

ATTACHMENT D – HOUSTON PERFORMANCE WORK STATEMENT

1. GENERAL INFORMATION:

- a. This is a performance-based contract for cemetery custodial services at the Houston National Cemetery, Houston, Texas and hereafter referred to as “Houston” or “Cemetery.” The overall responsibility of the Contractor is to plan, coordinate, organize, manage, and perform the activities of “custodial services” described herein, which are required to maintain sanitation and an aesthetic appearance of the Cemetery’s Administration Office Building; the Public Information Center (PIC) and Public Restrooms across from the PIC; the Chapel; the Hemicycle Public Restrooms; the Maintenance Office Building; and the offices and bathroom inside the Maintenance Shop. The total area to be serviced is approximately **8,270** square feet.
- b. This Performance Work Statement describes the basic objectives of the Houston National Cemetery Custodial Program. The Performance Based Service Contract provides potential Offerors the flexibility to develop cost effective solutions and the opportunity to propose innovative alternatives to meet the stated objectives. It also presents the Government with an opportunity to assess the Offeror’s understanding of all aspects of the effort to be performed by eliminating the "how to" instructions to accomplish the required effort normally contained on the Statement of Work that the Government traditionally provides to prospective Offerors. Minimum acceptable levels of performance to meet the minimum requirements are outlined in the “Services Summary” contained in Attachment 1.

2. THE NATIONAL CEMETERY ADMINISTRATION MISSION:

The National Cemetery Administration honors veterans with a final resting place and lasting memorial that commemorate their service to our Nation. National Cemeteries are National Shrines. Therefore, the standards for management, maintenance, appearance and operational procedures performed by the Contractor have been established by the National Cemetery Administration to reflect this Nations’ concern and respect for those interred there. For this reason, the Contractor’s strict adherence to the Performance Work Statement, Performance Work Requirements Summary and Guidance Specifications shall be required and shall be essential.

3. BACKGROUND:

- a. In 1999 Congress passed legislation requiring VA to ensure that National Cemeteries serve as a dignified and respectful setting. Each Cemetery is to be an expression of appreciation and respect of a grateful Nation for the service and sacrifice of her veterans.
- b. Further, each National Cemetery is to be maintained as a National Shrine. A National Shrine is defined as a place of honor and memory that declares to the visitor/family who views it as a majestic setting, offering a sense of serenity, historic sacrifice and nobility of purpose. The National Cemetery is a beautiful and awe-inspiring tribute to those who gave much to preserve our Nation’s freedom and way of life.

4. CONTRACT OBJECTIVES:

- a. To use an innovative and creative approach to manage the Cemetery's custodial operations at the Houston National Cemetery in order to maintain the high standards of appearance as a National Shrine, in accordance with best commercial practices and the requirements identified in this solicitation.
- b. To have the Contractor perform to its Technical Performance Approach focused on criteria designed to maintain a satisfactory facility condition and present a clean, neat and professional appearance.
- c. The minimum life of the contract is planned for one base period with up to four (4) one-year options individually exercised at the VA's discretion and dependent on the availability of funds.

5. DESCRIPTION OF SERVICES:

The Contractor shall furnish all personnel, supervision, professional expertise, equipment, tools, materials (with the exception of paper products and hand soap) services, and quality control necessary to ensure that non-personal custodial services are performed at the Cemetery, in a manner that will maintain a satisfactory facility condition and present a clean, neat and professional appearance. The Contractor shall accomplish all cleaning tasks in order to meet the requirements of this PWS and the Service Summary (SS). Maximum cleaning frequencies are established in Attachment 2. Estimated square footages are established in Attachment 3. All work performed by the Contractor shall be performed in accordance with all applicable laws, regulations, and commercial practices.

Houston National Cemetery will be responsible for furnishing all paper products (i.e., paper towels and toilet paper) and hand soap. The Contractor shall be responsible for providing the plastic trash bags/liners.

Areas to be cleaned:

- i. **Administration Office Building** (Admin Building), to include lobby, offices, conference room, kitchen and break room, and bathrooms (2)
- ii. **Public Information Center (PIC)**, to include lobby and front desk area, and Public Restrooms (2)
- iii. **Hemicycle Public Restrooms** (2)
- iv. **Chapel**, to include Public Restroom (1)
- v. **Maintenance Office Building**, to include offices, kitchen, lunchroom, computer room, Honor Guard room and restroom (1), men's and women's locker rooms and bathrooms (2)
- vi. **Maintenance Shop** offices and bathroom (1)

a. FACILITY CLEANING SERVICES

- i. *Non-Carpeted Floors (Hard Floors: Ceramic Tile, VTC, etc.).* Hard floors shall be maintained free of grit, soil, dust, scuff and heel marks, stains, spills, debris, litter and other foreign matter by effective daily cleaning. Cleaning shall be accomplished by the most appropriate method (vacuum, sweep, dust mop, damp mop, wet mop, spot clean, etc.) and with cleaning solutions if applicable, for the specific floor type. After cleaning, floor surfaces to include grout shall have a uniform, clean appearance without streaks, swirl marks, detergent residue, or any evidence of soil, stain, film, or standing water. Baseboards, corners, and wall/floor edges shall also be clean. Floors shall be continuously free of all debris such as paper, coins and so forth. Chairs, trash receptacles, and other easily moveable items shall be moved to maintain floors underneath these items and returned to their original and proper position after cleaning. A “Wet Floor” signs shall be used when the floor is wet.
- ii. *Carpeted Floors.* Carpets shall be maintained free of soil, dirt, debris, litter and other foreign matter by effective daily vacuuming. Efficient vacuum cleaners shall offer high airflow, high efficiency filtration, equipped with quiet-type motor in order to meet noise standards, and an adjustable rotating brush agitation for more effective soil removal. Any spots and/or spills shall be removed by the carpet manufacturer’s approved methods or other commercially accepted practices as soon as noticed. All tears, burns, and raveling shall be brought to the attention of the Contracting Officer’s Representative (COR). Area and throw rugs shall also receive this service. Floors shall be continuously free of all debris such as paper, coins and so forth. Chairs, trash receptacles, and other easily moveable items shall be moved to maintain floors underneath these items and returned to their original and proper position after cleaning. Plastic protectors under desks shall be cleaned.
- iii. *Low Dusting.* Low dusting includes surfaces within 6 feet of the floor and must be free of dust, lint, cobwebs, and litter. Dust chairs, desks, tables, office furniture, file cabinets, ledges, partitions, vents, stair railings, equipment housings, and window sills, and all other horizontal office furniture and accessories, including pictures, fire extinguishers, and items in the foyer. Waiting room chairs will be dusted and vacuumed weekly.
- iv. *Spot Clean Vertical Surfaces.* Spot clean all doors, door frames, kick plates, base boards, storage lockers, interior light fixture covers, and areas around light switches. Thoroughly clean soiled wall coverings and chairs throughout the contract coverage area. Remove fingerprints, smudges, and scuff marks. Clean both information kiosk screens (one located outside the Administration Building and one located near the West public restrooms) with a non-abrasive cleaner that will not damage the plastic screen. Computer screens will not be cleaned with any products, only dusted.

