STATEMENT OF WORK

Custodial Services

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Paragraph Count: **29**

1.0 Purpose

The intention of this solicitation is to obtain custodial services for **The Federal Aviation Administration at the following facilities:**

Key West Air traffic Control Tower(EYW ATCT), 3491 S. Roosevelt BLVD
Key West, Fl 33040

Key West Long Range Radar(NQX ARSR) Bldg A-4173 Naval Air Station
Key West, Fl 33040

Key West RCAG(EYW RCAG) 3301 Government Rd, Key West, Fl 33040

Key West Terminal Building Room 208(EYW RCO),491 S. Roosevelt BLVD
Key West, Fl 33040

Key West VORTAC(EYW VOR),Eisenhower Drive @ Trumbell Point N. A. S,
Key West, FL 33040

by means of a firm fixed-price contract.

1.1 General Requirements

The Contractor shall provide all labor, supplies, supervision, tools, materials, equipment, and transportation necessary to provide custodial services in accordance with this specification. Custodial service applies to all designated spaces including, but not limited to, halls, restrooms, offices, work areas, entrance ways, lobbies, storage areas, elevators, and stairways. Publications applicable to this specification are listed in Attachments 1(Frequency schedule)

2.0 Reserved

3.0 Requirements

3.1 Management

The Contractor shall manage the total work effort associated with the custodial services required herein to assure fully adequate and timely completion of these services. Included in this function will be a full range of management duties including, but not limited to, planning, scheduling, and quality control. The Contractor shall provide an adequate staff of personnel with the necessary management expertise to assure the performance of the work in accordance with sound and efficient management practices. The Contractor shall maintain an adequate workforce to complete work in accordance with the time and quality standards specified herein.

3.1.1 Work Control

The Contractor shall implement all necessary work control procedures to ensure timely accomplishment of work requirements, as well as to permit tracking of work in progress. The Contractor shall plan and schedule work to assure material, labor, and equipment are available to complete work requirements within the specified time limits and in conformance with the quality standards established herein. Verbal scheduling and reports on the status of service call and work items shall be provided when requested by the Contracting Officer.

3.1.2 Work Schedule

The Contractor's initial work schedule shall indicate the hours of the day that twice weekly or more frequent services will be performed and the day of the week that weekly or less frequent services will be performed. The schedule shall list the type of work to be performed, the areas to be worked, and the estimated time to complete the work in each area. When scheduled services performed twice weekly or less frequently fall on a holiday, alternate dates shall be specified. The initial work schedule shall be submitted to the Contracting Officer for approval within 15 days after award. Once approved, all work shall be performed in strict compliance with the work schedule to facilitate the Government's inspection of the work. Changes to the work schedule shall be submitted for the Contracting Officer's approval at least three working days prior to performance. In preparing the work schedule, the Contractor shall comply with the following general requirements:

(1) Except as may otherwise be specified, all firm fixed-price work shall be performed during the Government's regular working hours, as specified in Section 5.0 item (n). If the Contractor desires to carry on work after regular working hours, or on Saturdays, Sundays, or holidays, prior approval shall be obtained from the Contracting Officer.

(2) Project work items shall be performed during the days and times specified in section 5.0 item (n). If the Contractor desires to perform this work other than during the days and times shown, or on Saturdays, Sundays, or holidays, prior approval shall be obtained from the Contracting Officer.

Hours of operation: Monday - Friday

3.1.3 Interference with Government Business

The Contractor shall schedule and arrange work so as to cause the least interference with the normal occurrence of Government business and mission. In those cases where some interference may be essentially unavoidable, the Contractor shall be responsible to make every effort to minimize the impact of the interference, inconvenience, customer discomfort, etc.

3.1.4 Protection of Government Property

During execution of the work, the Contractor shall take special care to protect Government property including furniture, walls, baseboards, and other surfaces from materials not intended. Accidental splashes shall be removed immediately. The Contractor shall return areas damaged as a result of work under this contract to their original condition, to include painting, refinishing, or replacement, if necessary.

