

## **SECTION D - CONTRACT DOCUMENTS, EXHIBITS, OR ATTACHMENTS**

### **Attachment 1 through Attachment 5**

Attachment 1 Performance Work Requirements Summary

Attachment 2 Maximum Cleaning Frequencies

Attachment 3 Floor Plans

Attachment 4 Work Summary and Progress Report

Attachment 5 Contract Discrepancy Report (CDR)

## **ATTACHMENT 1**

### **SERVICES SUMMARY**

1. The purpose of this exhibit is to:
  - a. List the contract requirements considered most critical to acceptable contract performance.
  - b. Show, where applicable, the maximum allowable degree of deviation from perfect performance for each requirement that shall be allowed by the Government before contract performance is considered unsatisfactory.
  - c. Define the procedure the Government shall use in reducing the Contractor's monthly payment if satisfactory performance is not rendered.
2. The Government's quality assurance procedures are based on actual performance of the contract and all areas will be reviewed periodically, (e.g. weekly, monthly, quarterly, and semi-annually).
3. The criteria for acceptable and unacceptable performance are as follows:
  - a. Contract requirements. The criteria for requirements are the level of performance deemed acceptable to the Government.
  - b. If the quality of work does not comply with the contract requirements the COR will initiate and the Contractor shall be required to complete a Contract Discrepancy Report (CDR).
  - c. The CDR will require the Contractor to explain in writing why performance was unacceptable, how performance will be returned to an acceptable level, and how recurrence of the problem will be prevented in the future. The contractor will not be paid for services not rendered in accordance with the standards set forth in this contract.
  - d. If the level of performance is deemed unacceptable to the Government, payment may be reduced for unsatisfactory performance by the percentage as shown in the chart below:

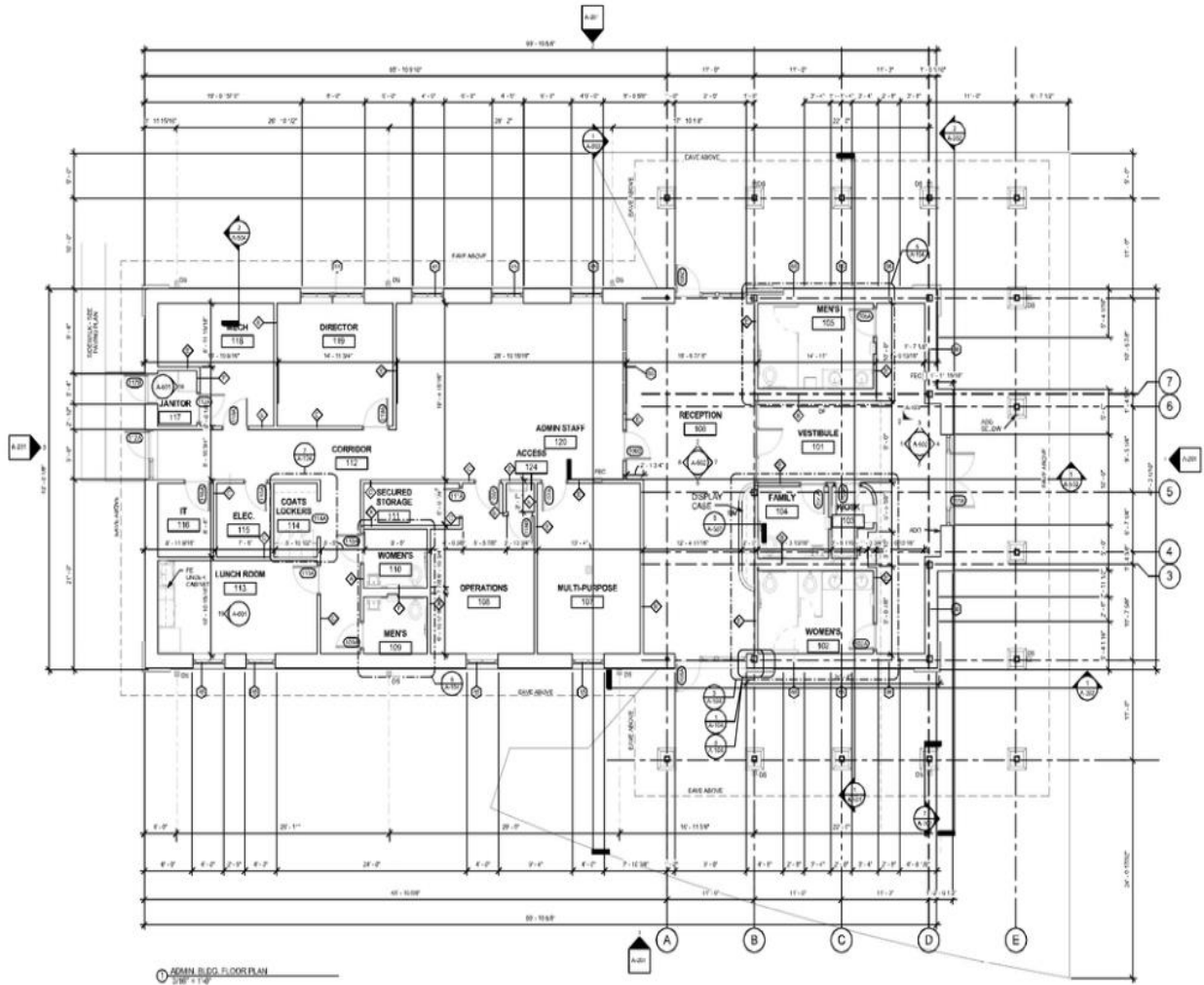
### SERVICES SUMMARY (Continued)