- v. *Windows, Interior Glass, and Entrance Glass.* All interior window surfaces, interior glass, entrance glass (inside and out), and entrance door glass (Admin Building, and the Maintenance Office Building), including glass in doors, partitions, walls, display cases, and directory boards shall show no traces of film, dirt, smudges, water, or other foreign matter.
- vi. *Drinking Fountains.* Contractor shall clean all facility drinking fountains: All porcelain and polished metal surfaces, including the orifices and drain, as well as exterior surfaces of fountains shall be cleaned and disinfected. Drinking fountains shall be free of streaks, stains, spots, smudges, scale, and other obvious soil.
- vii. *Kitchens, Break Rooms, and Lunch Room.* All surfaces of tables, countertops, and chairs shall be cleaned and disinfected using a germicidal detergent. Sinks, countertops, and fixtures shall be free from water and scale deposits, soil, streaks, and other removable matter. Clean the outside surfaces of microwaves and refrigerators in the Admin Building and Maintenance Building.
- viii. *Clean Floor (Walk-Off) Mats and Kiosk Area.* Vacuum and/or clean interior and exterior floor mats. 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. Sweep and spot clean area around kiosks.
- ix. *Trash and Recyclables Collection/Removal.* All trash and recycle containers shall be emptied: trash transported and disposed in designated area(s); recyclables collected and placed in designated area(s); and containers returned to their original locations. (Note: All cardboard is classified as recyclable and should be treated as such.) The Contractor shall replace plastic liners each visit. Trash and recycle receptacles shall be left clean, free of foreign matter and free of odors.
- x. Empty and clean ashtrays; remove debris from sand urns, smooth sand and replace when necessary (sand to be furnished by the VA).
- xi. *Submittal of Facility Defects.* When routine facility defects (e.g. dripping faucet, loose door, loose window frames, etc.) or fire hazards are found, they shall be reported to the COR. Turn in lost and found articles to the COR.
- xii. *Closing Procedures:* Arrange furniture to original position. Report any damages or unusual circumstances. Straighten janitorial closet, if utilized. In some instances the Contractor will be the last occupant of the contract building(s) for the business day. In such instances, the Contractor shall turn off lights, except those designated to be remain on, and secure all exterior doors and windows, as needed.

b. RESTROOMS/LOCKER ROOMS CLEANING SERVICES

- i. *Clean and Disinfect.* All surfaces of sinks, toilets, urinals, lavatories, showers, shower mats, dispensers, plumbing fixtures and faucets, exposed pipes, partitions,

dispensers, walls, stalls, stall doors, entry doors (including handle, kick plates, ventilation grates, metal guards), light fixture covers, and other such surfaces shall be cleaned and disinfected using a germicidal detergent. Restrooms shall have a clean scent or no odor at all. Showers, toilets, and urinals will 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 shall be smudge, stain free. Vents (within 72 inches of the floor) shall be clean. Restroom sinks, countertops, and fixtures shall be free from water and scale deposits, soil, streaks, and other removable matter.

- ii. *Restroom Floor Care.* All floor surfaces shall be maintained in accordance with paragraph 5.a.i. by effective routine cleaning. Moveable items shall be tilted or moved to sweep and damp mop underneath. Grout on the wall and floor tiles shall be free of dirt, scum, mildew, and residue.
 - iii. *Stock Restroom Supplies.* Contractor shall ensure restrooms are stocked sufficiently so any provided supplies including toilet tissue, paper towels, and hand soap do not run out. Supplies shall be stored in designated areas. If supplies run out prior to the next service date, the Contractor shall refill within two (2) hours of notification. Toilet tissue, paper towels, and hand soap will be supplied by the Cemetery; plastic bags shall be supplied by the Contractor.
 - iv. *Restroom Trash Removal.* All trash containers in restrooms and locker rooms, including sanitary napkin disposal containers, shall be emptied, trash disposed, and containers returned to or reassembled in their original locations. The Contractor shall replace plastic trash can liners each visit. Trash receptacles shall be left clean, free of foreign matter and free of odors.
 - v. *Restroom Checklists.* The Contractor's employee(s) on duty shall sign off daily on the restroom checklists, which are generally located in the foyers or attached to the doors of the public restrooms and staff restrooms.
- c. **PERIODIC CLEANING SERVICES** (Services performed on a monthly, bimonthly, quarterly, and semiannual basis).
- i. *Quarterly Hard Floor Maintenance* (To be performed in January, April, July, and October). Pertaining floors shall be cleaned, scrubbed, stripped, sealed, finished, and polished as required for the appropriate surface to maintain, protect and ease normal routine floor cleanings. After periodic maintenance, floor surfaces shall have a uniform clean appearance without streaks, swirl marks, detergent residue, or any evidence of soil, stain, film, or standing water.
 - ii. *Quarterly Carpet Restorative Cleaning* (To be performed in January, April, July, and October). Carpets (including outside carpeted mats) shall be deep cleaned in order to remove embedded soil from carpet fibers. Deep cleaning shall employ an effective technique and/or method to address soil suspension, soil extraction and

drying. After deep cleaning, the carpeted area shall show an improvement in visible appearance. All cleaning solutions shall be removed from baseboards, furniture, trash receptacles, chairs, and other similar items. Chairs, trash receptacles, and other items shall be moved to clean carpets underneath and returned to their original location after the carpet has dried.

- iii. *Semi-Annual Cleaning of Air Registers, Diffusers, and Grilles* (To be performed in March and September). Includes the outside part accessible to cleaning (without removal of registers, diffusers or grilles). This cleaning is an addition to cleaning of the outside fixture performed as part of the routine cleaning.
- iv. *Semi-Annual Light Fixture Cleaning* (To be performed in March and September). Ceiling lights, emergency lights, patio lights, outside entrance and all lights (except desk and table lights) shall have their covers removed and the Contractor shall clean the light inside and out. This cleaning is an addition to cleaning of the outside fixture performed a part of the routine cleaning.
- v. *Bimonthly Window Exterior Cleaning* (To be performed within the 1st week of every other month throughout the year). All exterior glass surfaces that are in integral part of the outer surface of the building shall be cleaned no less than monthly during the designated period and show no traces of film, dirt, smudges, water, or other foreign matter.
- vi. *Monthly High Dusting and Spot Cleaning*: High dusting includes surfaces above 6 feet up to 10 feet. Surfaces include items such as ceiling fans, clocks, pictures, ledges, window sills, interior and exterior light and pipes. Damp wipe all vertical blind surfaces. Remove any cobwebs. Clean and sanitize telephones. Surface shall be free of all dust, lint, litter or other foreign matter once service has been completed.

6. CONTRACTOR WORK HOURS AND WORK DAYS

The services provided under this Contract shall be furnished between 8:00 a.m. and 4:30 p.m. (Chapel cleaning shall be performed between 8:00 a.m. and 9:30 a.m.), Monday through Friday, excluding Federal Holidays and any other day specifically declared by the President of the United States to be a national holiday. Should a holiday fall on the scheduled work day, the work day shall be moved to the day before or the day after the holiday. All work must be completed within the hours allotted in the Contract.

7. CONTRACTOR SECURITY

- i. No keys will be provided to the Contractor unless approved by the Cemetery Director and necessary for closing procedures. (See Paragraph 5.a.xii, *Closing Procedures*.)

- ii. Employees entering any facility or area after it has been secured shall enter through one door and lock the door behind them. These facilities or areas shall not be left unsecured at any time, including the period when work is being performed. Upon completing work in a facility or area, Contractor employees shall ensure all doors and windows that were secured upon their arrival are closed and secured upon their departure.
- iii. The Contractor shall notify the COR when unauthorized or suspicious persons are seen on the premises.