3.2 Custodial Services Requirements

The Contractor shall provide the custodial services described herein. Custodial services requirements are divided into two groups: basic services, service calls, and work requirements. An inventory and description of the areas to receive custodial services is included in Attachment 1.

3.2.1 Basic Services

Basic services shall be performed at the locations and frequencies shown in Attachments 1, and shall consist of the services listed for the specified spaces. Furniture or other equipment (including waste containers) moved while performing basic services shall be returned to their original position. All basic services will be paid for under the firm fixed-price portion of the contract. Performance requirements for these services include the following:

3.2.1.1 Space Cleaning

Space cleaning shall consist of the following services each time a space is cleaned.

(a) Sweeping/Dust Mopping. Concrete/quarry tile, terrazzo, wood, and resilient flooring shall be swept or dust mopped so as to remove all loose dirt, dust, and debris.

(b) Vacuuming Carpets and Rugs. Carpeted areas and rugs shall be vacuumed free of all loose soil and debris.

(c) Emptying Waste Containers. All waste containers shall be emptied and plastic liners replaced. Any plastic liner with food wastes or that is soiled or leaking shall be replaced with a new plastic liner. Waste containers shall be washed weekly inside and outside utilizing a disinfectant and shall be free of odors. After washing, containers shall be wiped dry and new plastic liners installed. All ash trays and ash receptacles shall be emptied and cleaned free of tobacco residue. Boxes, cans, bottles, and other items placed adjacent to waste containers and marked "TRASH" shall also be removed and disposed of. All waste collected shall be disposed of in the nearest outside trash collection point. Waste that falls on the floor and outside grounds during the waste removal shall be picked up and disposed of by the Contractor.

(d) Low Dusting/Cleaning. All furniture, partitions, radiators, equipment, hand railings in stairways, grills, horizontal

ledges, and sills shall be dusted. Walls, doors, and partitions shall be wiped clean (including glass in partitions and doors) to a height of 7*- 0" above the floor level. If present, chalk boards, chalk trays, and erasers shall be cleaned. Corridor, lobby, and entrance walls and doors shall be cleaned. Miscellaneous hardware and bright metal work shall be wiped clean. Drinking fountains shall be cleaned and disinfected. All surfaces of drinking fountains shall be free of stains, smudges, and scale.

(e) Cleaning Walk-off Mats. Each time floors are swept/dust mopped or vacuumed, walk-off mats in that area shall be cleaned. Soil and moisture underneath mats shall be removed and the floor shall be cleaned as appropriate along with the rest of the floor. The mats shall be returned to their original locations afterwards. The Contractor shall report, in writing to the Contracting Officer, all walk-off mats that are worn out to the point of being ineffective.

3.2.1.2 Floor Care

Floor care shall be performed in the spaces as shown on the "Schedule of Services" in Attachment 1, and shall consist of the following services.

(a) Damp Mopping. Prior to damp mopping, floors shall be swept/dust mopped. Floors, except for high pressure plastic laminate (HPL), shall be damp mopped with an approved cleaning solution to remove dirt, streaks, smears, and stains. HPL on metal panel floor systems shall be cleaned with a damp mop (wrung out to make as dry as possible) using water only (no soap or additives). Do not scrub the floor. Remove all remaining dirt, stains, etc. with cleaner sparsely applied to a cloth used for localized rubbing. Remove all cleaner residue from the floor surface.

(b) Spray Cleaning and Buffing. Prior to spray cleaning and buffing, floors shall be damp mopped as specified above. Floors shall be spray cleaned and buffed to remove traffic marks, heavy soil, etc. The material used for spray cleaning and buffing shall contain a blend of detergents and polymers to emulsify surface soil and repair traffic areas. If loose residue is produced by buffing, it shall be removed in a manner that will leave the floor clean without destroying the high gloss produced by buffing. When completed, a spray cleaned and buffed floor shall have a uniform, high-gloss finish, free of scuff and heel marks. The floor finish shall be uniform from wall to wall, including corners.