Performance Objective	PWS Para	Performance Threshold	Remedy	Method of Assessment
<b>SS-1</b> <b>Facility Cleaning Service</b> i. Non-Carpeted Floors ii. Carpeted Floors iii. Entrances iv. Dusting vi. Windows and Glass vii. Floor/Walk-Off Mats viii. Trash Removal	5.a., inclusive	No more than 4 valid defects per month	Re-performance Within 2 hours of notification	Periodic Validation, customer complaint
<b>SS-2</b> <b>Restrooms/Locker Rooms Cleaning Services</b> i. Clean and Disinfect ii. Floors iii. Supplies iv. Drinking Fountains v. Trash Removal	5.b., inclusive	No more than 4 valid defects per month	Re-performance Within 2 hours of notification	Periodic Validation, customer complaint
<b>SS-3</b> <b>Periodic Cleaning Services</b> i. Hard Floor Maintenance ii. Carpet Cleaning iii. Light Fixtures iv. Window Exteriors	5.c., inclusive.	0 defects per month	Re-performance Within 1 day of notification or a mutually acceptable timeframe to the COR, customer and contractor.	Periodic Validation, customer complaint
<b>SS-4</b> <b>Quality Control</b> Inspection procedures are followed and documented in accordance with Contractor's Quality Control Plan (incorporated into contract after award).	15	1 valid defect per month	Contractor shall provide a written Corrective Action Report.	Periodic Validation, customer complaint

**ATTACHMENT 2**  
**MAXIMUM CLEANING FREQUENCIES**

<b>PWS Ref. (5.)</b>	<b>Item</b>	<b>Maximum Frequency</b>
a.i. & b.ii.	- Hard floor sweep and spot clean	Daily Mon-Fri
a.i. & b.ii.	- Hard floor wet mop	Mon-Wed-Fri
a.ii.	- Carpet vacuuming and spot cleaning	Daily Mon-Fri
a.iii. & a.iv.	- General dusting and spot cleaning	Daily Mon-Fri
a.v.	- Interior window/glass door cleaning	Weekly
a.v.	- Entrance window/glass door cleaning	Daily Mon-Fri
a.vi.	- Clean drinking fountains	Daily Mon-Fri
a.vii.	- Clean kitchens, break rooms, and lunch rooms	Daily Mon-Fri
a.viii.	- Floor (walk-off) mat vacuuming and spot cleaning	Daily Mon-Fri
a.ix., a.x., & b.iv.	- Trash removal; plastic liner replacement	Daily Mon-Fri
a.ix. & b.iv.	- Trash receptacle disinfection	Weekly
b.i.	- Clean and disinfect restrooms	Daily Mon-Fri
b.iii.	- Stock restroom supplies	When low, but no less than two times per week
c.i.	- Hard floor maintenance	Quarterly
c.ii.	- Carpet maintenance (shampooing)	Quarterly
c.iii.	- Cleaning of air registers, diffusers, and grilles	Semi-annually
c.iv.	- Light fixture cleaning (with cover off)	Semi-annually
c.v.	- Window exterior cleaning	Monthly
c.vi.	- Additional dusting and spot cleaning	Monthly