8. CONTRACTOR FURNISHED EQUIPMENT/SUPPLIES

- i. The Contractor shall furnish the supplies necessary to perform all services required. Supplies and equipment shall meet the specifications below and comply with VA, Federal, or State Occupational Safety and Health Standards and Fire regulations.
- ii. All items shall be approved by the COR prior to being used. New supplies or changes in previously approved material shall require product literature and may require samples.
- iii. Contractor personnel shall not use steel wool, abrasive metal cleaners, or any other cleaning materials or supplies which could cause damage to property. At no time shall chairs, wastebaskets, brooms, mops or any other items normally placed on the floor be place on any surface of furniture or equipment.
- iv. Contractor's equipment shall be compatible with existing sources of furnished electrical power. All equipment shall comply with current safety standards. All equipment shall be cleaned with a disinfectant-detergent each day prior to storage.
- v. Rotary floor polishing, buffing and scrubbing machines, shall be equipped with brush or pad head drive assemblies made of non-porous materials. Equipment will be checked for electrical safety and records maintained.
- vi. All electrically operated equipment shall be equipped with hospital quiet-type motor, be third-wire grounded, and equipped with an appropriate length of UL approved three-conductor cord. Extension cords are prohibited.
- vii. All wheeled and movable equipment shall be equipped with protective non-marking wheels and rubber bumpers or guards around the entire perimeter. No part of the equipment (except fixed handles) shall protrude beyond the rubber bumpers.
- viii. When not in use, equipment shall be stored in designated areas only. Trash containers shall be washed each day prior to storage.
- ix. Supplies and equipment shall not be transported in trash barrels, mop buckets, etc. All material not immediately used shall be properly stored.

- x. Supplies and equipment reserved for use in designate areas shall not be transferred to the other areas. All such items assigned shall be plainly marked with the area's designation.
- xi. Floor Polishing Liquid – The liquid shall be synthetic polymer floor finish (not a wax), water emulsion with at least 16 percent solids content (i.e. medium-gloss), removable by detergent scrubbing, and safe for use on all synthetic, resist scuffing, and water penetration.
- xii. Stripping Compound – This product shall be purely synthetic, non-ionic, biodegradable, and contain no animal or vegetable soaps, abrasives, bleach, alcohol, ammonia or other ingredients which would produce any harsh, harmful, or noxious odors or fumes, either in use or in storage. It is permissible to use a special detergent stripper specially designed for use in automatic scrubber equipment, so long as it meets the above requirements.
- xiii. Mops – Non-disposable mop heads shall be neutral colored and made of rayon yam. Cotton yam may be used only if the disinfectant-detergent is not a quat (since cotton neutralized quats. Mop heads shall be washed in housekeeping closet sinks.
- xiv. Cloths, Impregnated, Dusting and Sweeping – These cloths shall be tubular cotton with 18 percent to 22 percent non-oil impregnation by weigh, and the impregnations compound shall be registered with EPA.
- xv. Vacuum Cleaners – All vacuum equipment shall have hospital use micro-static impaction type filtration system, which shall filter out all dust and bacteria particles larger than 0.3 microns, and shall be equipped with hospital quiet-type motor.
- xvi. Other Items –
 - 1) Floor Polisher. Floor polishers shall have a non-porous scrubbing surface to inhibit bacterial growth.
 - 2) Mop Buckets – The double bucket mopping system shall be used. Buckets shall be constructed of nonporous, acid resistant, seamless material.
 - 3) Signs – Signs shall contain easily understood directions, in both English and Spanish.
 - 4) Contractor Equipment – The Cemetery shall not be held responsible for any items of Contractor's equipment which may be lost, damaged or stolen. The contractor shall tag all contractor owned equipment for identification.

9. GREEN CLEANING

- a. The Contractor shall use green cleaning products and processes. Green cleaning is a planned and organized approach to cleaning that is designed to protect the occupants and

workers' health and reduce the impact on human health and the environment. Unlike a traditional cleaning program, a green custodial program takes a holistic approach to building cleaning and goes beyond simple appearances to focus on health and the environmental impacts.

- b. Green cleaning products and processes include, but are not limited to products containing recycled content, environmentally preferable products and services, vacuum cleaners with High Efficiency Particulate Air (HEPA) filtration, bio-based products, and products and services that minimize the use of energy, water, and other resources. In addition to compliance with these requirements, the Contractor shall follow all applicable standard industry practices including, but not limited to those published by the National Institute of Building Sciences (NIBS), American Society of Testing Materials (ASTM), and Carpet and Rug Institute (CRI), as well as applicable standards of the Environmental Protection Agency (EPA).
- c. The Contractor shall take every precaution to ensure that if available, only safe and environmentally preferable products are used. Preference must be given to cleaning products that meet the following: United States Department of Agriculture (USDA) designated bio-based products, Green Seal certified (Standard GS-37 for Commercial and Institutional Cleaners, Comprehensive Procurement Guidelines (CPG)), and applicable Executive Orders.
- d. The Contractor shall give preference to supplies and products that are "environmentally preferable". The list of Comprehensive Procurement Guideline (CPG) items and their associated Recovered Materials Advisory Notices (RMAN's) are available at <http://www.epa.gov/cpg>. Items such as trash bags are on the CPG list. Information on CPG items can be found at: <http://www.epa.gov/cpg/products.htm>. This includes concentrated and ready-to-use cleaning chemicals (spray bottles must be labeled with the contents) that use ecologically sound packaging, are phosphate-free, non-corrosive, non-combustible, non-poisonous, non-reactive, and non-aerosol; contain no carcinogens, mutagens and teratogens; contain no ozone-depleting substances; and are bio-based and fully biodegradable. Such products must have lower toxicity, and reduced potential for skin, eye, and, respiratory irritation than comparable products used for the same purpose and must contain no unnecessary dyes or fragrances. Concentrates are preferable compared to ready-to-use products and should be used wherever possible. Furthermore, dilution control equipment (use equipment or systems consistent with those specified or recommended by the manufacturer of the concentrate products) should be employed to ensure correct dilutions of concentrates and to protect workers from exposure to concentrated chemicals. Preference must be given to cleaning products meeting the following Green Seal Standards: GS-37 for Commercial and Institutional Cleaners for those product categories covered by this Standard and GS-34 for Degreasers (<http://www.greenseal.org/findaproduct/index.cfm#cleaners>).
- e. The Contractor must give preference to floor finishes and floor maintenance products that are free of metals, such as zinc, arsenic, lead, cadmium, cobalt, chromium, mercury, nickel, or selenium.

10. CHEMICAL STORAGE AND SAFETY DATA SHEETS

- a. The Contractor shall furnish to the COR all Safety Data Sheets (SDS) for any materials used in the performance of this contract. All new products used during the life of the contract must have SDS provided to the COR prior to bringing these products on site and being used. The Contractor shall use only commercially available products that meet Federal, State, and local codes. These requirements shall include those identified in Executive Order 13423. The COR must contact the Contractor immediately if any item is deemed inappropriate for use under this contract
- b. Contractor shall maintain the SDS in a location accessible to all employees and shall advise the COR of their location. The SDS shall be available for inspection by the COR on request.
- c. Contractor shall store chemicals and cleaning supplies in an area designated by the COR (see paragraph 11, USE OF CEMETERY FACILITIES). Contractor shall provide spill containers for all liquids and ALL CONTAINERS shall be clearly marked as to content. The Contractor shall contain, clean up, and report all spills on Government property in a manner that complies with all applicable Federal, State, and Local laws and regulations or otherwise stated herein, and the Cemetery Sill Control Plan at no cost to the Government.