(c) Waxing and Buffing. In the event that spray cleaning and buffing is not sufficient to maintain a uniform high-gloss finish, floors shall be completely waxed and buffed. The Contractor shall use a liquid wax system containing not less than 18% solids. The floors shall be damp mopped as specified above immediately prior to

application of wax. Floors shall be buffed, if required, to a uniform gloss finish free from dirt, traffic marks, and stains.

3.2.1.3 Restroom Services

Restroom services shall consist of the following each time services are performed.

(a) Cleaning Restrooms. Restroom fixtures, including water closets, urinals, lavatories, and sinks shall be washed inside and outside utilizing a disinfectant, and shall be free of stains and odors. Pumice sticks and an approved toilet bowl cleaner shall be used to remove stains from urinals and water closets. Brushes, sponges, and cloths that have been used to clean any other part of the restroom (including water closets, urinals, walls, floors, and partitions) shall not be used to clean lavatories or sinks. Floors shall be swept/dust mopped free of dirt and mopped with a disinfectant. Floor drains shall be cleaned and flushed with a disinfectant. Wainscoting, partitions, walls, and doors shall be cleaned free of dirt, stains, and graffiti. Mirrors shall be cleaned and polished. All metal fixtures and hardware shall be cleaned. Waste containers shall be emptied, disinfected, and plastic liners replaced. If present, shower stall rooms and locker/dressing rooms shall be considered part of the restrooms, and cleaned accordingly.

(b) Servicing Restrooms. Servicing restrooms shall include inspecting, replenishing, and cleaning supply dispensers. Restroom supplies shall include, but are not limited to, paper towels, toilet tissue, and soap. The Contractor shall stock restrooms with sufficient supplies to insure that the supplies will last until the next scheduled service. If dispensers become empty before the next scheduled servicing, the Contractor shall replenish them at no additional cost to the Government.

3.2.1.4 Other Services

(a) Relamping. Relamping services shall be provided for all light fixtures in the buildings/spaces covered by the contract, including emergency, exit, and exterior lights attached to the building. The work shall include inspecting each building/space included in this contract as required, and replacing all burned out and blinking fluorescent tubes and incandescent bulbs. The fluorescent tubes and incandescent light bulbs replaced shall be of the same type, wattage, and voltage as those removed. Contractor personnel handling and replacing fluorescent tubes shall be qualified in accordance with local regulations.

(b) Policing Grounds. Paper, bottles, cans, and all other trash and refuse shall be removed from all grounds, sidewalks, and interior courts within the facility grounds. All removed items shall be deposited in the nearest waste container.

(c) Removing Snow and Ice. Snow and ice shall be removed from those building walks and entrances shown in Attachment 1 so that these areas are clean and safe for pedestrian traffic. The Contractor shall remove snow and ice prior to 6:00 am on regular working days and maintain the areas free of snow and ice until 4:00 pm. A commercial snow/ice remover may be used as a method of maintaining areas free of snow and ice. Under no circumstances shall the Contractor deposit shoveled/blown snow and ice on common sidewalks being cleared by other station activities.

3.2.2 Service Call Work

Service call work for the buildings/spaces listed in Attachment 1 shall consist of providing labor and material to perform unscheduled custodial services that are brief in scope. The Government will receive service call requests from building monitors and notify the Contractor of the work required. The Contractor shall provide adequate procedures for receiving and responding to service calls during regular working hours. All services specified in this paragraph will be paid for under the firm fixed-price portion of the contract.

3.2.2.1 Service Calls for Cleaning

N/A

3.2.2.2 Service Calls for Lighting

The Contractor shall respond to service calls for replacing burned out or blinking light bulbs and tubes between scheduled relamping services. Each service call will be limited to replacement of bulbs and tubes within one building. The Contractor shall respond to service call requests for lighting within 2 hours during regular working hours.

