

GOVERNMENT OF THE DISTRICT OF COLUMBIA
DEPARTMENT OF GENERAL SERVICES



INVITATION FOR BIDS

Solicitation Number: DCAM-16-NC-0072

**COMPREHENSIVE JANITORIAL AND HOUSEKEEPING
RELATED SUPPLEMENTAL SERVICES
FOR DEPARTMENT OF HUMAN SERVICES FACILITY
LOCATED AT 810 5TH STREET NW, WASHINGTON DC 20001**

This solicitation is being set-aside for Bidders that are certified by the District of Columbia Department of Small and Local Business Development (DSLBD) as a Small Business Enterprise (SBE).

Date Issued: Thursday, February 2, 2016

Bid Due Date: Friday, February 19, 2016 at 12:00 p.m.

Delivery of Bids: Department of General Services
Contracts and Procurement Division | 8th Floor
Attention: Yinka Alao
Associate Director/Contracting Officer
Frank D. Reeves Center
2000 14th Street NW | 8th Floor
Washington, DC 20009

Site Visit: Thursday, February 4, 2016 at 10:00 a.m. – 12:00 p.m.
810 5th Street, N.W.
Washington, D.C. 20001

Bid Opening: Friday, February 19, 2016 at 12:15 p.m.

Contact: Domonique L. Banks
Contract Specialist
Contracts & Procurement Division
2000 - 14th Street, NW | 8th Floor
Washington, DC 20009
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Email: domonique.banks@dc.gov

SECTION A EXECUTIVE SUMMARY

The Department of General Services (“Department” or “DGS”) on behalf of the Department of Human Services (“DHS”) is issuing this Invitation for Bids (“IFB”) to engage a contractor(s) to provide comprehensive janitorial and housekeeping related supplemental services for the new DHS facility located at 810 5th Street NW, Washington, D.C. 20001. The Contractor shall provide all labor, supervision, management, materials, equipment, containers, supplies (including consumables), vehicles, recordkeeping, reporting and all other supplies and services necessary to successfully perform comprehensive janitorial/housekeeping and related supplemental services in accordance with the standards described in the Statement of Work (SOW) Section B **Revised February 11, 2016**.

This IFB is designated only for certified Small Business Enterprise (SBE) bidders under the provisions of the “Small and Certified Business Enterprise Development and Assistance Act of 2014”, D.C. Official Code § 2-218.01 *et seq.*, as amended. ONLY Bidders that are certified by the District of Columbia Department of Small and Local Business Development (DSLBD) as a SBE are eligible. A copy of the certification acknowledgment letter must be submitted with the Bidder’s Bid.

A.1 CONTRACT TYPE:

A.1.1 The Contracts awarded pursuant to this IFB will be Fixed Contracts with a cost reimbursement component.

A.2 FORM OF CONTRACT:

A.2.1 Contract(s) resulting from this IFB will typically include the following:

- (a) The Award/Signature Page (**Attachment I**)
- (b) Acknowledgement of Amendments (See Award/Signature Page Section 13)
- (c) The IFB pages **2 – 67**
- (d) The Contractor’s Submittals (i.e. applicable exhibits provided as attachments or incorporate by reference.
- (e) The Contractor’s Bid Form (**Attachment C**)

A.3 TERM OF THE CONTRACT:

A.3.1 Contract Term: The term of the Contract(s) will begin March 1, 2016 and end on year thereafter.

A.4 PRICING:

The Department is seeking pricing based on fixed fully loaded monthly rates for standard services and fixed unit pricing for supplemental services in accordance with the Statement of Work (SOW) Section B **Revised February 11, 2016**. The Bidders pricing offers, shall

be “all inclusive” and sufficient to cover all labor, supervision, management, materials, equipment, containers, supplies (including consumables), vehicles, management, recordkeeping, reporting and other services including, overhead and profit.

The Bidders shall complete the Bid Form (**Attachment C**) as prescribed above. The quoted pricing must remain in effect for the entire term of the Contract. The Contractor’s pricing shall be as low as, or lower than those charged to the Contractor’s most favored customer for comparable services under similar terms and conditions, in addition to any discounts for prompt payment.

A.5 PROCUREMENT SCHEDULE:

The “Procurement Schedule” for this procurement is as outlined below:

- Issuance of IFB Tuesday, February 2, 2016
- Site Visit Thursday, February 4, 2016 from 10 a.m. -12 p.m.
- Last Day for Questions Friday, February 5, 2016
- Due Date & Time for Bid submission Friday, February 19, 2016 at 12:00 p.m. EST
- Bid Opening Friday, February 19, 2016 at 12:15 p.m. EST

IMPORTANT NOTICE: Contracts & Procurement will notify bidders of any changes, additions and or deletions to the specifications and or responses to questions by addenda posted on the Department of General Services, Contracts & Procurement website. It is the potential Bidder’s responsibility to frequently visit the Procurement’s website at <http://dgs.dc.gov/page/dgs-solicitations> to obtain addenda(s) once they have received a copy or downloaded a copy of the solicitation.

A.6 ATTACHMENTS:

The following documents are attached to the IFB:

- Attachment A – Janitorial Task Frequency Schedule
- Attachment B – Site Floor Plan Layout
- Attachment C – Bid Form
- Attachment D - Bidder/Offeror Certification Form
- Attachment E - Tax Affidavit
- Attachment F - Subcontracting Plan Form
- Attachment G - 2016 Living Wage Act Notice and Fact Sheet
- Attachment H - First Source Employment Agreement Form
- Attachment I - Service Contract Act Wage Determinations dated January 14, 2016
- Attachment J - Award/Signature Page

SECTION B
SCOPE OF WORK
REVISED – FEBRUARY 11, 2016

B.1 PROJECT SUMMARY:

The District of Columbia (the “District), Department of General Services, (“Department”) is seeking a Contractor(s) to provide comprehensive janitorial and housekeeping related supplemental services for the new, state-of-the-art Six (6) level, 32,350 Square Foot DHS facility located at 810 5th Street NW, Washington, D.C. 20001.

B.2 SERVICE STANDARDS:

- B.2.1** The specifications herein are a statement of the minimum level of janitorial and housekeeping services and standards of performance that the Contractor shall provide. They are not intended to represent maximum performance levels or limitation on the effort the Contractor shall expend to accomplish said work. The task and expectations related to the janitorial and housekeeping function are not all inclusive. The Contracting Officers Technical Representative (COTR) may add or delete from these functions, as justified and at no additional cost to the Department. All changes to contract terms or functions will be executed by modification.
- B.2.2** All costs associated with complying with the requirements herein are included in the fully loaded firm fixed pricing awarded under this Contract. The Contractor shall provide all labor, supervision, management, materials, equipment, containers, supplies (including consumables), vehicles, recordkeeping, reporting and all other supplies and services necessary to successfully perform comprehensive janitorial/housekeeping and related supplemental services in accordance with the standards described and set herein.
- B.2.3** The Contractor shall provide comprehensive janitorial/housekeeping and related supplemental services for the interior and exterior of the DHS facility located at 810 5th Street, NW Washington, D.C. 20001. The Contractor shall use best efforts, skill, judgment, innovation, technology, and abilities to meet the industry and Department performance standards specified herein.
- B.2.4** The Contractor shall develop a comprehensive and detailed operations plan designed to adequately staff and meet the standard service level requirements outlined in this Statement of Work and in accordance with the most current industry standards. The Contractor shall comply with the most recent versions and any future revisions to all applicable Federal and District laws, Court Orders, regulations, policies in the fulfillment of the required services.

