

**CUSTODIAL SERVICES
PERFORMANCE WORK STATEMENT**

1. DESCRIPTION OF SERVICES. The contractor shall provide all management, tools, equipment and labor necessary to provide Custodial Services at VHA offices, located at 800 Capitola Drive, Unit 2, Durham, NC.

1.1. BASIC CLEANING SERVICES. The contractor shall accomplish all cleaning tasks to meet the requirements of this Performance Work Statement (PWS). The minimum cleaning frequencies are established in Appendix B and Service Delivery Summary.

1.1.1. Maintain Floors. All floors shall be wet mopped with an EPA approved germicidal that kills blood borne pathogens. All floors, except carpeted areas, shall be swept, dust mopped, damp mopped, wet mopped, dry buffed, and spray buffed, daily to ensure they have a uniform, glossy appearance and freedom from dirt, debris, dust, scuff marks, heel marks, other stains and discoloration, and other foreign matter. Baseboards, corners, and wall/floor edges shall also be clean. All floor maintenance solutions shall be removed from baseboards, furniture, trash receptacles, etc. Chairs, trash receptacles, and other moveable items shall be moved to maintain floors underneath these items. All moved items shall be returned to their original and proper position.

1.1.2. Remove Trash. All trash containers shall be emptied daily and returned to their initial location. Boxes, cans, paper placed near a trash receptacle and marked "TRASH" shall be removed. Any obviously soiled or torn plastic trash receptacle liners shall be replaced. The trash shall be deposited in the nearest outside trash collection container. Trash receptacles shall be left clean, free of foreign matter, and free of odors. All waste removed must be within guidelines of OSHA regulations.

1.1.3. Clean Interior Glass/Mirrors. Clean all interior glass, including glass in doors, partitions, walls, display cases, directory boards, etc. After glass cleaning, there shall be no traces of film, dirt, smudges, water, or other foreign matter.

1.1.4. Clean Drinking Fountains. Clean and disinfect all porcelain and polished metal surfaces, including the orifices and drain, as well as exterior surfaces of fountain. Drinking fountains shall be free of streaks, stains, spots, smudges, scale, and other obvious soil.

1.1.5 Stairwells - No stairwells in building.

1.1.6. Vacuum Carpets. Vacuum carpeted areas. After vacuuming, the carpeted area shall be free of all visible dirt, debris, litter and other foreign matter. Any spots shall be removed by carpet manufacturer's approved methods as soon as noticed. All tears, burns, and raveling shall be brought to the attention of the government representative. Area and throw rugs are included to receive this service.

1.1.6.1. Carpet Spot Cleaning. Spot clean or shampoo dirty carpets covering an area of up to but not in excess of two (2) square feet. Any area affected larger than two (2) square feet

would be considered an “emergency” and subject to additional charges for cleaning. Spots must be removed immediately.

1.1.7. Vacuum and Clean Floor Mats. Vacuum and clean interior and exterior floor mats. After vacuuming or cleaning, mats shall be free of all visible lint, litter, soil and other foreign matter. Soil and moisture underneath mats shall be removed and mats returned to their normal location.

1.1.8. General Spot Cleaning. Perform spot cleaning on a continual basis. Spot cleaning includes, but is not limited to removing, or cleaning smudges, fingerprints, marks, streaks, spills, etc., from washable surfaces of all walls, partitions, vents, grillwork, doors, door guards, door handles, push bars, kick plates, light switches, temperature controls, and fixtures. After spot cleaning, the surface shall have a clean, uniform appearance, free of streaks, spots, and other evidence of soil.

1.1.9. General Dusting. All horizontal surfaces must be dusted or cleaned to eliminate dust collection, daily.

1.1.10. BASIC RESTROOMS/LOCKER ROOMS CLEANING SERVICES. The contractor shall accomplish all cleaning tasks to meet the requirements of this PWS. Restrooms are to be kept stocked with paper towels, soap, and toilet tissue. All walls will be spot washed daily, and completely washed and sanitized monthly.

1.2. Clean and Disinfect. Completely clean and disinfect all surfaces of sinks, toilet bowls, urinals, lavatories, showers, shower mats, dispensers, plumbing fixtures, saunas, partitions, dispensers, doors, walls, and other such surfaces, using a germicidal detergent. After cleaning, receptacles will be free of deposits, dirt, streaks, and odors. Disinfect all surfaces of partitions, stalls, stall doors, entry doors, (including handles, kick plates, ventilation grates, metal guards, etc.), and wall areas adjacent to wall mounted lavatories, urinals, and toilets.