3.2.3.1 Stripping and Rewaxing Floors

Resilient flooring shall be swept/dust mopped and stripped to remove all built-up wax and imbedded dirt prior to rewaxing. After application of wax, areas shall be buffed (if required) sufficiently for maximum gloss and uniform sheen from wall to wall, including corners. The rewaxed floor shall present a clean appearance free from scuff marks or dirt smears. Furniture or other equipment moved during floor stripping and rewaxing shall be returned to their original positions.

3.2.3.2 Shampooing Carpets and Rugs

Prior to shampooing, carpets and rugs shall be vacuumed free of all loose soil and debris. Carpets and rugs shall be shampooed free of

streaks, stains, and spots, and shall have a bright uniform color. Shampooing shall be done by the water extraction method. After drying, furniture or other equipment moved for the shampooing shall be returned to their original positions.

3.2.3.3 Cleaning Light Fixtures

Globes, reflectors, covers, diffusers, and plastic side panels shall be removed and washed. After cleaning and reassembling, light fixtures shall be free of bugs, dirt, dust, grease, and other foreign matter.

3.2.3.4 High Dusting/Cleaning

High cleaning includes cleaning horizontal and vertical surfaces above 7* - 0" from floor level including all overhead piping and ceiling areas. All dust, lint, litter, and soil shall be removed from all surfaces. Walls shall be free of dirt, smudges, and markings. Ceilings are to be free of cobwebs and loose dirt.

3.2.3.5 Cleaning Exterior Glass

The Contractor shall thoroughly clean all exterior glass surfaces, window frames, sills, and sashes, from the ground line up to and including the second floor. All glass surfaces shall be cleaned and left free of streaks and stains, and shall be wiped dry. All paint, putty, film, and foreign matter found on glass surfaces shall be removed. Where storm windows exist, exterior window cleaning shall include both sides of the storm window and the outside of the inner glass, and shall be counted as three separate surfaces for reimbursement purposes.

3.2.3.6 Cleaning Interior Glass

The Contractor shall thoroughly clean all interior glass surfaces and associated window frames, sills, and sashes. All glass surfaces shall be cleaned and left free of streaks and stains, and all adjacent surfaces wiped dry. All paint, putty, film, and foreign matter found on glass surfaces shall be removed.

3.2.3.7 Cleaning Venetian Blinds

Venetian blinds, including mini-blinds, shall be removed and cleaned free of all dust and embedded dirt and re-hung in working order. Once removed for cleaning, the blinds shall be re-hung by the Contractor within 1 working days.

4.0 Government Furnished Property and Services

In accordance with the "GOVERNMENT FURNISHED PROPERTY " clause in Section I, the Government will provide the Contractor the option of using certain Government owned facilities, equipment, materials, and utilities for use only in connection with this contract. The use of Government furnished property and services for other purposes is prohibited. All such facilities, equipment, and materials will be provided in "as is" condition.

a. Government Furnished Facilities. The Government will furnish or make a room for storage/office space

available to the Contractor as described in Attachment 1. The Contractor shall be responsible and accountable for such facilities accepted for use and shall take adequate precautions to prevent fire hazards, odors, and vermin. Custodial services for Government furnished facilities shall be provided by the Contractor. The Contractor shall obtain written approval from the Contracting Officer prior to making any modifications or alterations to the facilities. Any such modifications or alterations approved by the Government will be made at the expense of the Contractor. At the completion of the contract, all facilities shall be returned to the Government in the same condition as received, except for reasonable wear and tear. The Contractor shall be held responsible for the cost of any repairs caused by negligence or abuse on his/her part, or on the part of his/her employees.

(1) The Contractor shall provide periodic servicing, maintenance, and repair of the equipment accepted for use at no cost to the Government, and the total or partial breakdown or failure of the Government furnished equipment shall not relieve the Contractor of responsibility to fully perform the work of the contract. Upon completion or termination of the contract, all Government owned equipment shall be returned to the Government in the same condition as received, except for normal wear and tear. Equipment which becomes worn out due to normal wear and tear shall be returned to the Government and its replacement shall be the responsibility of the Contractor at no cost to the Government. Equipment so acquired shall remain the property of the Contractor. The Contractor shall be responsible for the cost of any repairs or replacement caused by negligence or abuse by the Contractor or his/her employees.