B.2.4.1 Staffing and Shift Requirements

The Contractor shall provide staffing for three (3) shifts as per the below table:

Shift Staffing

SHIFT	SHIFT HRS	HRS	STAFFING REQUIREMENTS
1ST SHIFT	6:00 AM - 3:00 PM	9	(4) Janitorial Staff (1) Supervisor
2ND SHIFT	3:00 PM - MIDNIGHT	9	(3) Janitorial Staff (1) Supervisor
3RD SHIFT	12:00 AM - 8:00 AM	8	(1) Janitorial Staff

B.2.4.2 The following documents and any subsequent revisions are relevant to this procurement and are incorporated by this reference.

Table of Applicable Documents

Item No.	Document Type	Title	Version/Date
1	U.S. Law	U.S. Department of Labor Occupational Safety and Health Administration (OSHA) General Contractor’s Quality Control Plan - 29 CFR Part 1900 Subparts A-P Occupational Safety and Health Standards 29 CFR, Part 1910, Construction Contractor’s Quality Control Plan – 29 CFR Part 1926 Hazardous and Toxic Materials http://www.osha.gov/pls/oshaweb/owasrch.search_form?p_doc_type=standards&p_toc_level=0	2003 Ed.
2	U.S. Law	Environmental Protection Agency (EPA) 42 USC sections 6901-6976 Concerning Hazardous Substances and Waste http://codes.lp.findlaw.com/uscode/42/82/l/6901	Most Recent
3	U.S. Law	40 CFR, Parts 260, 261, 264, 265, 268, 270, and 273 http://ecfr.gpoaccess.gov/cgi/t/text/text-idx?tpl=/ecfrbrowse/Title40/40tab_02.tpl	Most Recent
4	Executive Order 13101	Greening the Government Through Waste Prevention, Recycling, and Federal Acquisition http://www.epa.gov/epp/pubs/13101.pdf	1998

Item No.	Document Type	Title	Version/Date
5	OCP Document (Directive)	OCP Directive 1303.00 Environmentally Preferable Purchasing http://ocp.dc.gov/DC/OCP/e-Library/OCP+Policies+and+Procedures/Environmentally+Preferable+Purchasing	10/01/2003
6	Industry Standards and Specifications	Vacuum Cleaner "Green Label/Green Label Plus" Testing Program http://www.carpet-rug.org/commercial-customers/cleaning-and-maintenance/seal-of-approval-products/vacuums.cfm	Most Recent
7	Industry Standards and Specifications	ANSI/ASEE A1264.2-2006 Provision of Slip Resistance on Walking/Working Surfaces Guidelines http://global.ihs.com/doc_detail.cfm?currency_code=USD&customer_id=2125492B3COA&oshid=2125492B3B0A&shopping_cart_id=29255833284950344E5B2D332COA&rid=Z56A&input_doc_number=ANSI%20A1264%2E2&mid=5280&input_doc_number=ANSI%20A1264%2E2&country_code=US&lang_code=ENGL&items_key=00388431&item_key_date=931231&input_doc_number=ANSI%20A1264%2E2&input_doc_title	Most Recent
8	Consent Decree	District - Sierra Club Consent Decree http://www.environmentalintegrity.org/news_reports/documents/ConsentDecree.pdf	Most Recent
9	Federal Guidelines	Center for Disease Control Protocols http://www.cdc.gov/	Most Recent
10	Industry Standard	ASTM E1971-05(2011): Standard Guide for Stewardship for the Cleaning of Commercial and Institutional Buildings www.astm.org	2011

B.3 SERVICE REQUIREMENTS DEFINITIONS:

B.3.1 Dust shall include but is not limited to: To clean a surface free of all dust, dust streaks, lint, cobwebs, and non-adhered dirt. Dust shall be removed rather than stirred up or scattered. It shall be accomplished using microfiber, electrostatic or functionally similar dust cloths or mitts. Feather dusters shall not be used. Dusters with extendable poles made specifically for wall and ceiling dusting shall be used for such surfaces.

B.3.2 Dust Mop shall include but is not limited to: To clean a floor free of all debris, dust, dust streaks, lint, cobwebs, and non-adhered dirt. Once centralized in piles, debris shall be removed rather than stirred up or scattered. It is accomplished with cotton or cotton-blend looped industrial dust mop.

B.3.3 Damp-Mop shall include but is not limited to: To clean a floor so that, when dried, it is free from streaks, smears, dirt residue, shoe marks, standing water and odors. It shall always be preceded by sweeping, vacuuming or dust mopping the

floor, and shall be accomplished with cotton or cotton-blend looped industrial rag mop saturated/treated with appropriate disinfectant and hot water.

B.3.4 Disinfect: To clean using a product that contains antimicrobial agents that kill microorganisms. Disinfectant shall be non-caustic or harmful to the floors or fixtures that it is used upon

B.4 SERVICE REQUIREMENTS:

The performance of all cleaning and servicing under this SOW shall be carried out in a safe and legal manner in accordance with all applicable federal, state and local laws and regulations. The following bulleted items represent District safety requirements or tasks that the District places an emphasis on and requires. It does not nor is it intended to; represent a full and exhaustive listing of safety standards and requirements applicable to the services being carried out under this SOW.

- Cleaning/disinfecting toilets and urinals shall always include the interior and exterior portion of the fixture with an emphasis on the toilet seat and the top, front and sides of the toilet/urinal bowl down to the ground.
- Water/disinfectant solution used for damp-mopping floors shall be changed when or sooner than when it becomes “dirty” such that the definition and standards of a damp-mopped floor in the preceding section cannot be met.
- Separate dust mops and damp-mops shall be used for bathrooms. Such implements shall be clearly identified as to its use. Any implement used in the bathroom shall not be used on a non-bathroom floor until or unless sanitized by laundry or similarly cleaned.
- Once used in a bathroom, a water/disinfectant damp-mopping solution shall never be used for a non-bathroom floor and shall be changed for each application.
- “Wet Floor” caution signs, with appropriate symbols and written in both English and Spanish shall be placed on the floor in any area being damp-mopped or is wet due to weather related instances, until the floor is dried. The restrooms shall be closed to public use during cleanings. All other damp-mopped areas shall remain accessible with appropriate signage.
- All cleaning products shall be used as directed by manufacturer. Concentrated products shall be diluted to the specified ratio; required protective apparatus (e.g., gloves) shall be worn; setting or soaking periods shall be adhered to; and rinsing shall occur if directed.

