be lower depending on conditional requirements.

5.16 University-level Cleaning

University-level cleaning is conducted IAW Association of Physical Plant Administrators (APPA) level 2 standards (task, frequencies, and time standards). APPA is now known as Association of Higher Education Facilities Officers. University level cleaning standards are determined by four (4) University Facility Types; 1. Administrative, 2. Barracks, 3. Academic and 4. Athletics. (See Task and Frequency standards for cleaning University facility types in Part 8 Technical Exhibits, TE-C Custodial Services Tasks and Frequency Performance Standards).

5.17 Warrior Transition Unit (WTU)

The Warrior Transition Unit (WTU) rooms must always be adequately supported throughout the duration of this contract, as they are high priority with high visibility. The Contractor shall minimize turnover or changes in personnel supporting the facility, as WTU occupants prefer familiar personnel entering their rooms and find it undesirable to have new individuals each time services are rendered. Contractor shall perform services between 0730-1630 on Mondays, Wednesdays, or Fridays each week. The Contractor shall coordinate with the building manager to determine the best timeframe to perform services. If a Federal Holiday falls on one of these days, that week will have only two service days. The WTU rooms list can be found in TE-A under the tab titled "living quarters ADA rooms". At the beginning of each month, the COR will provide the number of WTU rooms requiring service for the next month and notify the Contractor of changes. This requirement can range between 5 to 15 rooms each month. The Contractor is responsible for supporting all WTU rooms, including those communicated mid-cycle, due to the unpredictable influx and varying injuries of wounded warriors. WTU rooms contain items such as bath fixtures, commodes, sinks, refrigerators, microwave ovens, etc. Some rooms may also include beds, ceiling fans with light fixtures, entertainment centers, nightstands, chairs, desks, mirrors, windows, blinds, etc. An escort by the building manager or their assistant might be required for the Contractor to enter these rooms (see TE-I for reference).

5.18 High Traffic Areas

The high traffic facilities that fall under 5 Day Basic Service (shown on TE-A in orange in column K) have been granted an exception to policy (ETP) IAW TE-C PWS Custodial

Tasks Performance Standards for service tasks covering no more than those identified under “Above Baseline Administration Facilities” for common areas and restrooms.

5.19 Schedules and Reports.

5.19.1 Daily Reports.

- The Contractor shall provide daily a quality control inspection report for all buildings serviced to the COR by 0800 the next business day. This documentation shall be made available to the COR during the term of the contract.
- The Contractor shall provide daily a building closure report for all buildings the contractor had no access to or could not be serviced to the KO/COR by 0800 the next business day. This documentation shall be made available to the KO/COR during the term of the contract.
- The Contractor shall provide a daily incident report for any employee incidents, damages, destruction of any property or water leaks to the COR by 0800 the next business day. This documentation shall be made available to the COR during the term of the contract.

5.19.2 Schedule of Monthly Services.

No later than 15 days prior to the start of each monthly cleaning cycle, the COR will provide the Contractor with the building list requiring services for the upcoming monthly cycle in the same format as TE-A. The Contractor shall submit the Schedule of Monthly Services to the KO/COR by the COR's requested date when building list is emailed, which is prior to the start of each monthly cycle for approval and in the same format as TE-E (See Part 8, Technical Exhibit Listing, TE-E and Deliverables Schedule). The Contractor may use any commercially available format, to include but not limited to, MS Word, Excel, Project, etc. for the development of the Schedule of Services. The Contractor shall not schedule work on Federal holidays and adjust the schedule based on known holidays, training holidays, etc. Work shall be scheduled and performed so that interference with Government business or personnel is minimized. The Contractor's schedule shall identify by building, CLIN, the cleaning service required and the day(s) of the week the cleaning services will take place. The COR will send email notification for corrections needed and when the schedule is approved.

5.19.3 Alternate Day Work Schedule.

The Contractor shall submit to the COR an alternate schedule for those buildings that will be affected by federally observed holidays no later than ten (10) workdays prior to the holiday (See 1.7.5).

- The Contractor shall maintain an adequate workforce for the uninterrupted performance of all tasks defined within this PWS when Government facilities are not closed for the above reasons, which included federal holidays.
- The schedule shall include the date for make-up of all buildings affected by the holiday (See Part 8, Attachment, paragraph 8.2, Deliverables Schedule).

5.19.4 Service Delay Notification.

The Contractor shall notify the COR of any delay in completing services to any building no later than 0800 the next workday. The Contractor shall ensure all buildings that were delayed receive scheduled cleaning services within 48 hours. (See Part 8, Attachment, paragraph 8.2, Deliverables Schedule).

5.19.5 Floor Schedule Report.

The Contractor shall provide a spreadsheet detailing projected work services schedule for the monthly/annual/bi-annual/quarterly cleaning for hard floors, stripping/finishing, and carpet cleaning/shampooing to the KO/COR with the Approved Monthly Schedule. (See Part 8, Technical Exhibit Listing, TE-E and Deliverables Schedule).

5.19.6 Unscheduled Cleaning Work Reports.

The Contractor shall provide a monthly spreadsheet detailing the unscheduled cleaning work performed (i.e., service calls).

- Information should include POC and telephone number, organization, building number, type and brief description of unscheduled work performed, and square footage, if applicable.
- The spreadsheet shall be in the latest Microsoft Excel format or equivalent and shall be submitted to the COR no later than the third workday of each month following completion of work. (See Part 8, Attachment/Technical Exhibit Listing, paragraph 8.1, Deliverables Schedule, Deliverable).