(2) The Contractor and the Contracting Officer shall conduct a joint inventory before commencing work under this contract to determine the exact number and serviceability of Government furnished equipment. The Contractor shall then certify the findings of this inventory, assume accounting responsibility, and subsequently report inventory discrepancies to the Contracting Officer. Government furnished equipment shall not be removed from the military base unless approved by the Contracting Officer in writing.

a. Government Furnished Equipment. The Contractor shall furnish all tools and equipment required for the performance of this contract. The Government will not provide tools or equipment to the Contractor.

b. Government Furnished Material. The Government will not provide any materials to the Contractor.

c. Availability of Utilities. The Government will furnish the following utility services at existing outlets, for use in those facilities provided by the Government and as may be required for the work to be performed under the contract: electricity, steam, natural

gas, fresh water, sewage service, and refuse collection (from existing collection points). Information concerning the location of existing outlets may be obtained from the Contracting Officer. The Contractor shall provide and maintain, at his/her expense, the necessary service lines from existing Government outlets to the site of work.

(1) Utilities specified above will be furnished at no cost to the Contractor.

(2) A restricted telephone line (USOC Class RS4) for on base calls will be provided by the Government at no cost to the Contractor. The Contractor shall install commercial telephone service, and all service and toll charges shall be paid for by the Contractor.

4.1 Contractor Furnished Items

Except for items listed in paragraph 4.0, the Contractor shall provide all facilities, equipment, materials, supplies, and services to perform the requirements of this contract. Material, equipment, and supplies provided shall meet the requirements specified in Attachments 1-5. Items not listed in Attachment 1 or technical specifications shall be of acceptable commercial grade and quality.

5.0 Definitions

As used throughout this contract, the following terms shall have the meaning set forth below. Additional definitions are in the "DEFINITIONS" clause in Section I.

a. Where "as shown", "as indicated", "as detailed", or words of similar import are used, it shall be understood that reference is made to this specification and the drawings accompanying this specification unless stated otherwise.

b. Where "as directed", "as required", "as permitted", "approval", "acceptance", or words of similar import are used, it shall be understood that direction, requirement, permission, approval, or acceptance of the Contracting Officer is intended unless stated otherwise.

c. Clean. "Clean" shall be defined as free of dirt, dust, spots, streaks, stains, smudges, litter, debris, and other residue.

d. Contracting Officer. The Contracting Officer is a person with the authority to enter into, administer, and/or terminate contracts and make related determinations and findings. The term includes certain authorized representatives of the Contracting Officer acting within the limits of their authority as delegated by the Contracting Officer.

e. Contractor. The term Contractor as used herein refers to both the prime Contractor and any subcontractors. The prime Contractor shall ensure that his/her subcontractors comply with the provisions of this contract.

f. Contractor Representative. A foreman or superintendent assigned in accordance with the "CONTRACTOR EMPLOYEES" clause, Section H.

g. Disinfect. Cleaning in order to destroy any harmful microorganisms by application of an approved chemical agent.

h. Engineered Performance Standards (EPS). A job estimating system developed for the Department of Defense. EPS is the average time necessary for a qualified craftsman working at a normal pace, following acceptable trade methods, receiving capable supervision, and experiencing normal delays to perform defined amounts of work of a specified quality. EPS manuals are published under the following numbers by each military branch:

Navy:	NAVFAC P 700 Series
Army:	TB 420 Series
Air Force:	AFM 85 Series

i. Facility. An establishment, structure, or assembly of units of equipment designated for a specific function.

j. **Frequency of Service.**

(1) **Annual (A).** Services performed once during each 12 month period of the contract at intervals of 345 to 385 days.

(2) **Semi-Annual (SA).** Services performed twice during each 12 month period of the contract at intervals of 160 to 200 calendar days.