B.4.1 Description of Itemized Task:

The below list represents task the Contractor is required to completed on a multi-day, daily, weekly, monthly, semi-annually and or annually basis. Task will include but is not limited to the following:

- Collect and remove all facility trash. Trash must be properly disposed of in the designated trash areas. Replace all trashcan liners (including feminine product waste container liners).
- Wash all trash receptacles in and out, as needed.
- Empty and clean all ashtrays and urns around the exterior doors of the buildings. This also includes the designated smoking areas.
- Sweep, scrub, mop, strip, wax, and buff all non-carpeted floor surfaces. Scrub/strip any dirt build-up on flooring.
- ***Removed/Reserved***
- ***Removed/Reserved***
- Clean and disinfect all surfaces including furniture (beds, chairs, tables etc.), walls and baseboards including removing any tape and debris.
- Clean all corners, around movable and non-movable objects and baseboards.
- Remove gum, stains, and all other debris from all surfaces.
- Dust and clean all flat surfaces to a uniform polished luster, including furnishing and surfaces in dorm rooms.
- Dust and clean all vents, ledges, A/C and heating surfaces.
- Dusting high pipes, ceiling, vents and fixtures.
- Dust and clean all light fixtures and covers.
- Dust and clean all windows (inside and out), ledges and window treatments free of all smudges, streaks and debris.
- Clean all doors, door glass, handles & knobs, jambs, transom, kick plates and door checks; free of all handprints, smudges, streaks and debris.
- Clean both sides of glass panels on interior and exterior doors.
- Clean, disinfect, and polish all water dispensing machines including empty and disinfecting all collection basins under spigots.
- Clean and wipe down all telephones.
- Clean and polish all metal, brass and woodwork surfaces to a uniform polished appearance.
- Clean and disinfect, inside and out all kitchen appliances (i.e. refrigerator and microwave).

Specified Janitorial Work – Performance Requirements

The itemized janitorial work performance requirements apply to, but are not limited to the following:

- ✓ Exterior Building
- ✓ Grounds
- ✓ Parking Lot Area
- ✓ Restrooms
- ✓ Locker Rooms
- ✓ Shower Facilities
- ✓ Shelter/Dorm Room Areas
- ✓ Cafeteria

- ✓ Kitchen
- ✓ Common Areas
- ✓ Hallways
- ✓ Entryways and Exits
- ✓ Designated Smoking Area

B.5 FLOOR CARE & CLEANING SERVICES:

The Contractor shall provide standard floor services for the work items listed below:

B.5.1 Floors

The Contractor shall ensure floors, base moldings, and grout are clean and free of debris including, but not limited to, dirt, water streaks, mop marks, string, gum, tar, and other foreign matter. The Contractor shall ensure floors maintain their natural luster and not have a dull appearance and wet mopped floors shall be cleaned using disinfectant cleaner(s) with additional scrubbing. Additionally, the Contractor shall ensure floors are slip resistant, surfaces, baseboards, and corners are clean and dry, walls, baseboards, and other surfaces shall be free of splashing and markings from the equipment and there shall be no visible buildup of finish in corners or crevices. In addition, the Contractor shall at a minimum:

- B.5.1.1 Sweep all** non-carpeted floors, to include staircases, closets and offices, three times daily or as frequently as required to maintain standards set herein.
- B.5.1.2 Dispose of** all material collected from sweeping.
- B.5.1.3 *Removed/Reserved***
- B.5.1.4 Mop all** non-carpeted floors (with clean disinfectant water), to include staircases three times daily or as frequently as required to maintain standards set herein.
- B.5.1.5 Supply,** place and remove appropriate and proper signs/warning signs for wet floors in order to ensure end user safety.

B.5.2 Floor Care Services

The Contractor shall provide floor care services as described below:

- B.5.2.1 Laminated Flooring (ADP Floors):** Damp mopping shall be the only method of wet cleaning for floors in Automated Data Processing (ADP) space.
- B.5.2.2 Asphalt Floors:** Damp mopping shall be the only method of wet cleaning for floors containing asphalt material.

- B.5.2.3 Granite, Terrazzo and Marble Floors (Crystallization):** All applicable floor areas shall be maintained in accordance with contractor's Quality Control Plan. Surfaces shall be maintained clean and free of smudges, dust, dirt, and removable soil substances. Surfaces shall present a uniform luster. Marble surfaces should be cleaned with a dampened dust cloth. THE CONTRACTOR SHALL NOT USE CLEANING SOLUTIONS ON MARBLE SURFACES.
- B.5.2.4 Loading Dock Floors:** Spill residue and clean-up materials shall be disposed of in accordance with the Environmental Protection Agency (EPA) (Applicable Document #2). The Contractor shall maintain these areas to ensure that trash, debris, and other discarded materials do not accumulate. Policing should be done, at a minimum, three (3) times a day.
- B.5.2.5 Stripping, Sealing and Waxing:** The Contractor shall perform full-scale stripping, sealing and waxing standard planned services on a semi-annual basis. The old finish or wax shall be removed in accordance with standard commercial practices. Spots shall be eliminated. There shall be no evidence of gum, bums, scuffmarks, or wax build-up in corners or crevices. Walls, baseboards, and other surfaces shall be free of finish residue and marks from equipment. Floors shall be free of streaks, mop strand marks, and skipped areas. The finished area shall have a uniform luster.
- B.5.2.6 Buff and Shine:** All floors shall be buffed to an industry standard or the Contractor shall perform buffing in high traffic areas standard planned services on a bi-weekly basis and low traffic areas on a monthly basis, manufacture standard. Cleaning frequencies that are additional to standard planned services noted above shall be completed on a supplemental basis in accordance with the fixed unit price as per the Bid Form Attachment C.
- B.5.2.7 Sealing:** The Contractor shall apply industry standard sealant to appropriate floors on a semi-annual basis. Sealant shall adhere to the floor. Floor areas shall be evenly coated with a slip resistant seal. Sealant shall only be applied to appropriate floors.
- B.5.2.8 Stairwells and Landings:** Surfaces shall be free of dust, dirt, spillage, and other removable soil substances. Carpeted surfaces shall be free of obvious dirt, dust, spots, and spillages as further defined in Room Cleaning.
- B.5.2.9 Wood Floors:** There shall be no water solutions used on wood flooring. There shall be no dry stripping methods used on wood flooring. The Contractor shall mop all non-carpeted floors, to include

staircases, three times daily or as frequently as required to maintain standards set herein, prior to 8:30AM or after 4:00PM.