5.19.7 Access and Condition Report (Building Closure).

The Contractor shall provide a report to the COR showing date and time for any rooms/buildings/facilities that were locked preventing the Contractor access (See Part 8, Attachment, paragraph 8.2, Attachment TE-D- Deliverables Schedule).

- If applicable, the report shall include the date and time entering and exiting of all buildings receiving service and any problems, i.e., raveling carpet, burns, faucet drips etc.
- The report shall be submitted to the COR daily Monday through Friday, not later than 0800.
- The report shall identify any instances of access and or condition issues for the buildings receiving service the prior day.

5.19.8 General Report Submittals.

Reports shall be submitted to the COR by electronic mail.

- The COR's email address and fax number will be provided to the Contractor at the post-award meeting.

5.20 Personnel Reports.

The Contractor shall provide an update personnel roster as new employees are added/removed to the COR the next business day by 0800, after changes have been made. This documentation shall be completed with Microsoft Office Excel with the following information: Employee name, job title, date of hire and telephone number. This documentation shall be made available to the KO/COR during the term of the contract. (See Part 8, Attachment/Technical Exhibit Listing, paragraph 8.1, Deliverables Schedule, Deliverable).

5.21 Quality Control Report.

Contractor performance shall be monitored against cost, schedule, and performance requirements and delivery of quality service (the performance agreed to in the contract) in a timely manner. If the contractor fails to deliver quality services in a timely manner or fails to perform satisfactorily, the government has provided corrective measures in the PRS to protect the government's interest and CARs will be submitted to the KO. All deficiencies will be recorded by the COR/ACORs and records will be maintained. The Contractor's performance report is required on the 10th of each month and shall be provided to the COR. (See Part 8, Attachment/Technical Exhibit Listing, paragraph 8.1, Deliverables Schedule, Deliverable).

PART 6 APPLICABLE PUBLICATIONS

6.0 APPLICABLE PUBLICATIONS (CURRENT EDITIONS).

Publication Sources include but are not limited to *DoD Issuances* (<https://www.esd.whs.mil/DD/DoD-Issuances/>); *Army Publishing Directorate* (<https://armypubs.army.mil/>), *Code of Federal Regulations* (<https://www.ecfr.gov/>) and *Federal Acquisition Regulations* (<https://www.acquisition.gov/>).

6.1 Regulations, Publications, Manuals, Local Policies and Procedures.

The Contractor must abide by all LOR.

ACC PAM 70-1	Interim Army Contracting Command – Contracting Officer’s Representative Policy Guide
ANSI/IICRC S100	American National Standards Institute /Institute of Inspection Cleaning and Restoration Certification (ANSI/IICRC) - Standard for Professional Cleaning of Textile Floor Coverings
ANSI/IICRC S220	ANSI/IICRC Standard for Professional Inspection of Hard Surface Floor Coverings
ANSI Z87.1-2003	Practice for Occupational and Educational Personal Eye and Face Protection Devices
AR 25-2	Information Management: Army Cybersecurity, section 2-34 All personnel, 4-25 Privately owned information technology.
AR 70-1	Army Acquisition Policy
AR 70-13	Management and Oversight of Service Acquisitions
AR 190-13	Army Physical Security Programs, Chapter 5 Security Identification Cards and Badges, Chapter 8 Army Installation and Facility Access Control, Chapter 20 Vehicle control
AR 190-51	Security of Unclassified Army Resources (Sensitive and Non-sensitive), Appendix D Policy for locks and keys
AR 200-1	Environmental Protection and Enhancement, Green Procurement policies.
AR 215-1	Military Morale, Welfare, and Recreation Programs and Non-appropriated Fund Instrumentalities
AR 381-12	Threat Awareness and Reporting Program

AR 380-5	Army Information Security Program, 1-14.
AR 385-10	Army Safety Program, Chapter 3 Accident Investigation and Reporting, Chapter 4 Contracting Safety
AR 420-1	Army Facilities Management, section VI Custodial Services.
AR 530-1	Operations Security, section 2-22, All Army personnel, to include contractors.
AR 608-10	Child Development Services, section 5-37 Custodial and housekeeping services
29 CFR Part 1910	Occupational Safety and Health Standards
40 CFR	Protection of the Environment
40 CFR Subchapter I	Solid Wastes
40 CFR Part 302	Protection of Environment, Designation, Reportable Quantities and Notification
49 CFR 390-396	Motor Carrier Safety Standards
49 CFR 571	Federal Motor Vehicle Safety Standards
CAA	Clean Air Act (CAA)
CWA	Clean Water Act (CWA)
CERCLA	Comprehensive Environmental Response, Compensation, and Liability Act (CERCLA)
DA PAM 5-20	Competitive Sourcing Implementation
DA PAM 385-10	Army Safety Program, Chapter 4, Contracting Safety
DA PAM 385-40	Army Accident Investigations and Reporting
DoDD 5500.7	Standards of Conduct
DoDI 2000.16, Vol. 1	DOD Antiterrorism Standards
DoDI 4715.23	Integrated Recycling and Solid Waste Management
DoDI 5000.72	DoD Standard for Contracting Officer's Representative (COR) Certification
EM 385 1. 1.	Safety and Health Requirements Manual