1.2.1. Descal Shower, Toilet Bowls, Sinks and Urinals. Descaling shall be performed monthly as a minimum and as often as needed to keep areas free of scale, soap films, and other deposits. After descaling, surfaces shall be free from streaks, stains, scale, scum, urine deposits, and rust stains.

1.2.2. Sinks (Breakroom) Sinks must be cleaned daily if clear of cooking/eating materials and personal items.

1.2.3. Sweep and Mop Floor. After sweeping and mopping, the entire floor surface, including grout, shall be free from litter, dirt, dust and debris. Grout on wall and floor tiles shall be free of dirt, scum, mildew, residue, etc. Floors shall have a uniform appearance without streaks, swirl marks, detergent residue, or any evidence of soil, stain, film or standing water. Moveable items shall be tilted or moved to sweep and damp mop underneath. Floors shall be stripped, scrubbed, waxed, etc., to maintain sanitary conditions and a clean, uniform appearance.

1.2.4. Stock Restroom Supplies. Contractor shall ensure restrooms are stocked sufficiently so that supplies including an approved Veterans Administration germicidal soap, to ensure the soap dispensers do not run out. Supplies shall be stored in designated areas. No overstocking shall be allowed. If supplies run out prior to the next service date, contractor shall refill within 2 hours of notification.

1.3. PERIODIC CLEANING SERVICES.

1.3.1. Strip, Scrub, and Wax Floors. Strip, scrub, and wax floors as necessary to maintain a uniform high glossy appearance. A non-skid wax is required. A uniform glossy appearance is free of scuff marks, heel marks, wax build-up, and other stains and discoloration. To include tile landing, strip, scrub, and wax shall be performed on a semi-annual basis. (December and July)

1.3.2. Clean Interior Windows. Clean glass surfaces that are over seven (7) feet high. After surfaces have been cleaned, all traces of film, dirt, smudges, water and other foreign matter shall be removed from frames, casings, sills, and glass. Window cleaning shall be performed on a quarterly basis. (Building owners are responsible for building windows. Office glass surfaces include glass panels located in door frames.

1.3.3. Clean/Shampoo Carpets. All carpets shall be cleaned in accordance with standard commercial practices. A heavy-duty spot remover may be required in heavily soiled areas. After shampooing, the carpeted area will be uniform in appearance and free of stains and discoloration. 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. Clean/ Shampoo carpets shall be performed on an annual basis.

1.4 SPECIAL REQUIREMENTS

1.4.1 Computer Room. Contractor shall not move or disrupt computer equipment. The minimum cleaning frequencies are established in Appendix B and Service Delivery Summary.

1.4.2 Break Room. Contractor shall disinfect all countertops on a daily basis, mop floor using disinfectant.

2. SERVICE DELIVERY SUMMARY. The contractor service requirements are summarized into performance objectives that relate directly to mission essential items. The performance threshold briefly describes the minimum acceptable levels of service required for each requirement. These thresholds are critical to mission success.

Performance Objective	PWS Para	Performance Threshold
<p><u>Basic Cleaning Services.</u> Floors, baseboards, corners and wall edges are free of dirt, dust and debris. Trash is empty;. Plastic liners are in good condition. Trash containers are free of odors and visible dirt. Trash is emptied into outdoor trash collection container. Ash containers are emptied and free of ashes, odors and stains. Glass and mirrors have no traces of film, dirt, smudges, or water. Drinking fountains are disinfected and free of streaks, stains, spots, smudges, scale and other deposits. Stairways are free of dirt, debris, marks, smudges, scuffs and other foreign matter. Carpets are free of dirt, debris, litter and other foreign matter. Dust is not visible.</p>	1.1.	Not to exceed 5 customer complaints per month.
<p><u>Basic Restrooms/Locker Rooms Cleaning Services.</u> Restrooms and locker rooms are disinfected and free of dirt, deposits, streaks and odors. Showers are disinfected and free of soap films, scum and other deposits. Toilets and urinals are disinfected and free of scale, stains, scum and other deposits. Floors are free of litter, dirt, dust and debris. Supplies are adequate until next service.</p>	1.2.	Not to exceed 5 customer complaints per month
<p><u>Periodic Cleaning Services.</u></p> <p><u>Waxing:</u> Floors have a glossy uniform appearance free of scuffmarks, heel marks, wax build-up, and other stains and discoloration. (Semi-annual)</p> <p><u>Windows:</u> Windows are free of film, dirt, smudges, water, and other foreign matter. (Quarterly)</p> <p><u>Carpets:</u> Carpets are free of stains and discoloration. (Annual)</p>	1.3.	Not to exceed 5 customer complaints for the reporting period.