B.5.2.10 *Removed/Reserved*

B.5.2.11 *Removed/Reserved*

B.5.2.12 *Removed/Reserved*

B.5.2.12.1 *Removed/Reserved*

B.5.2.12.2 *Removed/Reserved*

B.5.2.13 *Removed/Reserved*

B.5.2.13.1 *Removed/Reserved*

B.5.2.14 *Removed/Reserved*

B.5.2.15 *Removed/Reserved*

B.5.2.16 **Floor Mats and Runners Care - Carpeted Mats and Runners:** Mats and runners shall be free of removable spots, soiled traffic patterns, dirt, debris, gum, and crusted material. There shall be no areas of deterioration or fuzzing as a result of harsh brushing or scrubbing. They shall receive scheduled cleanings and routine inspections based upon the manufacturer's instructions. Any mats and runners that are found to be non-repairable or cannot be cleaned shall be brought to the attention of the COTR, BM, and BMS so they can be replaced. Mats and runners shall be stored in accordance with the ANSI/ASSE A1264.2-2006 Provision of Slip Resistance on Walking/Working Surfaces Guidelines (Applicable Document #7). In the event of wet or inclement weather mats and runners are used, the mats and runners shall be placed at entrances and at other areas identified by the BM and/or BMS prior to the building occupants reporting to work. Wet or inclement weather mats and runners shall be removed, cleaned, and stored by the Contractor when the BM and/or BMS has determined that they are no longer required.

B.5.2.17 **Rubberized or Specialized Mats:** Certain facilities have specialized flooring, for further details regarding specialized flooring needs.

B.5.2.18 **Vinyl Composition Tile (VCT):** These floors shall be swept and cleaned with disinfectant mop water three times daily or as frequently as required to maintain the standards set herein.

B.5.2.19 **Concrete:** These floors shall be swept and cleaned with a damp mop.

B.6 STANDARD RESTROOM(s), SHOWER ROOM(s), LOCKER ROOM(s) & HOLDING CELL(s) SERVICES:

The Contractor shall provide standard restroom, shower room, locker room, and holding cell-cleaning services for the work items listed below. The Contractor shall provide Restroom(s), Shower Room(s), Locker Room(s), and Holding Cell(s) Services in accordance with Occupational Safety and Health Administration (OSHA) 29 CFR 1910.1030 (Applicable Document #1) and in the case of human waste or fluids all cleaning and disposal shall follow Blood Borne Pathogens as specified in (OSHA) 29 CFR 1910.1030 (Applicable Document #1). The Contractor shall ensure at a minimum:

B.6.1 Restroom(s) Services

The Contractor shall clean these areas in accordance with the above standards. Additionally, they shall be free of discarded material and trash shall be emptied to prevent the containers from overflowing. Restrooms shall be policed hourly to prevent trash from accumulating. Commode seats and sinks shall be wiped during policing to maintain a clean appearance. Full restroom cleaning services shall be provided a minimum of three times daily or as frequently as required to maintain standards set herein.

B.6.2 *Removed/Reserved*

B.6.3 Locker Room(s) Services

The Contractor shall wipe disinfect all lockers inside and out of each locker room daily or as frequently as required to maintain standards set herein. This includes all vertical and horizontal surface areas including the tops of lockers and baseboards.

B.6.4 Service Standards & Expectations:

B.6.4.1 Standard Restrooms, Shower Rooms, and Locker Rooms: All standard restrooms, shower rooms, and locker rooms services are provided in accordance with the above standards, a minimum of three times daily or as frequently as required, to maintain standards set herein.

B.6.4.2 Scrub Restroom, Locker-room, Shower room Floors/Hard Surface including Partitions and Walls

Close restroom, locker-room, shower room, remove all movable objects from area and place approved “closed” signage to area prior to beginning task. Apply approved cleaning solution at approved dilution to area to be scrubbed, not allowing solution to dry. Quickly agitate small section coated with solution with approved stiff bristle brush. Be sure grout is cleaned. Thoroughly mop rinse are with clean cotton

mop and clear water twice. Make sure all walls, doors, baseboards, etc. are also thoroughly rinsed.

- B.6.4.3 Plumbing fixtures, Surfaces, and Additional Fixtures:** All plumbing fixtures, surfaces, and additional fixtures including pipes, washbasins, urinals, modesty panels, toilets, shower stalls, and etc. shall be clean, disinfected, and bright with no obvious dust, stains, streaks, soil substances, rust, mold, or encrustation and cleaned a minimum of three times daily or as frequently as required to maintain standards set herein.
- B.6.4.4 Floor and Wall Grout:** All floor and wall grout shall be maintained free of any dirt, grime, or finish buildup. Grout must be deep cleaned on a monthly basis with a grout machine to the satisfaction of the COTR.
- B.6.4.5 Partitions, Doors, Shower Curtains, Vents, Sills, and other Walls:** Partitions, doors, shower curtains, vents, sills, and walls shall be free of grime, mildew, dust, dirt, bodily fluid, waste, and graffiti. There shall be no sign of obvious dust, soil substances, or dirt on the walls, mirrors, stalls, and metal surfaces. These areas shall present a clean and sanitized appearance and shall be maintained odor free. All partitions, doors, shower curtains, vents, sills, and other walls shall be cleaned, at a minimum, three times daily or as frequently as required to maintain standards set herein.
- B.6.4.6 Blood and Bodily Fluids:** Should blood, bodily fluid substances, or any unsanitary condition be present, the Contractor shall clean the substance and sanitize as appropriate and per government regulations. The Contractor shall provide written work practices, policies and procedures to safeguard employees, tenants and any persons from exposure to toxic or pathogenic substance. Policies and procedures must adhere to OSHA standards. Employees are required to practice universal precautions as the method of infection control and comply with all policies for preventing the transmission of infections. Employees shall report all exposure incidents of blood and body fluids immediately to the Contractor and COTR. Employees shall follow and adhere to all hand-washing/hand hygiene procedures and protective barrier precautions when performing cleaning task.
- B.6.4.7 Waste receptacles and sanitary Napkins:** Waste receptacles and sanitary napkin containers shall be emptied and disinfected with new bags inserted at a minimum of three times daily or as frequently as required to maintain standards set herein.

B.6.4.8 Dispensers: The District shall provide dispensers unless otherwise specified by the COTR. The Contractor shall replenish supplies and fill dispensers as a standard service monthly or as frequently as required to maintain the standard set herein. The supplies for the provided dispensers shall be compatible with the dispenser manufacturer's requirements. The Contractor shall supply automatic air-fresheners in all restrooms, locker rooms above the lockers and door rooms. Automatic air-fresheners shall be replenished as per manufactures recommendations. Supplies for dispensers including but not limited to toilet seat covers, toilet tissue, towels, soap, etc., shall be continuously maintained and refilled throughout the day as necessary to meet the needs of the tenants.

B.6.4.8.1 All soap dispensers shall be refilled each time levels become 75% finished.

B.6.4.8.2 All loose paper towel dispensers shall be refilled each time levels become 75% finished.