EO 14042:	Ensuring Adequate COVID Safety Protocols for Federal Contractors
FAR Part 23.4	Use of Recovered Materials and Biobased Products
FAR 52.222-2	
Federal Standard #313	Material Safety Data and Disposal Data for Hazardous Materials Furnished to Government Activities
FIPS PUB 201-2	Personal Identity Verification (PIV) of Federal Employees and Contractors
HSPD 12	Homeland Security Presidential Directive 12 Policy for a Common Identification Standard for Federal Employees and Contractors
MEDCOM Reg. 40-35	Management of Regulated Medical Waste, 29 July 2008
NFPA 1.12-2	Combustible Fibers
OMB M-05-24	Office of Management and Budget (OMB) Guidance Implementation of Homeland Security Presidential Directive (HSPD) 12-Policy for a Common Identification Standard for Federal Employees and Contractors
Policy Alert #20-109	Office of the Under Secretary of Defense Memorandum, Subject: Deploying Contractor Service Contract Reporting in the System for Award Management, signature dated 2020.10.15
TB MED 531	Facility Sanitation Controls and Inspections
TM 5-609	Military Custodial Services Manual

PART 7 FORMS AND REPORTS

7.0 MANDATORY RECORDS AND REPORT FORMS.

DD or DA Form Sources include but are not limited to: *DoD Forms Home*
(<https://www.esd.whs.mil/Directives/forms/>); *Army Publishing Directorate*
(<https://armypubs.army.mil/>)

DA Form 5513	Key Control Register and Inventory
DD Form 200	Financial Liability Investigation of Property Loss (eFLIPL)
DD Form 254	DoD Contract Security Classification Specification
DD Form 577	Appointment/Termination Record
DD Form 1348-1	Release/Receipt Document
SF 85P	Position of Public Trust
SF 701	Activity Security Checklists

PART 8
ATTACHMENT/TECHNICAL EXHIBIT LISTING

8.0 ATTACHMENT/TECHNICAL EXHIBITS (TES).

- TE-A Building Inventory List
- TE-B Fort Hood Cantonment Maps
- TE-C PWS Custodial Tasks Performance Standards
- TE-D Example Building Closure Report
- TE-E Example Monthly Work Schedule
- TE-F MWR Physical Fitness Facilities Operation Hours
- TE-G Example Waterless Urinal Monthly Report
- TE-H Hazardous Material Authorization
- TE-I Building 36048 1ST FL and 2ND FL Areas
- TE-J Example Annual Service Confirmation Form
- TE-K Example Complied Monthly Restroom Logs
- TE-L Pricing Spreadsheet

8.1 Attachment 1– Performance Requirements Summary.

- **Performance Objective and Standard:** Lists specific Performance Objectives and the requisite Performance Standards which are considered necessary for acceptable contract performance. The absence of any contract requirement from this table does not relieve the Contractor of compliance with all of the contract requirements.
- **PWS Section:** Provides reference to the specific PWS Section that details the performance requirements.
- **Acceptable Quality Level (AOL):** The amount of deviation from 100% compliance that is acceptable. Attributes measured in values such as square feet or the numbers of like items are used to determine if the service provided meets the performance threshold; however, the Contractor is still expected to meet the performance standard. When necessary, this figure will be used to determine deductions from the Contractors invoiced payment. For the purpose of this contract the AQL is a maximum deviation of 4%.
- **Method for Performance Assessments:** Describes the methods used to evaluate the Contractor's performance in meeting the requirements of the contract.
- **Incentive / Disincentive:** Describes the possible actions the Government may take to ensure satisfactory Contractor performance. Unsatisfactory Performance may result in both monetary deductions as well as poor CPAR ratings which affect decisions to exercise options or to make future contract awards. Less than acceptable performance may result in reductions of monthly payments as defined below.

Performance Objective	Performance Standard	Acceptable Quality Level (AQL)	Incentive, Disincentive
PWS 8.3 The Contractor shall provide Custodial Services on Fort Hood, Texas. The work and frequency are defined in the Custodial Services Tasks and Frequency Performance Standards table located in paragraph 8.3. These works include, but are not limited to, the following: cleaning restrooms and kitchens; removing trash and emptying recycle bins; cleaning windows, highchairs, cribs, playpens, and food service areas; vacuuming and spot cleaning carpet, sweeping and mopping floors, and buffing; dusting and scrubbing walls; cleaning upholstered furniture; and other associated work as directed by the Contracting Officer (KO).	The Contractor shall accomplish all custodial work requirements IAW the standards described in this PWS, the number of buildings and number of service days in TE-A and the required tasks and frequencies in TE-C	96% (Monthly)	Failure to meet the performance standards will result in marginal or unsatisfactory performance ratings, which may be subject to reduced payments and/or poor CPARS ratings.
PWS 5.1 The Contractor shall provide all management, tools, equipment, and labor necessary to ensure that custodial services are performed. The Contractor shall accomplish all cleaning tasks in accordance with (IAW) the Custodial Services Performance Standards and Frequencies table, located in paragraph 8.3, in order to meet the requirements of this PWS.	The Contractor shall accomplish all custodial work requirements IAW the standards described in this PWS, the number of buildings and number of service days in TE-A and the required tasks and frequencies in TE-C	96% (Monthly)	Failure to meet the performance standards will result in marginal or unsatisfactory performance ratings, which may be subject to reduced payments and/or poor CPARS ratings.
PWS 5.5 The Contractor shall accomplish cleaning by the most appropriate method (vacuum, sweep, mop, spot clean, etc.) and with cleaning solutions, if applicable, for the specific floor type. •The Contractor shall not move chairs, trash receptacles, or other easily moveable items to maintain floors underneath these items. •Hard floors shall be cleaned, scrubbed, sealed, polished, waxed, and stripped.	The Contractor shall accomplish all custodial work requirements IAW the standards described in this PWS, the number of buildings and number of service days in TE-A and the required tasks and frequencies in TE-C	96% (Monthly)	Failure to meet the performance standards will result in marginal or unsatisfactory performance ratings, which may be subject to reduced payments and/or poor CPARS ratings.