# ATTACHMENT 3 ADMINISTRATION BUILDING



Architectural floor plan of the second floor of a building. The plan shows various rooms including an Office (102), Men's RR & Locker (111), Women's RR & Locker (103), Unisex RR (107), a Lunchroom & Vending area (110), a Corridor (109), a Parts & Tool Storage room (105), a Maintenance Bay (114), a Janitor room (106), a Storage room (108), a Locker room (104), a Honor Guard room (106), and a Mech room (112). The plan also includes a kitchen area with a sink, stove, and cabinets, and a dining area with a table and chairs. Dimensions are provided for various rooms and areas. The plan is labeled "DR PLAN" in the bottom left corner.

### ATTACHMENT 4

<b>WORK SUMMARY &amp; PROGRESS REPORT</b>		Period Covered:	From:	To:
Cemetery Location: <b>Mountain Home National Cemetery</b>		Contractor Information:		
Project Title: <b>Custodial Services</b>				
Contract No:				
<p><i><b>Inspection / Acceptance:</b> The Contractor shall only tender for acceptance those items that conform to the requirements of this contract. The Government reserves the right to inspect or test some or all of the services that have been tendered for acceptance. The Government may require re-performance of nonconforming services at no increase in contract price. The Government shall exercise its post-acceptance rights:</i></p> <p style="margin-left: 40px;"><i>1. Within a reasonable time after the defect was discovered or should have been discovered; and</i></p> <p style="margin-left: 40px;"><i>2. Before any substantial change occurs in the condition of the item, unless the change is due to the defect in the item.</i></p>				
<b>WORK COMPLETED &amp; SUBMITTED FOR ACCEPTANCE</b> (This form is not to be used as an Invoice)				
1	Monthly Cleaning Services	Quantity / Unit	Months	
		Date Completed:		
2	Quarterly Hard Floor Maintenance	Quantity / Unit	Job	
		Date Completed:		
3	Quarterly Carpet Restorative Cleaning	Quantity / Unit	Job	
		Date Completed:		
4	Semi-Annual Cleaning of Air Registers, Diffusers, and Grilles	Quantity / Unit	Job	
		Date Completed:		
5	Semi-Annual Light Fixture Cleaning	Quantity / Unit	Job	
		Date Completed:		
<p><b>Report below any circumstances which may have adversely affected work progress such as weather, strikes, delays by the Government, etc.</b></p> <div style="border: 1px solid black; height: 100px; margin-top: 5px;"></div>				
Signature of Contractor:		Date Signed	Signature of Cemetery Director / COR	
Date Signed		Date Signed		
<p><i><b>Note:</b> Contractor shall sign confirming that services indicated have been completed. Government shall also sign in acknowledgment of receipt of the Progress Report.</i></p>				

Duplicate Form as Necessary

**ATTACHMENT 5**

<b>Contract Discrepancy Report</b>				
Contract Number:		Report No. for this Discrepancy:		
To: (Contractor/Manager's Name)		From: (Name of COR)		
		Charles A Jones		
<b>5. Dates</b>				
5a. Prepared:		5b. Returned by Contractor:		5c. Action Complete:
Discrepancy or Problem: (Describe in detail. Include reference to PWS Directive; attach additional sheet if necessary.) _____ _____ _____				
Signature of Contracting Officer or COR:				
8a. To: (Contracting Officer and/or COR)		8b. From: (Contractor)		
9. Contractor Response as to Cause, Corrective Action and Actions to Prevent Recurrence: (attach additional sheet if necessary.) _____ _____ _____				
10a. Signature of Contractor Representative:			10b. Date:	
11. Government Evaluation: (Acceptance, partial acceptance, reflection; attach additional sheet if necessary.) _____ _____ _____				
12. Government Actions: (Reduced payment, cure notice, show cause, other) _____ _____ _____				
<b>13. Close Out</b>				
	<b>Name</b>	<b>Title</b>	<b>Signature</b>	<b>Date</b>
a. Contractor				
b. COR				
c. CO				