B.6.4.8.3 All rolling paper towel dispensers shall be replaced when levels become 80% finished.

B.6.4.9 Floors: Unless otherwise indicated, the quality standard for this item is the same as that described in "Floor Care" of this contract under Section

B.6.4.10 Mirror Cleaning: All mirrored surfaces, shall be clean and free of dirt, dust, streaks, smudges, watermarks, spots and grime, and shall not be cloudy. There shall be no water spots on the glass or adjacent fixtures and furniture.

B.7 ROOM CLEANING SERVICES:

The Contractor shall provide standard room cleaning services for the work items listed herein. The basic standard of services provided shall be of the highest quality. The custodial/housekeeping/housekeeping services provided shall be of the highest quality and policed at a frequency to maintain a clean appearance at all times. These areas shall be completely free from removable dirt, dust, soil substances, stains, or marks. The Contractor shall maintain, at a minimum, the following:

B.7.1 Entrances and Lobbies: The basic standard of services provided shall be consistent with "Room Cleaning" and "Floor Services" specifications of this contract; however, entrances and lobbies are high visibility areas, therefore, the Contractor shall give special attention to these areas. The custodial/housekeeping services provided shall be of the highest quality and policed at a frequency to maintain a clean appearance at all times. All entrances and lobbies shall be serviced three times daily or as frequently as required to maintain standards set herein.

- B.7.2 Corridors and Areaways:** The Contractor shall clean floor surfaces to make sure they are free of trash, debris, dirt, marks, or foreign matter. The floor surfaces shall have a uniform appearance without unsightly buildup of debris or dust and shall be slip resistant. Walls and baseboards shall be free of water splashes and markings. Metal surfaces shall be polished. Glass surfaces shall be clean and free of dirt, grime, dust, streaks, watermarks, spots, and shall not be cloudy. All corridor and areaways shall be serviced three times daily or as frequently as required to maintain standards set herein.
- B.7.3 Shelter/Dorm Room Areas:**
The Contract shall clean these areas in accordance with all standards set within the full body of the SOW. In addition to the daily service standards, the Contractor shall wipe down with approved disinfectant, all bed surfaces and mattresses (all sides) daily. The Contractor's representative shall report any evidences or suspicion of bed-bugs or any other pestilence to the shift Supervisor and the COTR immediately. The Contractor shall coordinate immediate pest control and quarantine measures with the COTR to prevent and suppress further spread of pestilence.
- B.7.4 Elevators:** The Contractor shall clean all vertical and horizontal surfaces. All surfaces shall be clean and free of obvious dirt, dust, smudges, soil substances or other foreign matter. Metal surfaces shall be free of obvious smears, smudges, or soil substances. Carpeted surfaces and elevator door tracks shall be clean and maintained free of soil or foreign substances. Surfaces shall be clean and free of finger marks, smudges, and spills. Floors requiring a finish shall be maintained at a high luster. All elevators shall be serviced daily.
- B.7.5 Exposed Surfaces, Treads, Risers and Landings:** Stairways, escalators, entrances, landings, railings, risers, ledges, grills, doors, radiators, and surrounding areas shall be free of dirt, dust, litter, and debris. All stairwells, escalators, entrances, landings, railings, riders, ledgers, grills, doors and surrounding areas shall be serviced three times daily or as frequently as required to maintain standards set herein.
- B.7.6 Guard Booth/Desk or Counters:** Services provided shall be consistent with "Room Cleaning" specifications of this contract. Guard booths shall be serviced three times daily or as frequently as required to maintain standards set herein.
- B.7.7 Interior Loading Areas/Platforms/Ramps:** The Contractor shall maintain these areas to ensure that trash, debris, and other discarded materials do not accumulate. Frequent policing is required. Interior loading areas/platforms and ramps shall be serviced three times daily or as frequently as required to maintain standards set herein.

B.7.8 Vending Areas, Break-Rooms, Kitchen, Pantry and Lunch Areas: The Contractor shall perform exterior and interior refrigerator cleaning standard planned services three times daily or as frequently as required to maintain standards set herein. All areas that are included in the vending space and seating areas shall be clean, sanitized, and free of spillages, food crumbs, spots, smudges, marks, soil, and show no signs of obvious trash and debris. Due to daily, heavy personnel usage, additional cleaning and policing shall be provided to ensure these areas and furniture therein is clean and sanitary. Counters, exterior of vending machines and all appliances shall be maintained clean and free of spillages, spots, smudges, or marks. The finished floor area shall be free of dirt, spots, spillages, and soil and shall be maintained in accordance with the "Floor Services" portion of this contract. The interiors and exteriors of the refrigerators shall be completely emptied and cleaned on a weekly basis (every Friday.) The exterior and interior of all microwave appliances shall be wiped down and cleaned on a daily basis; all appliances interior surfaces shall be cleaned three times daily or as frequently as required to maintain standards set herein. Vending areas break rooms, kitchen, pantry and lunch areas shall be serviced a minimum of three times daily or as frequently as required to maintain standards set herein.

B.8 ALL SPACES NOT SPECIFICALLY IDENTIFIED ELSEWHERE WITHIN THE CONTRACT:

The Contractor shall ensure all space within the building are clean and show no signs of negligent custodial/housekeeping practices. The Contractor shall ensure

B.8.1 Room furnishings and walls shall be free of obvious dirt and dust, cobwebs, and stains;

B.8.2 Floor surfaces shall be maintained, clean, and free of dirt, soil substances and debris;

B.8.3 All surfaces shall present a uniform luster, free of spots, scuffmarks, and spillages; and

B.8.4 Horizontal spaces, working papers shall not be disturbed.

B.9 SURFACES:

The Contractor shall ensure building surfaces are maintained as follows:

B.9.1 Horizontal Surfaces: All surfaces shall be free of dust, dirt, oil spots, or smudges. Cabinets and desks with papers, computers, and keyboards shall not be disturbed.

B.9.2 Metal, Brass and Woodwork: Surfaces (including corners, crevices, moldings, ledges, handrails, grills, doors, doorknobs, doorframes, kick plates, etc.) shall be

free of dust, streaks, spots, hand marks, oil, smudges, dirt, soil substances, encrustation, and streaks and shall present a uniform polished appearance.

B.9.3 Marble Wainscoting: Surfaces shall be maintained clean and free of smudges, dirt, dust, and removable soil substances. Surfaces shall present a uniform luster. Marble surfaces shall be cleaned with a dampened dust cloth. NOTE: THE CONTRACTOR SHALL NOT USE CLEANING SOLUTIONS ON MARBLE SURFACES. Marble Wainscoting shall be done once weekly.