Performance Objective	Performance Standard	Acceptable Quality Level (AQL)	Incentive, Disincentive
•After cleaning floor surfaces, to include grout, the Contractor shall ensure hard floors have a uniform, clean appearance without streaks, swirl marks, detergent residue, or any evidence of soil, stain, film, or standing water. •Baseboards and corners shall also be clean.			
PWS 5.5.6 The Contractor shall coordinate the date/time for annual floor services with each facility building manager or section manager, ensure they understand all movable furniture (i.e. chairs, trash receptacles etc.) must be cleared prior to service and obtain signature on the Annual Service Confirmation form (see TE-J). If for any reason the Contractor is unable to provide services on the scheduled date/time, the Contractor shall promptly notify the building manager to reschedule and notify the COR of the change. If the facility has not moved all movable furniture on the day of scheduled service, annual services must be rescheduled. The Contractor shall strip, scrub, seal, and wax floors as necessary to maintain a uniform glossy appearance. The Contractor shall ensure the wax is non-skid. The Contractor shall not move chairs, trash receptacles, or other easily moveable items to maintain floors underneath these items. The Contractor shall remove all stripping solution, sealant, and waxy residue from floor drains immediately upon completion of service. After completing Annual Services, the Contractor shall ensure the QCI inspects all completed areas to ensure that any areas not meeting standards are redone. The Contractor shall submit the Annual Service confirmation form, and the QCI Quality Assurance form the next business day by 0800 after the QCI inspection is completed at each facility to the COR.	The Contractor shall accomplish all custodial work requirements IAW the standards described in this PWS, the number of buildings and number of service days in TE-A and the required tasks and frequencies in TE-C	96% (Monthly)	Failure to meet the performance standards will result in marginal or unsatisfactory performance ratings, which may be subject to reduced payments and/or poor CPARS ratings.
PWS 5.6 When providing scheduled custodial services, the Contractor shall ensure the carpets are maintained free of soil, dirt,	The Contractor shall accomplish all custodial work requirements IAW the	96% (Monthly)	Failure to meet the performance standards will result in marginal or unsatisfactory

Performance Objective	Performance Standard	Acceptable Quality Level (AQL)	Incentive, Disincentive
debris, litter, and other foreign matter by effective vacuuming. •The Contractor shall not move chairs, trash receptacles, or other easily moveable items. •The Contractor shall vacuum carpeted floors and rugs with a low noise, industrial-type vacuum cleaning system that has been certified with a GOLD rating by the Carpet and Rug Institute (http://www.carpet-rug.org) with a HEPA filter system.	standards described in this PWS, the number of buildings and number of service days in TE-A and the required tasks and frequencies in TE-C		performance ratings, which may be subject to reduced payments and/or poor CPARS ratings.
PWS 5.6.1 The Contractor shall vacuum and clean interior floor mats. Floor mats shall be free of all visible lint, litter, debris, soil and other foreign matter. Soil and moisture underneath mats shall be removed and mats returned to their normal location. Floors under walk-off mats shall be dry before the mats are replaced.	The Contractor shall accomplish all custodial work requirements IAW the standards described in this PWS, the number of buildings and number of service days in TE-A and the required tasks and frequencies in TE-C	96% (Monthly)	Failure to meet the performance standards will result in marginal or unsatisfactory performance ratings, which may be subject to reduced payments and/or poor CPARS ratings.
PWS 5.6.2 The Contractor shall clean carpets using an extractor approved by the KO and Carpet and Rug Institute (http://www.carpet-rug.org) with a GOLD rating. •The Contractor shall not move chairs, trash receptacles, or other easily moveable items to maintain floors underneath these items. •An Extraction Method shall be used IAW standard commercial practice (approved by the Carpet and Rug Institutes with a GOLD rating or equivalent) and follow the Institute of Inspection, Cleaning and Restoration Certification (IICRC) standards S100.	The Contractor shall accomplish all custodial work requirements IAW the standards described in this PWS, the number of buildings and number of service days in TE-A and the required tasks and frequencies in TE-C	96% (Monthly)	Failure to meet the performance standards will result in marginal or unsatisfactory performance ratings, which may be subject to reduced payments and/or poor CPARS ratings.