(3) **Quarterly (Q).** Services performed 4 times during each 12 month period of the contract at intervals of 80 to 100 calendar days.

(4) **Monthly (M).** Services performed 12 times during each 12 month period of the contract at intervals of 28 to 31 calendar days.

(5) **Semi-Monthly (SM).** Services performed 24 times during each 12 month period of the contract at intervals of 14 to 16 calendar days.

(6) **Weekly (W).** Services performed 52 times during each 12 month period of the contract at intervals of six to eight calendar days.

(7) **Twice weekly (2W).** Services performed twice a week, such as Monday and Thursday or Tuesday and Friday.

(8) **Three times weekly (3W).** Services performed three times a week, such as Monday, Wednesday and Friday.

(9) **Daily (D5).** Services performed once each calendar day, Monday through Friday, including holidays unless otherwise noted.

(10) **Daily (D7).** Services performed once each calendar day, seven days per week, including weekends and holidays.

(11) **Twice Daily (2D7)** Services performed two times daily seven days per week.

(12) **Twice Daily (2D5)** Services performed two times daily five (Monday - Friday) days a week.

(13) **As Needed (AN).** Services as required.

k. Quality Assurance (QA). A method used by the Government to provide some measure of control over the quality of purchased goods and services received.

l. Quality Assurance Evaluator (QAE). The Government employee designated by the Contracting Officer to be responsible for monitoring of Contractor performance.

m. Quality Control (QC). A method used by the Contractor to control the quality of goods and services produced.

n. Regular Working Hours. The Government's regular (normal) working hours are from 7:00am to 3:30pm, Mondays through Fridays except (a) Federal Holidays and (b) other days specifically designated by the Contracting Officer.

o. Relamping. A procedure by which the Contractor periodically inspects each building included in this contract in order to systematically replace burned out and/or blinking fluorescent tubes and incandescent bulbs.

p. Response Time. Response time is defined as the time allowed the Contractor after initial notification of a work requirement to be physically on the premises at the work site, with appropriate tools, equipment, and materials, ready to perform the work required. Response times is required with in two (2) hours for the remediation of the situation.

q. Space. A space is an area to receive custodial services which may or may not be considered a room by common definition. Examples of spaces are definable sections of hallways, stairwells, lobbies, offices, entrances, and elevators.

r. Waste Containers. Waste containers are defined as trash receptacles, wastebaskets, trash cans, wastepaper baskets, ash trays, or any container holding trash, paper, or refuse of any type.

Custodial Frequency Schedule Key West Area Facilities

	VACCUM CARPET	SHAMPOO CARPET	SWEEP/VACUUM TILE FLOORS	DAMP MOP FLOORS	MOP/BUFF TILE FLOORS	STRIP/WAX/BUFF TILE FLOORS	COLLECT TRASH & PAPER	DUST	CLEAN FURNITURE	WASH INSIDE/OUTSIDE WINDOW	CLEAN BLINDS & DRAPES	CLEAN GLASS DOORS/WALLS	CLEAN LAMP/A/C FIXTURES AND VENTS	CLEAN BATHROOM/TOILETS & FIXTURES	REPLACE LAMP/BULBS	REPLENISH SOAP/PAPER	CLEAN MIRRRSORS/FIXTURES	CLEAN CEILING/WALLS	PRESSURE WASH
Key West Air Traffic Control Tower (EYW ATCT)	D5	SA			D5	SA	D5	D5	D5	AN		W	W	D5		AN			
Key West Long Range (NXQ ARSR)			D5,W	D5,W			D5,W						A	D5,W		AN			
Key West RCAG (EYW RCAG)			A	A	A											AN			
Key West Terminal Building Room 208 (EYW RCO)			W	W		A	W									AN			
Key West VORTAC (EYW VOR)			Q	Q		Q										AN			

D = Daily
W = Weekly
M = Monthly
SA = Semi Annual

Custodial Services
For Customer Service, Contact _____

A = Annual
AN = As Needed
Q = Quaterly