B.9.4 Glass Cleaning: All glass, clear partitions, mirror surfaces, bookcases, and other glass (within approximately 70' of the floor) shall be clean and free of dirt, dust, streaks, smudges, watermarks, spots and grime, and shall not be cloudy. There shall be no water spots on the glass or adjacent fixtures and furniture. Glass cleaning shall be done every third business day with the exception of restroom mirrors. Restroom mirror service shall be completed *three times daily or as frequently as required to maintain standards set herein.*

B.9.5 Drinking Fountains: All fountains shall be free of dirt, watermarks, and all other debris or encrustations. Drinking fountains shall be sanitized and present a lustrous appearance. Drinking fountain service shall be provided *three times daily or as frequently as required to maintain standards set herein.*

B.9.6 General Fixtures: Fixtures and surfaces shall be clean with no dust, spots, soil substances, discoloration, mold, build-up, or excess moisture.

B.9.7 Walls: Clean Spots and/or Marks: Wall surfaces shall be free of smudges, marks, dirt, and spots. Cleaning should not cause discoloration.

B.9.8 High Dusting/Cleaning: High dusting/cleaning is any interior room cleaning of seventy inches (70") and above. High dusting services shall be completed weekly or more frequently as needed to maintain standards set herein. Surfaces shall be free from all dust, lint, litter and soil (beyond 70"). Walls shall be free from dirt, smudges and markings. Ceiling shall be free from cobwebs and loose dirt.

B.10 TRASH, WASTEBASKETS & RECYCLING:

B.10.1 Trash: All trash and recycling throughout the entire building, including but not limited to restrooms, office spaces, conference areas, clinic, kitchen and cafeteria shall be collected and removed throughout the day. Trash and recycle containers shall be emptied and kept clean, odor-free, and free of dirt, dust, debris, residue, and spilled materials. Plastic liners for all trash container, debris containers, and recycling bins shall not be torn, worn, or contain residue.

B.10.2 Recycling: The Contractor shall provide all labor, equipment, and means to collect and transport recyclable materials from recycling bins and containers located throughout the building to storage and loading areas. Recycling containers

shall be emptied and kept clean, odor-free, and free of dirt, dust, debris, residue, and spilled materials. Plastic liners for all trash, debris containers, and recycling bins shall not be torn, worn, or contain residue. Cardboard side of desk recycling boxes shall be provided by the Contractors to each individual within the facility. Multiport Trash and Recycling common area bins shall be provided by the Contractors to each common area (i.e. break room, lunchroom, and etc.) within the facility.

B.10.3 Hazardous Materials: The Contractor shall notify the COTR, BM, and/or BMS of any item or material identified by the EPA (Applicable Document #2) and local regulatory agencies as hazardous waste, hazardous materials, or Universal Waste, observed in the trash or recycling receptacles. Typical prohibited wastes include but are not limited to fluorescent light bulbs, thermostats, thermometers, most chemicals, and batteries (40 CFR Parts 260-273) (Applicable Document #3).

B.10.4 Trash and Recyclables Collection Process: The standards established from the ruling in the District case DC Gov. VS. Sierra Club 2001(Revised 2005) (Applicable Document #8) dictates responsibilities for District solicitations of recycling services and Contractor reporting of recycling data. Therefore, the following protocol shall be followed.

B.10.5 Collection and Disposal: The Contractor shall provide clearly labeled “Recycling Only” Utility Collection Carts to collect and transport recyclable materials within the Facility. The Contractor shall never store or transport recyclables and trash together (even if bagged separately) in the same Utility Collection Cart, unless is a compartmentalized cart in order to avoid or give the appearance of contamination.

B.10.5.1 The Contractor shall collect recyclables on a daily basis from offices where large and mid-sized centralized containers are located. Centralized containers may be large white corrugated boxes approximately 42” high holding white ledger paper and/or mixed paper and smaller corrugated boxes approximately 18” high holding newspapers. Other centralized containers may also be composed of a plastic material. Utility Collection Carts containing recyclable materials shall be taken to the loading dock or designated hauling pick-up point within the premises to be emptied into “Recycling” designated hauling containers for transport to a recycling center.

B.10.5.2 Contractor shall provide descriptive labels (Spanish and English) on all containers used to transport trash or recyclables to the loading dock or designated hauling pick-up point within each building.

B.10.5.3 Contractor shall, at a minimum collect, for recycling purposes the following materials (mixed office paper, including newspapers and inserts, soft cover publications, catalogs, unwanted mail, magazines,

all other paper, any color any size), paperboard, corrugated boxes, food and beverage containers made of glass, plastic, tin and aluminum, toner cartridges, or other recyclable materials as deemed appropriate by the District).

B.10.5.4 Contractor shall pull corrugated containers from the trash stream and place them in designated recycling containers. The Contractor shall, if necessary, bundle or bind the corrugated containers to facilitate transport by the recycling hauler. Note: corrugated cardboard shall never be placed in trash dumpsters or compactors for disposal.

B.10.5.5 The Contractor shall set aside all broken furniture, wooden pallets and similar large objects for bulk collection pick up.

B.10.5.6 The Contractor shall weigh each week all recycling materials using scales (1) at facilities with existing scales, (2) for facilities without scales, the Contractor shall complete and submit the Weekly Recyclable and Trash Weight forms to the COTR. The forms shall include, at a minimum; location, date, size of container, container contents, weight of container (if applicable), quantity of full containers and partially filled containers to the nearest quarter. All forms shall be approved by the COTR.

B.10.6 Plate Glass: All glass (to include glass over and in exterior and vestibule doors, spandrel glass, all plate glass around entrances, lobbies, and vestibules) shall be clean and free of dirt, grime, streaks, and moisture and shall not be cloudy.

B.10.7 Window Washing-Interior: Window sashes, sills, woodwork, and other surrounding of glass shall be wiped free of drippings and other watermarks. In addition, windows shall be thoroughly cleaned (free of dirt, grime, streaks, and moisture, and shall not be cloudy) from corner to corner on the interior on a daily basis.

B.10.8 Windows Blinds & Coverings (not including Drapes, Curtains, & Unique Coverings):

B.10.8.1 Windows and blinds services shall be completed on a semi-annual basis.

B.10.8.2 Dusting: All blinds and coverings, cord tapes, and valances shall be clean and free of dust and spots. Non-operational blinds and coverings shall be reported to the COTR, BM and/or BMS for repair.

B.10.8.3 Washing: Both sides of blinds and coverings shall be washed. This service shall be completed as a supplemental service, as described in Section C.3.3.

B.11 EXTERIOR CLEANING REQUIREMENTS:

The Contractor shall provide exterior standard services for the work items listed below. The Contractor shall ensure all exterior areas are clean in appearance, free of litter, dirt, trash, debris and discarded items with no obvious signs of removable stains or foreign matter on concrete, brick, or other hard surfaces. The Contractor shall take into consideration that exterior grounds are heavily used as a smoking areas; therefore the Contractor shall ensure all exterior areas surrounding the building are policed during services hours (6:00 a.m. through 12:00 a.m.) at a frequency minimum of every three (3) hours to prevent trash and debris from accumulating; this includes the possible deposition of syringes, human and avian excrement.