Performance Objective	Performance Standard	Acceptable Quality Level (AQL)	Incentive, Disincentive
•A heavy-duty spot remover, approved by the Carpet and Rug Institutes with a GOLD rating or equivalent, shall be required in heavily soiled areas. •Stains which are not easily removed by normal cleaning processes shall be treated using an alternate approved by the Carpet and Rug Institutes with a GOLD rating or equivalent. •The Contractor shall notify building managers of the date/time that Quarterly services will be completed to ensure it does not interfere with their daily mission and reschedule as needed. After completing Quarterly services, the Contractor shall ensure the QCI inspects all areas and ensure that any areas not meeting standards are redone.			
PWS 5.6.4 The Contractor shall coordinate the date/time for annual carpet services with each facility building manager or section manager ensure they understand all movable furniture (i.e. chairs, trash receptacles etc.) must be cleared prior to service and obtain signature on the Annual Service Confirmation form (see TE-J). If for any reason the Contractor is unable to provide services on the scheduled date/time, the Contractor shall promptly notify the building manager to reschedule and notify the COR of the change. If the facility has not moved all movable furniture on the day of scheduled service, annual services must be rescheduled. The Contractor shall clean carpet using an extractor certified by the Carpet and Rug Institute (http://www.carpet-rug.org) with a GOLD rating. The Contractor shall not move any chairs, trash receptacles, or other easily moveable items to maintain floors underneath these items. The Contractor shall use a portable unit for use in upper floors or areas where it is not feasible to use a truck-mount system. A heavy-duty	The Contractor shall accomplish all custodial work requirements IAW the standards described in this PWS, the number of buildings and number of service days in TE-A and the required tasks and frequencies in TE-C	96% (Monthly)	Failure to meet the performance standards will result in marginal or unsatisfactory performance ratings, which may be subject to reduced payments and/or poor CPARS ratings.

Performance Objective	Performance Standard	Acceptable Quality Level (AQL)	Incentive, Disincentive
spot remover, approved by the Carpet and Rug Institutes with a Gold rating, may be required in heavily soiled areas. Stains which are not easily removed by normal cleaning processes shall be treated using an alternate method. After completing Annual Services, the Contractor shall ensure the QCI inspects all completed areas to ensure that any areas not meeting standards are redone. The Contractor shall submit the Annual Service confirmation form, and the QCI Quality Assurance form the next business day by 0800 after the QCI inspection is completed at each facility to the COR.			
PWS 5.8 The Contractor shall collect and dispose of all trash from all eligible waste receptacles; to include wastebaskets and other trash containers (exterior wastebaskets, trash receptacles and smoking urns are included in the scope of custodial solid waste removal) on Fort Hood.	The Contractor shall accomplish all custodial work requirements IAW the standards described in this PWS, the number of buildings and number of service days in TE-A and the required tasks and frequencies in TE-C	96% (Monthly)	Failure to meet the performance standards will result in marginal or unsatisfactory performance ratings, which may be subject to reduced payments and/or poor CPARS ratings.
PWS 5.8.1 The Contractor shall collect and transfer (segregated) recyclable materials (i.e., paper, plastic, glass, etc.) to the appropriate recycle containers e.g., 96-gallon containers located inside, or a container (dumpster or roll-off) located outside of each facility IAW with LOR. See 2.1.41. The Contractor shall not contaminate segregated recyclables with refuse or any other debris.	The Contractor shall accomplish all custodial work requirements IAW the standards described in this PWS, the number of buildings and number of service days in TE-A and the required tasks and frequencies in TE-C	96% (Monthly)	Failure to meet the performance standards will result in marginal or unsatisfactory performance ratings, which may be subject to reduced payments and/or poor CPARS ratings.
PWS 5.9.1 All sinks, toilets, urinals, lavatories,	The Contractor shall accomplish all custodial work	96% (Monthly)	Failure to meet the performance standards will result

Performance Objective	Performance Standard	Acceptable Quality Level (AQL)	Incentive, Disincentive
dispensers, plumbing fixtures, mirrors in restroom areas, drinking fountains, dispensers and/or air dry equipment, doors, walls, partitions, stalls, stall doors and locking mechanisms, showers, shower mats and saunas (if part of the restroom), entry doors (including handle, kick plates, ventilation grates, metal guards, handicap handles), walls, and other such surfaces shall be cleaned and sanitized using a germicidal agent and free from water and scale deposits, soil, streaks, and other removable matter. Restrooms shall be left clean and with an odorless scent. Showers, sinks, toilets, and urinals shall be free of spots, water spots, scale buildup, soap scum, odors, and any other deposits. Mirrors shall be clean and have no streaks or other removable matter. Partitions, including feminine product collection containers and toilet paper dispensers, shall be smudge, stain, dust free and cleaned with a disinfecting solution IAW manufacturer recommendation. Vents in restrooms (up to 10 feet or 120 inches above the floor surface) shall be clean. Walls and grout shall be free of all film, spots, and detergent buildup.	requirements IAW the standards described in this PWS, the number of buildings and number of service days in TE-A and the required tasks and frequencies in TE-C		in marginal or unsatisfactory performance ratings, which may be subject to reduced payments and/or poor CPARS ratings.
PWS 5.9.2 The Contractor shall keep a detailed log of work accomplished in each restroom receiving custodial work. The log shall include relevant custodial practices and the dates of the service after completed. The Contractor shall submit this log to the KO/COR along with the completed project work list no later than the 10th of each month (see TE-K). Trash containers in restrooms and locker rooms shall be emptied, debris removed, containers cleaned and returned to their original locations, see 5.9 and 5.9.4.	The Contractor shall accomplish all custodial work requirements IAW the standards described in this PWS, the number of buildings and number of service days in TE-A and the required tasks and frequencies in TE-C	96% (Monthly)	Failure to meet the performance standards will result in marginal or unsatisfactory performance ratings, which may be subject to reduced payments and/or poor CPARS ratings.