11. STANDARDS OF EMPLOYEE CONDUCT:

Contractor personnel shall be required to adhere to the following standards of dress and conduct, as briefly mentioned here, while performing work in the National Cemetery. These standards and regulations are enforceable under Title 38, U.S.C., Part I, Chapter 9, Section 901.

- a. Contractor personnel shall be fully clothed at all times, to include upper garment to cover body from the waist to the neck and long pants or slacks. Clothing shall be presentable and suitable to the work while maintaining proper appearance and decorum indicative for a National Shrine. Clothing shall be clean and cleanliness and personal hygiene are imperative. T-shirts and/or tank tops as outer garments are prohibited. Garments, which have a message, slogan or printing of any kind other than the Contractor's business attire, are prohibited. Protective/safety clothing and shoes shall meet or exceed OSHA and state requirements. Uniform shirts and hats are acceptable as long as they meet the other attire requirements and are uniform among all Contractor employees
- b. Behavior and language must be appropriate, reverent, and respectful at all times. The Contractor's personnel shall not engage in loud or boisterous behavior, angry outbursts or use profane or abusive language at any time on Government premises. Playing radios and/or electronic games/devices shall only be done at lunchtime and in a designated break area. Due to the sensitive mission of the Cemetery, Contractor employees will come into daily contact with grieving individuals, therefore Contractor employees will exercise and exhibit absolute decorum, courtesy, and respect while within the cemetery or

at its perimeter or entrances. Inquiries from Cemetery visitors shall be politely referred to Government Cemetery staff. Gratuities of any kind are strictly prohibited.

- c. The Contractor's personnel shall consume food and beverage only within areas designated by the COR. Intoxication, and violence or criminal acts of any kind will not be tolerated and is cause for immediate removal from Government property. Use or sale of intoxicating beverages and/or drugs is strictly prohibited, and use of tobacco products is only allowed in specific areas designated by the COR.

12. PARKING AND VA REGULATIONS:

Contractor employees may park privately owned vehicles in the area designated for parking by the COR. It is the responsibility of the Contractor to ensure his employees park in the appropriate designated parking areas. The Cemetery will not validate or make reimbursement for parking violations of the Contractor's employees under any conditions. Smoking is prohibited inside any buildings at the Cemetery. Possession of weapons is prohibited. Enclosed containers, including tool kits, shall be subject to search. Violations of VA regulations may result in citation/summons answerable in the United States (Federal) District Court, or other appropriate jurisdiction/agency.

13. USE OF CEMETERY FACILITIES:

- a. The Cemetery shall provide the contractor space for supplies and equipment storage.
- b. The Government shall not be responsible for any loss, damage, or theft of Contractor items. Contractor shall be responsible for acceptable standards of housekeeping and custodial maintenance of Cemetery facilities used by Contractor's employees.
- c. Electricity WILL be furnished by the Government for the Contractor's use. Phone service will NOT be furnished by the Government for the Contractor's use.

14. SUPERVISION AND TRAINING:

- a. Contract Manager. The Contractor shall establish and maintain an office through which the Contract Manager or alternate(s) can be contacted during work hours. The Contract Manager or alternate shall be available during standard duty hours to meet on the Cemetery within one (1) hour with the Government personnel designated by the CO to discuss problem areas. The Contractor shall provide the COR telephone number(s) where surveillance results and complaints can be reported. The Contractor shall also provide to the COR the names and phone/pager numbers of Contractor POCs for after business hours including nights, weekends, and holidays. This information will be kept and updated by the Contractor whenever personnel changes occur. The Contract Manager or alternate shall have full authority to act for the Contractor on all contract matters relating to the daily operation of this contract.

- b. The Contractor shall be responsible for maintaining satisfactory standards of personnel conduct and work performance and shall administer disciplinary action as required. The Contractor is expected to remove any employees from the Cemetery for cause, to include, but not limited to, safety violations, other misconduct in performance of duty under these specifications and/or conduct contrary to the best interests of the Government. If the Contractor fails to act in this regard, or the reason for a removal is immediately required to protect the interests of the Government, the COR may direct the removal of an employee from the premises. Contractor objections to any such action will be referred to the Contracting Officer (CO) for final resolution; however, the Contractor will first immediately comply with COR direction pending any CO final resolution at a later time or date. The Contractor will not be due any type of compensation for their costs incurred as a result of an employee being removed for cause; unless the removal is directed by the COR, and is later found invalid and/or unreasonable by the Contracting Officer.
- c. The Contractor shall also be responsible for training and safety precautions for Contractor employees performing work under these specifications. Training shall be accomplished within the first thirty (30) days of employment, with refresher courses on an annual basis. OSHA standards shall be observed by the Contractor in all work performed. Contractor shall ensure that appropriate safety equipment is used by Contractor personnel and shall be used as prescribed by OSHA standards, including hard hats, safety shoes, safety glasses, and hearing protection devices. The following OSHA and National Fire Protection Association (NFPA) standards and codes are to be adhered to, and records will indicate by name and date when employees are trained in the following:
 - i. National Fire Protection Association (NFPA): 10-1998 Standard for Portable Fire Extinguishers
 - ii. Occupational Safety and Health Administration (OSHA) 29 CFR 1910 Safety and Health Regulations for Personal Protection, Safety Color Codes, Portable Power Tools, Electrical Safety and Portable Electric Equipment.
 - iii. Site and Building Access: Maintain free and unobstructed access to facility emergency services and for fire, police and other emergency response forces in accordance with NFPA 241.
 - iv. Hazard Communications (OSHA, HCS, 29 Code, FR 1910.1200)
 - v. Hazard spills/Waste Handling
 - vi. Universal Precautions (OSHA, 29 CFR Part 1910.1030)
 - vii. Equipment Operations Training (Utility Training)
 - viii. Initial Environmental Management System (EMS) awareness training and annual EMS awareness refresher training if the contract is greater than one (1) year. The COR or designated appointee will be responsible for providing the EMS training, as

well as providing the method of training. Individual documentation processes will be established by the COR or designated appointee.

15. INSPECTION AND CLEANING OF CEMETERY FACILITIES:

- a. The Contractor will perform a weekly inspection. During this inspection the appearance of the Cemetery will be observed, and any deficiencies noted within the scope of the contract will be corrected by the end of next duty day. Items that need correcting outside the scope of the contract will be reported to the COR or his/her representative.
- b. The Contractor will be required to submit inspection reports and work accomplished to the COR weekly. The COR is located at the Houston National Cemetery. The inspection forms will be provided to the Contractor. (See "Work Summary and Progress Report", Attachment 4)

16. QUALITY ASSURANCE:

- a. The Government COR shall conduct surveillance activities and evaluate the Contractor's performance to ensure services are received in accordance with requirements set forth in this contract. These surveillance activities shall be accomplished in a manner which is timely to ensure no defects are initiated after Contractor has provided the services. The COR will utilize the Contractor's work schedule, to plan their inspections and surveillance activities. The COR will record inspection and surveillance results which then become the official National Cemetery Administration record of the Contractor's performance.
- b. ACTIONS:
 - i. Normally, the COR will verbally advise or give a written inspection report to the Contractor of discrepancies the first time they occur and ask the Contractor to correct the problem. A notation will be made on the COR checklist of the date and the time the deficiency was discovered and the date and time the Contractor was notified.
 - ii. If the Government created any of the discrepancies, these will not be counted against the Contractor's performance. When the Government has caused the Contractor to perform in an unsatisfactory manner, the COR will forward a written notice to the responsible organizational element requesting corrective action be taken.
 - iii. When the Contractor is not meeting the acceptable limits of satisfactory performance, a Contract Discrepancy Report (CDR) will be issued to the Contractor. The seriousness of the failures should govern whether to issue CDR at the end of the period, or as soon as work performance is less than satisfactory.