The Contractor shall take into consideration that exterior grounds are heavily used as a smoking area; therefore, the Contractor shall police these areas the minimum three (3) hour frequency or more frequently as required maintain the standards set herein. Power washing down exterior areas surrounding the building may be required by the COTR, BM, and/or BMS, weather permitting. When exterior cleaning or policing is performed, persons shall use all safety equipment and procedures required in Occupational Safety and Health Administration (OSHA) 29 CFR 1910.1030 (Applicable Document #1).

B.11.1 Policing Outside Areas

The Contractor shall ensure, at a minimum, the following exterior cleaning services are provided:

- B.11.1.1 Policing:** All areas including lawn, grounds, planted areas, sidewalks, hard surfaces, parking areas, garages, docks, trash/recycling bins, platforms, driveways, ramps, lanes, etc.) shall be clean of gum, litter, debris, paper, trash, and other discarded material;
- B.11.1.2 Unimproved Grounds:** All areas shall be cleared of trash, debris, and other discarded material.
- B.11.1.3 Fence Lines:** Fence lines shall be cleared of trash, debris, and other discarded material;
- B.11.1.4 Exterior Trash Dumpsters, Compactors, and Recycle Bins:** The Contractor shall maintain the areas around the exterior bins free of trash, debris, and clutter.

B.11.2 Exterior Plate Glass

The Contractor shall ensure all glass including spandrel glass, glass over and in exterior and vestibule doors, all plate glass around entrances, lobbies, and vestibules is clean and free of dirt, grime, streaks and moisture, and shall not be

B.11.3 Exterior Window Washing

The Contractor shall perform exterior window washing standard planned services on a semi-annual basis. The Contractor shall clean both sides of the glass to ensure the glass is clean and free of dirt, grime, streaks and moisture, and shall not be cloudy. The Contractor shall wipe and clean window sashes, sills, woodwork, and other areas surrounding the glass so that the area is free of drippings and other watermarks. Cleaning frequencies that are additional to standard planned services shall be completed on a supplemental reimbursement basis to the Contractor.

B.11.3.1 The Contractor shall ensure window washing work is performed consistent with safety requirements promulgated by the OSHA (Applicable Document #1) including adequate fall protection for window washers.

B.11.3.2 These services are only applicable to windows within reach from the ground floor or by use of a standard size extendable ladder (i.e. Windows, which are not other accessible or accessible on with use of specialized equipment such as rolling and/or power scaffolding or Rope Decent Systems (RDS).

B.11.4 Exterior Canopies

The Contractor shall ensure all canopies and anything affixed to, or included in the surfaces of canopies shall be clean and free of all dirt, dust, cobwebs, nests, bird excrement, trash, and debris on an annual basis.

B.11.5 Exterior Hard Surface Areas

The Contractor shall ensure all areas including sidewalks, brick areas, hard surfaces, parking areas, garages, docks, moats, platforms, driveways, ramps, lanes, etc. shall be clean and free of dirt, debris, gum, litter, gravel, weeds, oil, and grease with no residual dirt. In addition, the Contractor shall ensure all spill residue and clean-up materials be disposed in accordance with the EPA and local regulatory agency requirements.

B.11.5.1 The Contractor shall provide, for the purpose of removal of trash, debris, and spill residue exterior hard surface area services cleaning *three times daily or as frequently as required to maintain standards set herein*; at a minimum of once during 1st shift and once during 2nd shift.

B.11.5.2 The Contractor shall provide, for the purpose of removal of gum, hard debris, oil and grease, exterior hard surface services shall be performed every other week.

B.11.6 Exterior Ash Receptacles and Trash Containers

The Contractor shall collect and remove all trash to a location designated by the COTR, BM and/or BMS. The Contractor shall empty trash containers and ash

receptacles and ensure receptacles are emptied and kept clean, odor-free, and free of dirt, dust, ash, cigarette butts, debris, residue, and spilled material. The Contractor shall replenish sand in ash receptacles as necessary. The Contractor shall replace and ensure plastic liners for all trash containers are not torn, worn, or contain residue. The Contractor shall provide exterior ash receptacles and trash container services on a three times daily or as frequently as required to maintain standards set herein, unless otherwise specified by the COTR.

B.11.7 Exterior Surfaces (Signs, Vending machines, Tables, and etc.)

The Contractor shall clean exterior surfaces ensuring the surface is free of dirt, dust, residue, streaks, spots, soil substances, discoloration, or cloth streak with spill residue and clean-up materials /disposed of properly.

B.11.8 Parking Structures, Parking Lot(s), Garages, and Exterior Loading Dock Areas

The Contractor shall remove all dirt, debris, residue, gum, grease, and tar in an environmentally sound manner to minimize the amount of waste washed into the storm sewers or onto the ground. The Contractor shall ensure areas are clean and free of dirt, water, streaks, mop marks, and oil spill(s). Spill residue and clean-up materials shall be disposed in accordance with the Environmental Protection Agency (EPA) (Applicable Document #2), and local regulatory agency requirements.

B.11.8.1 The Contractor shall maintain these areas to ensure that trash, debris, and other discarded materials do not accumulate. The Contractor shall perform policing no less than three (3) times daily at 8 a.m., 12 p.m. and 8 p.m. and additionally as required to maintain the standards set herein.

B.11.8.2 The Contractor shall conduct annual pressure washing of all floors and walls of the exterior loading dock areas only. Cleaning frequencies that are additional to standard planned services shall be completed on a supplemental reimbursement basis to the Contractor.

B.11.8.3 The Contractor shall police parking Structures, parking lots, garages, and exterior loading docks services are required no less than three (3) times daily at 8 a.m., 12 p.m. and 8 p.m. and additionally as required to maintain the standards set herein.

B.11.9 Exterior Excrement Removal (Human)

The Contractor shall ensure all steps and stairs, entrances, sidewalks, arcades, landings, balconies, and ledges shall be cleaned of all excrement while following established safety precautions as outlined in the Center of Disease Control (CDC) protocols (Applicable Document #15). The Contractor shall maintain knowledge of cautionary requirements in cleaning areas contaminated by human excrement.

The Contractor shall fully train all employees designated to perform these services in accordance with OSHA standards (Applicable Document #1).

NOTE: Historically, excrement removal practices often mandate the application of a disinfectant on the excrement prior to its removal and/or on the affected surfaces after the removal process. Nowadays, most authorities agree that there is no need to apply anything to the excrement except water, although the use of a detergent will help remove the excrement from the surface. Since the route of the infection with harmful organisms living in the excrement is via respiration, they are rendered biologically neutral if they are not airborne. In many cases, the most efficient way to apply water under low pressure to dry excrement is by means of a hand-operated sprayer.

B.11.10 Pest & Rodent Removal

All trapping devices used to achieve rodent control inside occupied buildings are monitored. The Contractor is responsible for notifying the building manager and COTR in writing within twenty (24) hours of locating any trapped rodents in authorized trapping devices.