Performance Objective	Performance Standard	Acceptable Quality Level (AQL)	Incentive, Disincentive
PWS 5.9.6 The Contractor shall ensure restrooms and breakrooms are stocked sufficiently with supplies including toilet tissue, toilet cakes (or other approved method) for urinals, paper towels, and hand soap. The Contractor shall store supplies in designated areas if the government provides the area. The Contractor shall sufficiently stock quantities to ensure supplies do not run out before the next service date. If supplies run out prior to the next service date, the Contractor shall refill within (2) hours of notification.	The Contractor shall accomplish all custodial work requirements IAW the standards described in this PWS, the number of buildings and number of service days in TE-A and the required tasks and frequencies in TE-C	96% (Monthly)	Failure to meet the performance standards will result in marginal or unsatisfactory performance ratings, which may be subject to reduced payments and/or poor CPARS ratings.
PWS 5.10 The Contractor shall clean all facility drinking fountains. The Contractor shall clean and disinfect porcelain, polished metal surfaces (including the orifices and drain), and exterior surfaces of fountains. Drinking fountains shall be free of streaks, stains, spots, smudges, scale, and other obvious soil. The Contractor shall not use abrasives or toilet bowl cleaners to clean drinking fountains.	The Contractor shall accomplish all custodial work requirements IAW the standards described in this PWS, the number of buildings and number of service days in TE-A and the required tasks and frequencies in TE-C	96% (Monthly)	Failure to meet the performance standards will result in marginal or unsatisfactory performance ratings, which may be subject to reduced payments and/or poor CPARS ratings.
PWS 5.11 The Contractor shall dust itemized visible surfaces, including both horizontal and vertical surfaces. Specified surfaces shall be free of dust, lint, cobwebs, and litter. Surfaces could include items such as tables, shelves, bookcases, storage lockers, cabinets, millwork, tops of low walls, window frames and sills, window blinds, drapes, handrails, clocks, and equipment, and other <i>real property</i> items identified that are specific to a building, etc. up to a maximum of 10 feet.	The Contractor shall accomplish all custodial work requirements IAW the standards described in this PWS, the number of buildings and number of service days in TE-A and the required tasks and frequencies in TE-C	96% (Monthly)	Failure to meet the performance standards will result in marginal or unsatisfactory performance ratings, which may be subject to reduced payments and/or poor CPARS ratings.

Performance Objective	Performance Standard	Acceptable Quality Level (AQL)	Incentive, Disincentive
PWS 5.11.1 The Contractor shall dust furniture, equipment, blinds and horizontal and vertical surfaces above the top of the floor surface to a height of under six (6) feet defined as real property. The Contractor shall not move personal items in the course of dusting.	The Contractor shall accomplish all custodial work requirements IAW the standards described in this PWS, the number of buildings and number of service days in TE-A and the required tasks and frequencies in TE-C	96% (Monthly)	Failure to meet the performance standards will result in marginal or unsatisfactory performance ratings, which may be subject to reduced payments and/or poor CPARS ratings.
PWS 5.11.4 High dusting includes all surfaces above six (6) feet up to ten (10) feet above the floor surface. The contractor shall dust using an industry certified dust removing agent. The contractor shall dust visible surfaces to include cabinets, millwork, chair railing, window frames, window blinds, ceiling fans, light fixtures, vent covers, and other real property items identified that are specific to a building.	The Contractor shall accomplish all custodial work requirements IAW the standards described in this PWS, the number of buildings and number of service days in TE-A and the required tasks and frequencies in TE-C	96% (Monthly)	Failure to meet the performance standards will result in marginal or unsatisfactory performance ratings, which may be subject to reduced payments and/or poor CPARS ratings.
PWS 5.12 The Contractor shall clean exposed interior glass surfaces (windows surrounding interior entrances and exits but not windows located on an exterior wall, doors, and transoms) and mirrors (that are not in restrooms). • Lucite, plastic, or any other transparent material shall receive the same service as glass. • The Contractor shall clean adjacent trim where spillage or smears occur during the glass cleaning operation. • The Contractor shall clean built-in trophy and display cases, directory boards, and other interior glass	The Contractor shall accomplish all custodial work requirements IAW the standards described in this PWS, the number of buildings and number of service days in TE-A and the required tasks and frequencies in TE-C	96% (Monthly)	Failure to meet the performance standards will result in marginal or unsatisfactory performance ratings, which may be subject to reduced payments and/or poor CPARS ratings.