- iv. When a CDR is issued for a service, the Contracting Officer and/or the COR may exercise any contractual remedy available for non-performance, in accordance with FAR 52.212-4, "Inspection and Acceptance".
 - v. If the Contractor does not achieve satisfactory performance by the end of the next period or agreed suspense date, further actions may be considered, to include a determination on whether continued performance by the contractor is feasible.
 - vi. When a performance threshold has not been met or Contractor performance has not been accomplished, the COR will initiate and provide the CO a CDR for issuance to the Contractor. The Contractor shall respond to the CDR IAW instructions provided and return it to the CO within ten (10) calendar days of receipt. The CO will have ten (10) calendar days to respond back to the Contractor with acceptance or rejection of the Contractors' response to the CDR.
- c. PERFORMANCE EVALUATION MEETING:
- i. The issuance of a CDR found at Attachment 5 may be cause for the scheduling of a meeting among the Contractor, Contracting Officer, and the COR. A mutual effort will be made to resolve all problems identified. The Government will prepare written minutes of the meeting. The Contractor, Contracting Officer, and the COR will sign minutes of the meeting(s).
 - ii. Should the Contractor not concur with the minutes, they will so state their objections in writing to the Contracting Officer, within ten calendar days, and also explain the reasons for non-concurrence. The Contracting Officer will review and consider the reasons submitted for the Contractor's non-concurrence and make a decision to revise or uphold the comments as written. The Contracting Officer will notify the Contractor of the decision in writing within ten calendar days of submission of any objections.

17. CONTRACTOR'S QUALITY CONTROL PLAN:

The Contractor shall submit a Quality Control Plan (QCP) for Contracting Officer and COR acceptance within 14 calendar days after contract award to assure the requirements of this contract are provided as specified. Any changes thereafter must also be provided to Contracting Officer and COR for acceptance. The Contracting Officer will review the QCP and list any needed clarifications, and return to Contractor for response, if necessary. The Contractor's QCP shall include the following or have incorporated into during performance of contract, at a minimum:

- a. An inspection plan covering all services required by this contract. The inspection plan must specify the areas to be inspected on either a scheduled or unscheduled basis; how often inspections will be accomplished and documented; and the title of the individual(s) who will perform the inspections.

- b. On-site records of all inspections conducted by the Contractor noting necessary corrective action taken. The Government reserves the right to request copies of any and/or each inspection.
- c. Incorporation of either active or established internal policy and procedures for updating equipment and procedures that may affect performance of contract.
- d. The methods for identifying and preventing deficiencies in the quality of service performed, before the level of performance becomes unacceptable and organizational functions noting intermediate supervisory responsibilities and overall management responsibilities for ensuring total acceptable performance.
- e. On-site records identifying the character, physical capabilities, certifications and ongoing training of each employee performing services under this contract.
- f. A log to account for all requests for immediate service. The log shall indicate the date and time of services, and description of results and completion of these services.
- g. On-site records of any complaints or problems, with procedures taken to allow for corrections and/or elimination before effects caused interruption of performance of contract.

18. REPORTING AND RECORD KEEPING. The Contractor Superintendent or their designee shall provide the COR the following documentation:

- a. The Contractor Superintendent shall provide WEEKLY an accurate written report identifying all work that took place within the previous seven calendar days. The contractor shall document services performed, indicate the location where work was to be performed, and provide information to the COR as required.
- b. SUBMITTALS - The Contractor shall submit the following documents or information in accordance with the table below.

Submittal	Frequency	Submittal Schedule
Work Plan/Staffing Plan	As Revised	With Proposal
Fire Safety Plan	As Revised	Prior to Beginning Work
Emergency Contacts	As Revised	Prior to Beginning Work
Licenses, Permits, Insurance on Vehicles, Liability, Workman's Compensation Insurance, etc	As Revised	Prior to Beginning Work
Contractor Quality Control Plan	As Revised	Within 14 calendar days after contract award
Safety Data Sheets (See FAR Clause 52.223-3)	As Needed	Prior to Chemical Use

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Weekly Report and Rework List	Weekly	Weekly
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SECTION D - CONTRACT DOCUMENTS, EXHIBITS, OR ATTACHMENTS

Attachment 1 through Attachment 6

Attachment 1 Performance Work Requirements Summary

Attachment 2 Maximum Cleaning Frequencies

Attachment 3 Estimated Square Footages and Floor Finishes

Attachment 4 Floor Plans

Attachment 5 Work Summary and Progress Report

Attachment 6 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
SS-1 Facility Cleaning Service 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
SS-2 Restrooms/Locker Rooms Cleaning Services 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
SS-3 Periodic Cleaning Services i. Hard Floor Maintenance ii. Carpet Cleaning iii. Air Registers/Grills iv. Light Fixtures v. Window Exteriors vi. High Dusting vii. Upholstered Furniture	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
SS-4 Quality Control 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

PWS Ref. (5.)	Item	Maximum Frequency
a.i. & b.ii.	- Hard floor sweep and spot clean	Daily
a.i. & b.ii.	- Hard floor wet mop	Mon-Wed-Fri
a.ii.	- Carpet vacuuming and spot cleaning	Daily
a.iii. & a.iv.	- General dusting and spot cleaning	Daily
a.v.	- Interior window/glass door cleaning	Biweekly
a.v.	- Entrance window/glass door cleaning	Daily
a.vi.	- Clean drinking fountains	Daily
a.vii.	- Clean kitchens, break rooms, and lunch rooms	Daily
a.viii.	- Floor (walk-off) mat vacuuming and spot cleaning	Daily
a.ix., a.x., & b.iv.	- Trash removal; plastic liner replacement	Daily
a.ix. & b.iv.	- Trash receptacle disinfection	Weekly
b.i.	- Clean and disinfect restrooms	Daily
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
ESTIMATED SQUARE FOOTAGES AND FLOOR FINISHES