3. CONTRACTOR FURNISHED ITEMS. All equipment, supplies (including paper towels, toilet paper, soap, trash bags, toilet seat covers, light bulbs, etc.) shall be contractor-furnished. The contractor is responsible for having a chemical inventory on hand and Material Safety Data Sheets (MSDS) at the VA Facility for all chemicals and cleaning agent(s) used. The contractor shall not use or bring in any chemical agent to the VA Facility without an MSDS.

4. GENERAL INFORMATION.

4.1. QUALITY CONTROL. The contractor shall develop and maintain a quality program to ensure custodial services are performed in accordance with commonly accepted commercial practices. The contractor shall develop and implement procedures to identify, prevent, and ensure non-recurrence of defective services. The contractor shall provide a Quality Control Plan within the first 30 days of contract performance and annually that addresses, as a minimum, the areas identified in paragraph 2, Service Delivery Summary.

4.2. QUALITY ASSURANCE. The government will periodically evaluate the contractor's performance in accordance with the Quality Assurance Surveillance Plan.

4.3. GOVERNMENT REMEDIES. The contracting officer shall follow FAR 52.212.4, Contract Terms and Conditions-Commercial Items, for contractor's failure to perform satisfactory services or failure to correct non-conforming services.

4.4. HOURS OF OPERATION. All custodial work is to be done Monday through Friday, excluding national holidays, after 5:00 p.m. and before 10:00 p.m. No cleaning is to be done during office hours except for emergency.

4.5. SECURITY REQUIREMENTS All contractor employees who require access to the Department of Veterans Affairs' shall be the subject of a background investigation and must receive a favorable adjudication from the VA Security Investigations Center prior to contract performance. This requirement is applicable to all subcontractor personnel requiring the same access. If the investigation is not completed prior to the start date of the contract, the contractor will be responsible for the actions of those individuals they provide to perform work for the VA.

- a. Position Sensitivity – The position sensitivity has been designated as **LOW RISK**
- b. Background Investigation – The level of background investigation commensurate with the required level of access is National Agency Check with written inquiries.
- c. Contractor Responsibilities

(1) The contractor shall bear the expense of obtaining background investigations. If the investigation is conducted by the Office of Personnel Management (OPM), the contractor shall reimburse VA within thirty (30) days.

(2) The contractor shall pre-screen all personnel requiring access to the computer systems to ensure they maintain a U.S. citizenship (or offer evidence of a green card) and are able to read, write, speak, and understand the English language.

(3) The contractor shall submit or have their employees submit the following required forms to the VA Security Investigations Center *prior to commencement of the contract*:

- (i) Standard Form 85, Questionnaire for Non-Sensitive Positions
- (ii) FD 258, U.S. Department of Justice Fingerprint Applicant Chart
- (iii) Optional Form 306, Declaration for Federal Employment

Instructions and forms may be accessed

online: http://www1.va.gov/VABackground_Investigations/page.cfm?pg=2

The Contractor shall inform the contract employee that when filling out Standard Form 85, that there should be **no gaps** in employment history. **Any gaps** in employment history on Standard Form 85 may result in OPM rejecting the documentation for investigation.

(4) The contractor, when notified of an unfavorable determination by the Government, shall withdraw the employee from consideration from working under the contract.

(5) Failure to comply with the contractor personnel security requirements may result in termination of the contract for default.

d. Government Responsibilities

(1) The VA Security Investigations Center will provide the necessary forms to the contractor or to the contractor's employees after receiving the required information.

(2) Upon receipt, the VA Security Investigations Center will review the completed forms for accuracy and forward the forms to OPM to conduct the background investigation.

(3) The VA facility will pay for investigations conducted by the Office of Personnel Management (OPM) in advance. In these instances, the contractor will reimburse the VA facility within 30 days.

(4) The VA Security Investigations Center will notify the contracting officer and contractor after adjudicating the results of the background investigations received from OPM.

(5) The contracting officer will ensure that the contractor provides evidence that investigations have been completed or are in the process of being requested.