Performance Objective	Performance Standard	Acceptable Quality Level (AQL)	Incentive, Disincentive
PWS 5.12.1 The Contractor shall clean exterior glass surfaces (windows surrounding entrances and exits of contracted buildings (but not windows located on exterior walls), doors, and transoms). Lucite, plastic, or any other transparent material shall receive the same service as glass. The Contractor shall clean adjacent trim where spillage or smears occur during the glass cleaning operation.	The Contractor shall accomplish all custodial work requirements IAW the standards described in this PWS, the number of buildings and number of service days in TE-A and the required tasks and frequencies in TE-C	96% (Monthly)	Failure to meet the performance standards will result in marginal or unsatisfactory performance ratings, which may be subject to reduced payments and/or poor CPARS ratings.
PWS 5.19.1 •The Contractor shall provide daily a quality control inspection report for all buildings serviced to the COR by 0800 the next business day. This documentation shall be made available to the COR during the term of the contract. •The Contractor shall provide daily a building closure report for all buildings the contractor had no access to or could not be serviced to the KO/COR by 0800 the next business day. This documentation shall be made available to the KO/COR during the term of the contract. •The Contractor shall provide a daily incident report for any employee incidents, damages, destruction of any property or water leaks to the COR by 0800 the next business day. This documentation shall be made available to the COR during the term of the contract.	The Contractor shall complete all daily reports IAW PWS and submit to COR by 0800 the next business day.	96% (Monthly)	Failure to meet the performance standards will result in marginal or unsatisfactory performance ratings, which may be subject to reduced payments and/or poor CPARS ratings.

Performance Objective	Performance Standard	Acceptable Quality Level (AQL)	Incentive, Disincentive
PWS 5.19.2 No later than 15 days prior to the start of each monthly cleaning cycle, the COR will provide the Contractor with the building list requiring services for the upcoming monthly cycle in the same format as TE-A. The Contractor shall submit the Schedule of Monthly Services to the KO/COR by the COR's requested date when building list is emailed, which is prior to the start of each monthly cycle for approval and in the same format as TE-A (See Part 8, Technical Exhibit Listing, TE-E and Deliverables Schedule). The Contractor may use any commercially available format, to include but not limited to, MS Word, Excel, Project, etc. for the development of the Schedule of Services. The Contractor shall not schedule work on Federal holidays and adjust the schedule based on known holidays, training holidays, etc. Work shall be scheduled and performed so that interference with Government business or personnel is minimized. The Contractor's schedule shall identify by building, CLIN, the cleaning service required and the day(s) of the week the cleaning services will take place. The COR will send email notification for corrections needed and when the schedule is approved	The Contractor shall complete a work schedule in IAW PWS NLT 15 days prior to the start of each monthly cleaning cycle and submit it to the KO/COR for approval every month.	96% (Monthly)	Failure to meet the performance standards will result in marginal or unsatisfactory performance ratings, which may be subject to reduced payments and/or poor CPARS ratings.

8.2 Attachment 2 – Deliverables Schedule.

<u>DELIVERABLE</u>	<u>FREQUENCY</u>	<u># OF COPIES</u>	<u>MEDIUM/FORMAT</u>	<u>SUBMIT TO</u>
PWS 1.7.7 Emergency Delays and Support	Immediately. (2) hours prior to curtailing operations	N/A	Email or Telephone	KO/COR
1.7.13 Security Training • AT Level 1 Training • IWATCH Training • OPSEC Training • TARP Training	30 calendar days after completion of training by all employees and subcontractor	1	Email	KO/COR
1.7.18 Specific Contractor Requirements, Roles and Responsibilities Contractor Key Personnel	Within 1 week of the contract award. Revisions submitted within five days of any changes to key personnel	1	Email	KO
1.7.18 Specific Contractor Requirements, Roles and Responsibilities Damage Report	Monthly	1	Email	KO/COR
1.7.18 Specific Contractor Requirements, Roles and Responsibilities Phase in/Phase out	Within 10 days after contract award	1	Email	KO
1.7.18 Specific Contractor Requirements, Roles and Responsibilities Quality Control Plan	Submit proposed changes for written approval five days prior to implementation	1	Email	KO/COR
1.7.18 Specific Contractor Requirements, Roles and Responsibilities Accident Reporting	Within 2 hours	1	Email	KO/COR

1.7.18 Specific Contractor Requirements, Roles and Responsibilities Safety	Upon discovery of a serious hazard	1	Verbal and Email	KO/COR
1.7.18 Specific Contractor Requirements, Roles and Responsibilities Safety Plan	Submitted five days prior to the effective date of change	1	Email	KO/COR
1.7.18 Specific Contractor Requirements, Roles and Responsibilities Spill Plan	Within 30 days of contract award	1	Email	KO/COR
1.7.18 Safety Data Sheets	Five days after contract award	1	Email	KO/COR
4.4.1 Known Hazards	Prior to usage of cleaning materials	1	Email	KO
5.5.6 Annual Stripping/Finishing and Buffing	Next business day by 0800	1	Email	COR
5.6.4 Annual Carpet Cleaning and Shampooing	Next business day by 0800	1	Email	COR
5.9.2 Contractor Work Log	No later than the 10 th of each month	1	Email	KO/COR
5.9.3 Waterless Urinal Supplies	First day of each month	1	Email	COR
5.19.1 Daily Reports	Next business by 0800	1	Email	COR

5.19.1 Schedule of Monthly Services	No later than 15 days prior to the start of the monthly cleaning cycle	1	Email	KO/COR
5.19.3 Alternate Day Work Schedule	No later than ten workdays prior to holiday.	1	Email	KO/COR
5.19.4 Service Delay Notification	No later than 0800 next work day	1	Email	COR
5.19.5 Floor Schedule Report	Monthly	1	Email	COR
5.19.6 Unscheduled Cleaning Work Reports	No later than third workday of each month following completion	1	Email	COR
5.19.7 Access and Condition Report (Building Closure)	During the work week by 0800	1	Email	COR
5.20 Personnel Reports	As new employees are added/removed by the next business day by 0800	1	Email	COR
5.21 Quality Control Report	By the 10 th of each month	1	Email	COR