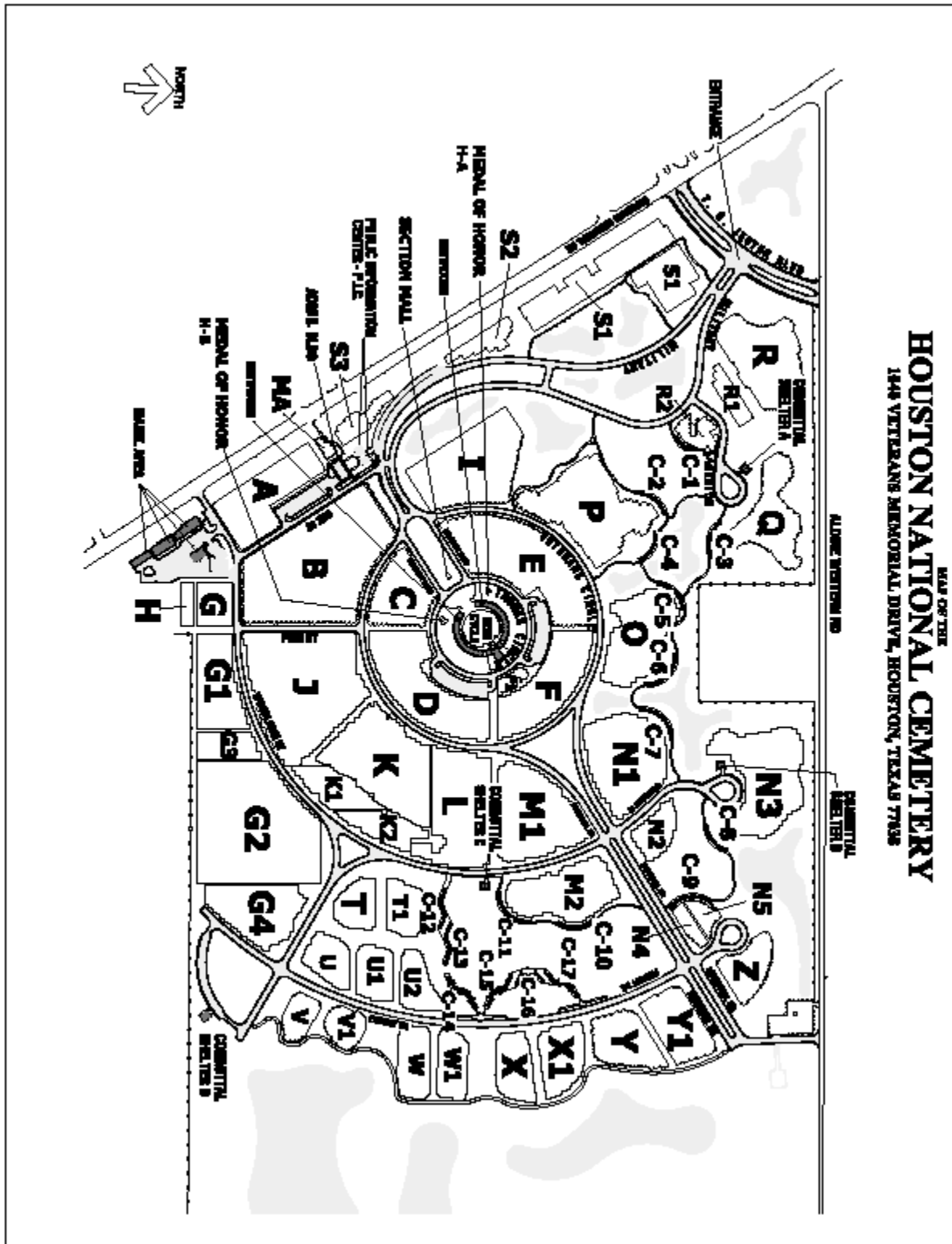
Building / Area	Estimated Area (square feet)	Floor Finish
Admin / Lobby	204 sf	Carpet
Admin / Hallway	380 sf	Carpet
Admin / Conference Room	330 sf	Carpet
Admin / Director's Office	156 sf	Carpet
Admin / Assist to the Director	132 sf	Carpet
Admin / Admin Officer	165 sf	Carpet
Admin / Budget Analyst	132 sf	Carpet
Admin / Support Staff	314 sf	Carpet
Admin / Kitchen & Break Room	120 sf	Resilient Tile
Admin / Staff Restrooms	165 sf	Ceramic Tile
Admin / Supply Room	140 sf	Carpet
PIC / Office	414 sf	Carpet
PIC / Restrooms	540 sf	Ceramic
Hemicycle Restrooms	384 sf	Ceramic
Chapel Service Area	1236 sf	Carpet
Chapel Rest Room	42 sf	Tile
Maint Office / Employee WS	304 sf	Tile
Maint Office / Kitchen Area	224 sf	Tile
Maint Office/F Locker/RestR	315 sf	Tile
Maint Office/M Locker/RestR	506 sf	Tile
Maint Office / Foreman Off	144 sf	Tile
Maint Office/Work Leads Off	160 sf	Tile
Maint Office/Meeting Area	720 sf	Tile
Maint Office / Honor Guard	273 sf	Tile
Maint Shop / Off 101	260 sf	Tile
Maint Shop / Off 103	215 sf	Tile

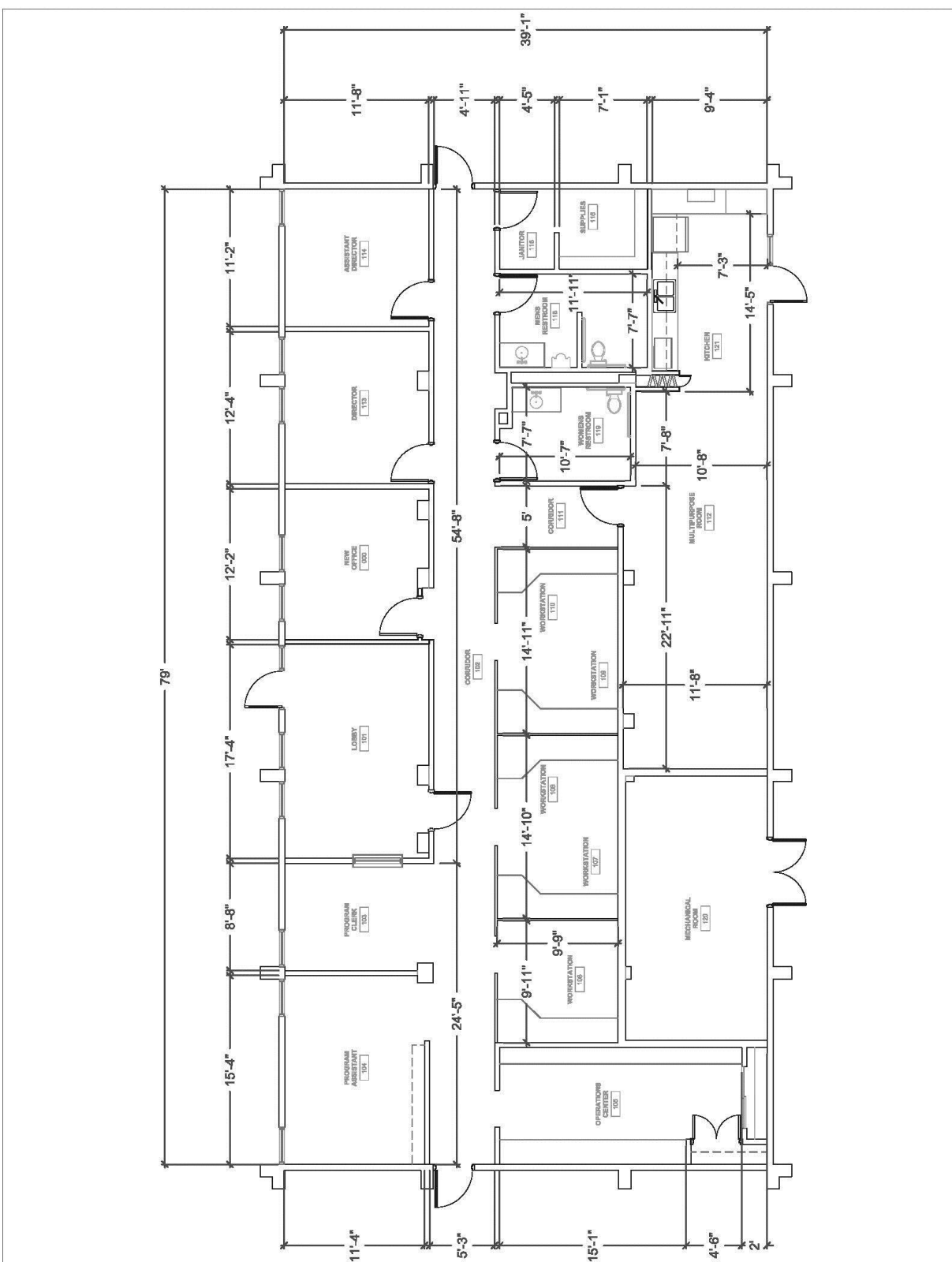
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Maint Shop / Off 105	221 sf	Tile
Maint Shop / Rest Room	74 sf	Tile