(6) **After contract award and prior to contract performance:** The contracting officer shall obtain from the contractor and submit to the SIC/Contracting, 2200 Fort Roots Dr., Bldg. 104, North Little Rock, AR 72114, the following information:

- a. List of names of contractor personnel (Full legal name)
- b. Social Security Number of contractor personnel
- c. Date of Birth
- d. Home address of contractor personnel or the contractor's address
- e. Place of Birth
- f. Billing information for the program office.

4.6. INFORMATION SECURITY. VA Handbook 6500.3 defines the procedures for Certification and Accreditation (C&A) of VA Information Systems. C&A is the process used to ensure information systems including major Applications (MA) and General Support Systems (GSS) have effective safeguards which have been implemented, planned for, and documented in a system security plan as commensurate with potential risks to the system's information. Since this acquisition will not require services that involve connection of one or more contractor-owned IT devices (such as a laptop computer or remote connection from a contractor system) to a VA internal trusted (i.e. non-public) network, C&A requirements do not apply, and a Security Accreditation Package will not be required.

5. CONTRACT INFORMATION

5.1 PERSONNEL POLICY. The contractor shall be responsible for protecting the personnel furnishing services under this contract. To carry out this responsibility, the contract shall provide the following for these personnel:

- workers compensation
- professional liability insurance
- health examinations
- income tax withholding, and
- social security payments.

The parties agree that the contractor, its employees, agents and subcontractors shall not be considered VA employees for any purpose.

5.2 WORK HOURS. The services covered by this contract shall be furnished by the contractor as described in the statement of work. The ten (10) holidays observed by the Federal Government are follows:

New Year's Day
Martin Luther King Day
President's Day
Memorial Day
Independence Day
Labor Day

Columbus Day
Veteran's Day
Thanksgiving Day
Christmas Day

5.3 PAYMENT. The contractor shall submit invoices monthly in arrears covering the services performed under this contract. The invoice will contain the following information:

Contract Number and Purchase Order Number (If applicable)
Period of performance for the invoice
Total Price

Invoice must be submitted to:
VA FSC
PO Box 149971
Austin, TX 78714

5.4 USE OF VA FACILITIES. All work will be performed at the VHA OI&A Offices, 800 Capitola Drive, Unit 2, Durham, NC.

5.5 EVIDENCE OF INSURANCE COVERAGE. The Contractor shall furnish to the Contracting Officer with their proposal a Certificate of Insurance which shall contain an endorsement to the effect that cancellation of, or any material change in the policies which adversely affect the interests of the Government in such insurance shall not be effective unless a 30-day written notice of cancellation or change is furnished to the Contracting Officer.

6. APPENDICES.

B. Estimated Workload Data

APPENDIX B

ESTIMATED WORKLOAD DATA

Buildings

1. Staff Offices (Qty 34), General space and corridors. (150 nsf)
2. Training Room (Lab), General space and Corridors. (500 nsf)
3. Conference Room (2), General. (600 nsf)
4. Break Room (Qty 1), General space. (300 nsf)
5. Copy/ Supply Room, General Space. (300 nsf)
6. Reception area (qty 1), General space (100 nsf)
7. Restrooms (Qty 2), General Space. (300 nsf)
8. Computer Room (Qty 1), Space (500 nsf)
9. Storage Room (Room 42) 250 nsf (only to be cleaned on request)

General Administrative/Industrial Areas/ High Use Areas

BASIC SERVICES

(These frequencies are minimums--the contractor may perform more frequently, at no additional cost to government, if required to maintain level of service.)

QTY OF ROOMS	AREA (Square Footage)	TYPE	M	T	W	TH	F	PERIODIC SERVICES
2	300	Corridors and Restrooms	X	X	X	X	X	Annually/ Quarterly
34	150	Staff Offices Administration, General Cleaning	X	X	X	X	X	Annually/ Quarterly
1	500	Computer Room	X	X	X	X	X	Annually/ Quarterly
2	600	Conference Room General Cleaning	X	X	X	X	X	Annually/ Quarterly
1	300	Break Room	X	X	X	X	X	Annually/ Quarterly
1	300	Copy/ Supply Room	X	X	X	X	X	Annually/ Quarterly
1	100	Reception area	X	X	X	X	X	Annually/ Quarterly
1	500	Training Lab and Corridor	x	x	x	x	x	Annually/ Quarterly

Room 42 is a storage area. Only to be cleaned on request from COR.