8.3 TE-C –Custodial Services Tasks and Frequency Performance Standards.

FACILITY TYPES	CDC's ¹ LOB ²	Other CYSS Centers LOB ²	PEC's ³ LOB ²	Museums/ Libraries LOB ²	All Other Installation Facilities covered by the PWS ⁴
CAT CODES	74017 (PWS 2.1.5, 5.3.6, 5.4.2, 5.4.3, 5.4.4, 5.4.5, 5.4.6)	74016, 74066 (PWS 2.1.5, 5.3.6, 5.4.2, 5.4.3, 5.4.4, 5.4.5)	74028, 74069 (PWS 2.1.30, 5.3.6, 5.5)	61065, 74035, 74040, 74041, 76010, 76013 (PWS 5.3, 5.6)	
PWS Section Reference					
TASK					
Restrooms - General Cleaning					GREEN RMBE RED BLACK
Clean and Disinfect ¹⁸ Restroom ¹¹ Floors, Toilets/Urinals, Sinks, Fixtures, Partitions ¹⁴ , Mirrors	D	D	D	3W	D 3W 2W 1W
Remove Waste in Restrooms/Clean and Disinfect Waste Containers/Replace Waste Container Liners	D	D	D	3W	D 3W 2W 1W
Supply Restrooms (Paper Towels, Toilet Tissue, Hand Soap and Dispensers)	D	D	D	3W	D 3W 2W 1W
Other General Cleaning Task					
Clean Drinking Fountains ¹	D	D	D	3W	D 3W 1W 2M
Remove Waste ¹⁴	D	D	D	2W	D 2W 1W 2M
Remove Recyclables ¹⁴ (up to 96 gal. consolidated containers)	1W	1W	1W	1M	1W 1W 1W 2M
Vacuum Cleaning ¹⁴	D	D	D	1W	D 1W 1W 1M
Carpet Cleaning ¹⁴	2Y	2Y	2Y	1Y	2Y 1Y 1Y 1Y
Spot Cleaning Carpets ¹⁴	D	D	D	1W	D 1W 1W 1M
Sweep Floors, stairs, entryways, elevators and landings	D	D	D	3W	D 3W 1W 1M
Wet Mop Floors, stairs, entryways, elevators and landings	D	D	D	3W	D 3W 1W 1M
Dry Buff or Sprag/Buff	2Y	2Y	2Y	1Y	2Y 1Y 1Y N/F
Stripping/Finishing Hard Surface Floors (IA/V Manufacture Guidelines)	2Y	2Y	2Y	1Y	2Y 1Y 1Y N/F
Low Dusting (<6 feet, horizontal & vertical surfaces)	D	D	D	1W	D 1W 2Y 1Y
High Dusting (>6 feet up to 10 feet, horizontal & vertical surfaces) ¹⁴	1W	1W	1W	1W	1W 1W 1Y 1Y
Wash Interior Glass Windows ¹⁴	2Y	2Y	2Y	1Y	2Y 1Y 1Y N/F
Wash Exterior Glass (1st Floor Level ONLY) ¹⁴	2Y	2Y	2Y	1Y	2Y 1Y 1Y N/F
Clean Window Treatments ¹⁴ (Blinds, Interior Shutters, Drapes-dust ONLY)	2Y	2Y	2Y	1Y	2Y 1Y 1Y N/F
Food Service Areas (Floors, Waste Removal Only)¹²	D	EOD	--	--	-- -- -- --
Clean Doors, Doorframes, Door Knobs, Switch Plates²³	D	EOD	--	--	-- -- -- --
Scrub Walls, Woodwork (Bathrooms, Child Activity Space Partitions, Child Activity Modules) (4 feet -	1W	1W	--	--	-- -- -- --
Scrub Walls, Woodwork (6 feet - up to 10 feet) ²⁴	4Y	4Y	--	--	-- -- -- --
Dust Ledges, Window Sills²⁵	1W	1W	--	--	-- -- -- --
Clean Light Fixtures (Up to 10 feet only) ¹⁴	1W	1W	--	--	-- -- -- --
Clean Air Vents (Up to 10 feet only) ¹⁴	1W	1W	--	--	-- -- -- --
Sauna and Steam Room (Duckboards, Floors, Benches)	--	--	D	--	-- -- -- --
Showers, Locker Rooms and Toilet Facilities²³					
Floors, fixtures and benches	--	--	D	--	-- -- -- --
Shower drains, stalls and plumbing fixtures	--	--	D	--	-- -- -- --

Legend:

D - Daily²⁴
1W - Once a Week
2W - Twice per Week
EOD - Every Other Day²⁷
3W - Three (3) Times per Week
4W - Four (4) Times per Week
1M - Once a Month
2M - Twice a Month

EOM - Every other Month (Once every two (2) months)
1Q - Once per Quarter (Once every three (3) months)
3Y - 3 Times per Year (Once every four (4) months)
2Y - 2 Times per Year (Once every six (6) months)
1Y - 1 Time a Year
EOY - Every Other Year (Once every two (2) years)
N/F - No Funded at this level
Dash (-) means the Task is N/A

8.4 TE-A – Building Inventory List.

See TE-A

8.5 TE B – Installation Map(s).

See Attached Maps