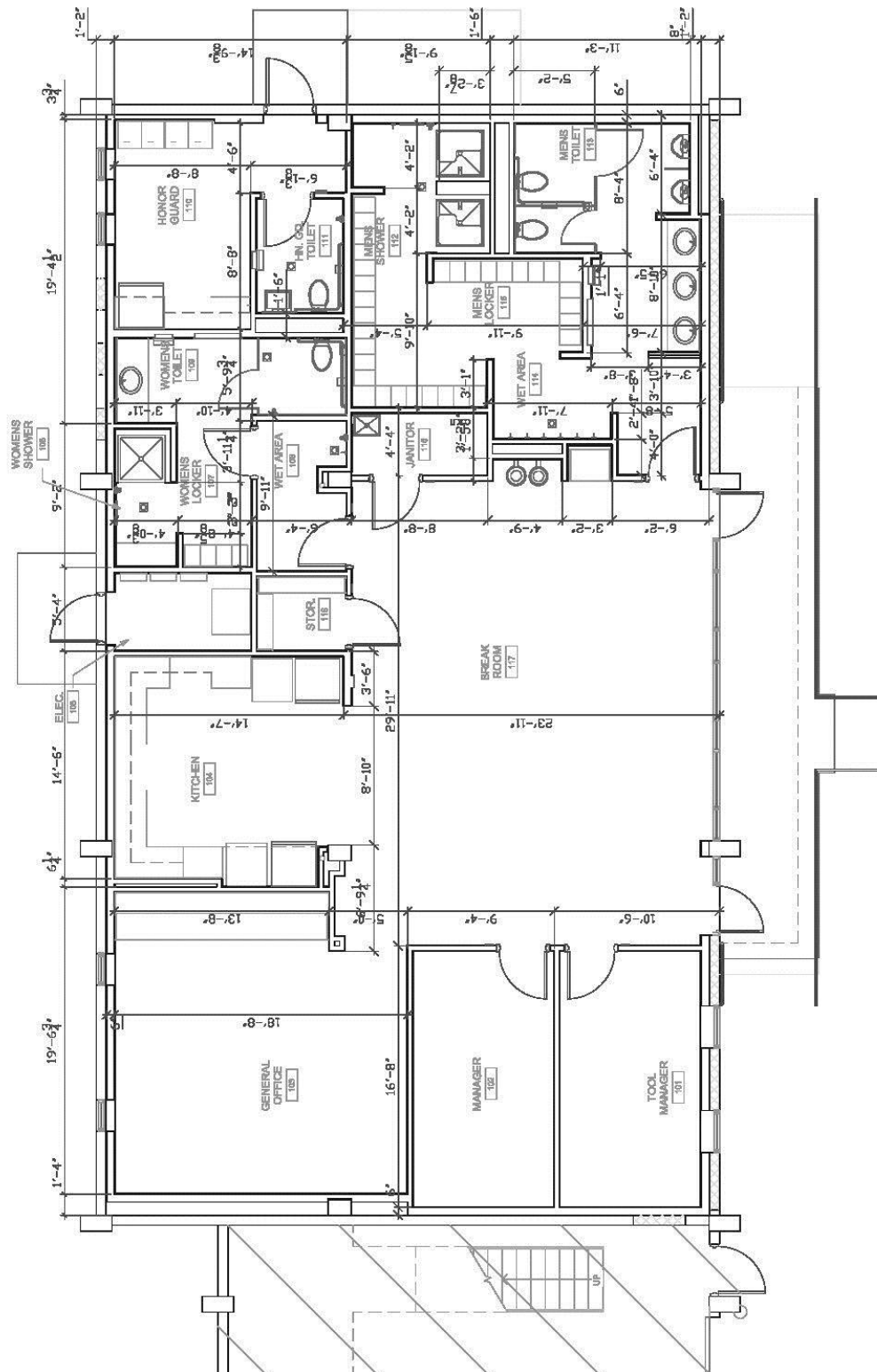
ATTACHMENT 4

SITE MAP AND FLOOR PLANS

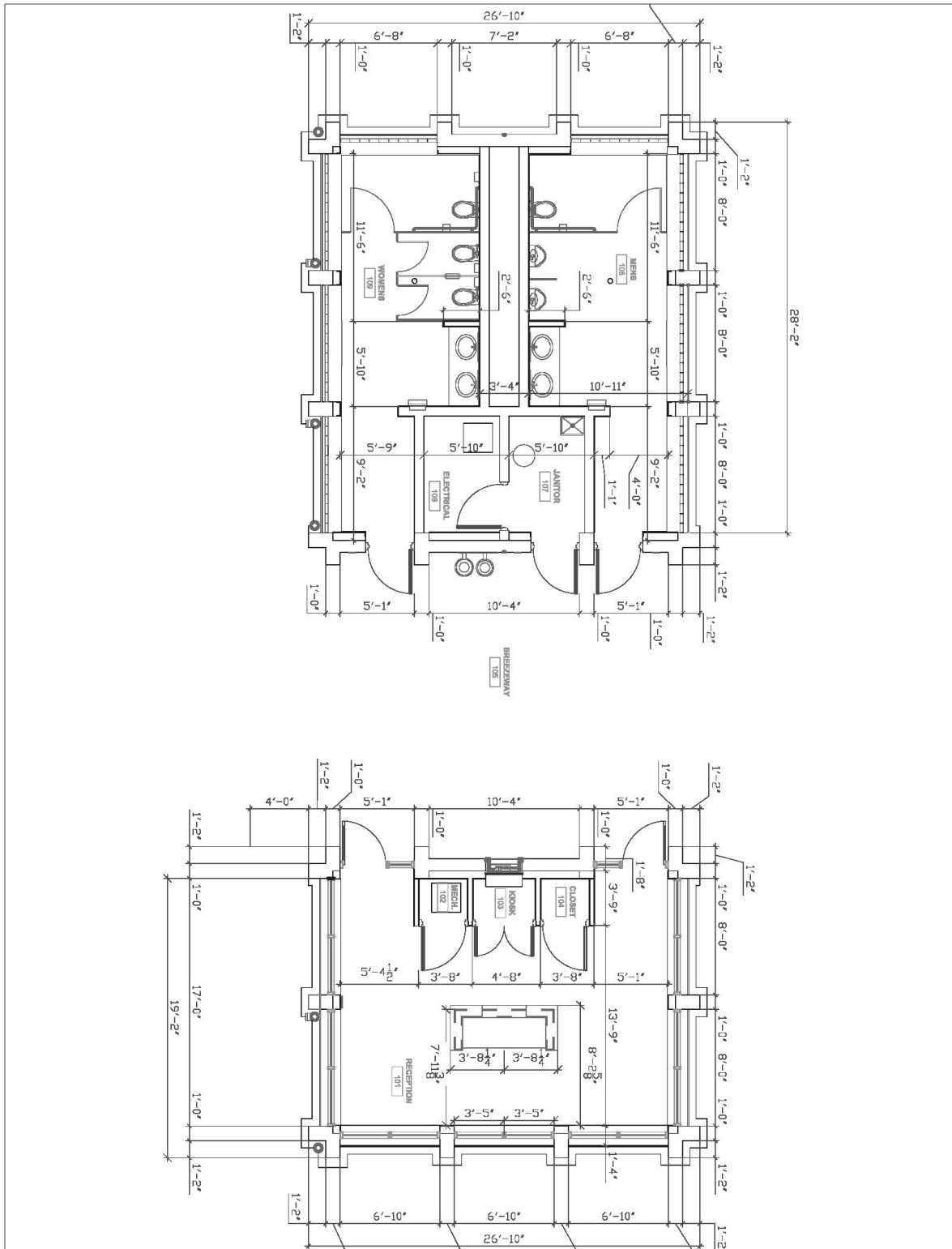




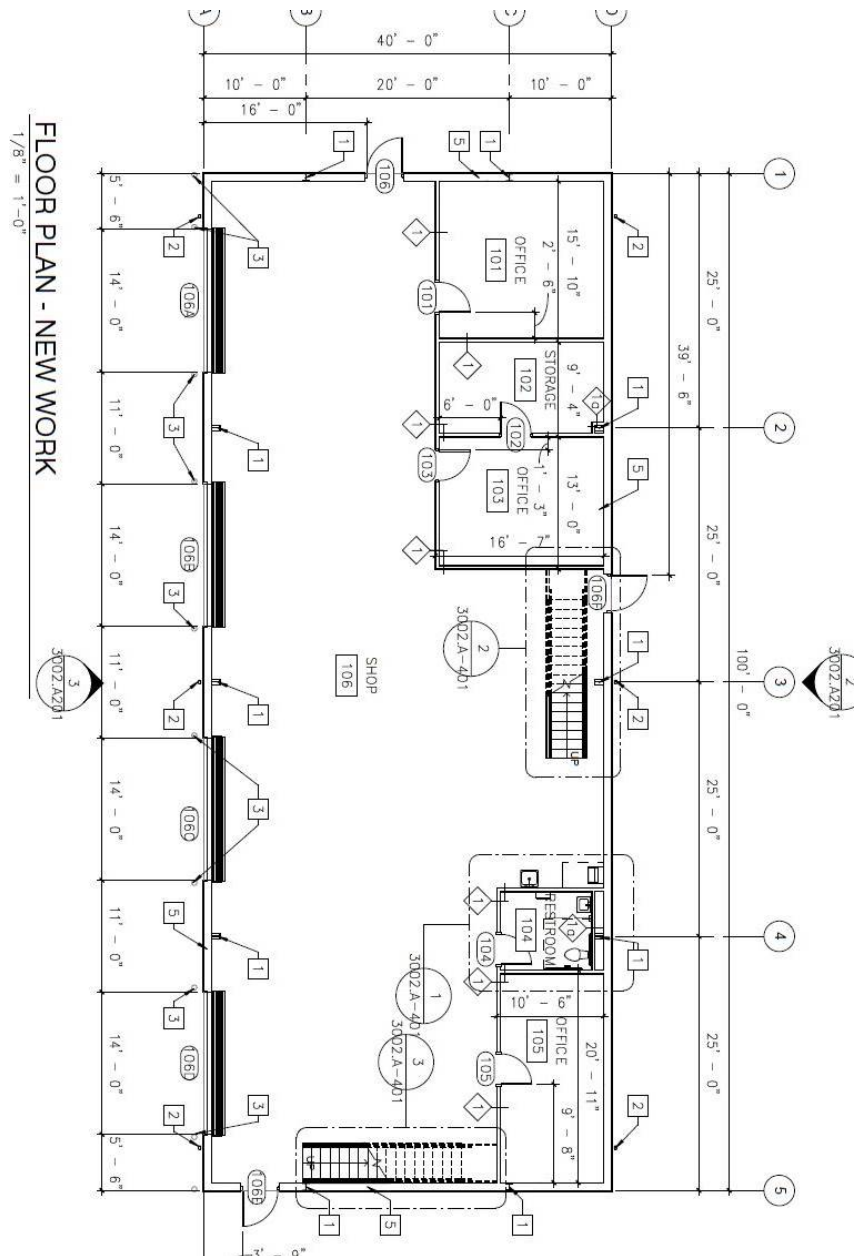
MAINTENANCE BUILDING



PUBLIC INFORMATION CENTER



MAINTENANCE SHOP



ATTACHMENT 5

WORK SUMMARY & PROGRESS REPORT		Period Covered:	From:	To:
Cemetery Location: Houston National Cemetery		Contractor Information: _____ _____ _____		
Project Title: Custodial Services				
Contract No:				
<i>Inspection / Acceptance: 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> 1. Within a reasonable time after the defect was discovered or should have been discovered; and 2. Before any substantial change occurs in the condition of the item, unless the change is due to the defect in the item.				
WORK COMPLETED & SUBMITTED FOR ACCEPTANCE (This form is not to be used as an Invoice)				
1	Monthly Cleaning Services	Quantity / Unit	Month	
		Date Completed:		
2	Bimonthly Window Exterior Cleaning	Quantity / Unit	Job	
		Date Completed:		
3	Quarterly Hard Floor Maintenance	Quantity / Unit	Job	
		Date Completed:		
4	Quarterly Carpet Restorative Cleaning	Quantity / Unit	Job	
		Date Completed:		
5	Semi-Annual Cleaning of Air Registers, Diffusers, and Grilles	Quantity / Unit	Job	
		Date Completed:		
6	Semi-Annual Light Fixture Cleaning	Quantity / Unit	Job	
		Date Completed:		
Report below any circumstances which may have adversely affected work progress such as weather, strikes, delays by the Government, etc. _____ _____ _____ _____ _____				
Signature of Contractor:		Date Signed	Signature of Cemetery Director / COR	Date Signed
Note: Contractor shall sign confirming that services indicated have been completed. Government shall also sign in acknowledgment of receipt of the Progress Report.				

Duplicate Form as Necessary

ATTACHMENT 6

Contract Discrepancy Report				
Contract Number:		Report No. for this Discrepancy:		
To: (Contractor/Manager's Name)		From: (Name of COR)		
5. Dates				
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.) <hr/> <hr/>				
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.) <hr/> <hr/>				
10a. Signature of Contractor Representative:		10b. Date:		
11. Government Evaluation: (Acceptance, partial acceptance, reflection; attach additional sheet if necessary.) <hr/> <hr/>				
12. Government Actions: (Reduced payment, cure notice, show cause, other) <hr/> <hr/>				
13. Close Out				
	Name	Title	Signature	Date
a. Contractor				
b. COR				
c. CO				

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