B.12 GREEN CLEANING:

B.12.1 The Contractor shall reduce the environmental impacts of work performed under this contract, by using to the maximum extent, environmentally sound practices, processes, and products.

B.12.2 The Contractor shall use green cleaning products and processes, and shall demonstrate such capability by submitting a Green Cleaning Plan (GCP) to the COTR. The GCP shall describe methods, materials, and equipment used under the contract.

B.12.3 The Contractor's shall submit to the COTR a Green Cleaning Product Volume Report, monthly, which shall clearly report the use by liter volume amount by facility of Green Cleaning products used. Green cleaning products and processes include, but are not limited to, products containing recycled content, bio based products, and products and/or services that minimize the use of energy, water, and other resources. Specific products of concern with specified Post-Consumer Recycled Content (PCRC) amounts are as follows:

B.12.3.1 Trash Liners shall contain a minimum of 20% PCRC and Products shipped in recyclable packaging (i.e. cardboard packaging) shall contain a minimum of 35% PCRB.

B.12.4 Supplies and Green Products

- B.12.4.1** In addition, the Contractor shall utilize environmentally preferable products and services (i.e. paper goods) meeting EPA CPG requirements (Applicable Document #2) and are chlorine free and vacuum equipment with HEPA filtration.
- B.12.4.2** The Contractor shall provide Material Safety Data Sheet (MSDS) all products used. The Contractor shall provide new MSDS if products change. The Contractor shall maintain copies of all forms should be housed at each facility and copies provided to the COTR.
- B.12.4.3** The Contractor shall utilize environmentally preferably janitorial products, specifically: The Contractor shall provide environmentally preferable and effective janitorial products that support the District's environmentally preferable purchasing (EPP) initiative (Applicable Document #10) which emphasizes products and services that have a lesser or reduced effect on human health and the environment, when compared with competing products or services that serve the same purpose. This comparison considers the life cycle of the product from raw material acquisition, production, manufacturing, packaging, distribution, re-use, operation, maintenance and disposal.

Janitorial products subject to the requirements of this clause include the following:

Janitorial Products Subject to Green Cleaning or Environmentally Friendly Clause	
All Purpose Cleaner	General Degreaser
Bathroom Cleaner	General Disinfectant
Bathroom Deodorizer	Glass/Window Cleaner
Bathroom Disinfectant	Graffiti Remover
Bathroom Hand Cleanser/Soap	Gum Remover
Carpet Cleaner	Lime and Scale Remover
Chrome and Brass Cleaner/Polish	Solvent Spotter
Floor Stripper/Finisher	Urinal Deodorizer/Cleaner
Furniture Polish	Wood/Floor/Wax Cleaner\

B.12.5 Prohibited Cleaning Products

The Contractor shall not use the following products, because they pose an unacceptable risk to the person using the product, building occupants and the environment:

Janitorial Products Subject to Prohibited Cleaning Products Clause	
Alkyl phenol Ethylates	Naphthalene
Benzyl Alcohol	Nitrilotriacetic Acid
CFC-22; Chlorodifluoro Methan	Paradichloro benzene
Coconut Oil	Perchloroethylene
Diethanolamine	Tetrachloroethylene
HCFC-142b	Toluene

Lauric Acid Diethanolamine	Tributyl Tin
Methyl Chloroform; 1,1,1,-TCE	Trichloroethylene
Methyl Ethyl Ketone	

B.13 SCHEDULE:

The Contractor shall develop and submit a detailed staffing list to include, but is not limited to, the number of staff to be assigned to each building, hiring plans, and shift schedules. The Contractor shall provide the COTR with an emergency contact telephone number(s) and emergency contact email address.

B.14 STRIKE CONTINGENCY PLAN:

The Contractor shall develop and submit a Strike Contingency Plan (SCP). The SCP shall describe in detail how the Contractor shall staff the building to provide the required services in event of a strike by the Contractor's employees.

B.15 SUPERVISION:

The Contractor shall provide the supervision of staff and make the management and operational decisions required to successfully provide the required services at the quality standards described.

B.16 STAFF TRAINING:

The Contractor shall communicate all terms, standards, policies and conditions outlined within this scope of work to Contractor employees. The Contractor shall provide a training program to ensure that Contractor employees are capable of successfully accomplishing all work task(s) under this contract.

B.16.1 Training and Certifications

The SCP shall describe in detail how the Contractor shall provide personnel that meet experience requirements, assuring the Government that all temporary or replacement employees (including sub-Contractor employees) shall meet the experience and certification requirements defined in this contract.

B.17 EMPLOYEES CONTACT:

The Contractor shall provide the names of the Contractor's employees as well as subcontractors and their employees who will fulfill the requirements of this contract to the COTR. The Contractor shall provide a list of contacts for each job site (names, titles & phone numbers) to the COTR.

B.18 DAILY SIGN-IN AND SIGN-OUT:

The Contractor shall keep a daily sign-in/sign-out log of Contractor personnel.

B.19 SECURITY REQUIREMENTS:

The Contractor shall comply with all security requirements and procedures of the facility.

- B.19.1** The Contractor shall conduct routine pre-employment criminal record background checks of all of the Contractor's staff that will provide services under this contract as permitted by D.C. law. Except for professionals in accordance with D.C. Office Code 3-1201.01, et seq. The Contractor shall not employ any staff in the fulfillment of the work under this contract unless said person has undergone a background check, to include National Criminal Information Center Report and Child Protective Services Report (Abuse and Neglect).
- B.19.2** The Contractor shall provide the results of the background checks for each employee proposed to deliver services under this contract. Background checks for subsequent staff intended to perform services under this contract shall be provided to the COTR. The Contractor(s)' staff may begin employment pending the results of the criminal background checks, but immediately be terminated should the Contractor or DGS determine the staff member is not suitable for employment based on the results of the criminal background checks. Additionally, the Contractor's staff may begin employment pending the results of the criminal background checks but the staff member shall be supervised at all times pending the results of the criminal background checks and at no time provide services to youth residences independent of supervision.
- B.19.3** The Contractor shall conduct the criminal record background checks on an annual basis and for newly acquired employees. The Contractor shall disclose to DGS through the COTR, any arrests or convictions that may occur subsequent to employment. Any conviction or arrest of the Contractor's employees after employment shall be reviewed by DGS, which will determine the employee's suitability for continued employment.
- B.19.4** The Contractor shall maintain staff records including applications, licenses, certifications, security and medical clearances, satisfactory criminal background clearance, child protection register clearance, drug and alcohol screening.
- B.19.5** The Contractor's staff shall wear neat, clean, and professional attire. The attire shall include distinctive apparel identifying staff as Contractor's employees.
- B.19.6** The Contractor's staff shall wear identification badges at all times. The identification badges shall provide company logo, employee's name, and employee photograph.

- B.19.7** The Contractor shall determine and provide additional personal protective equipment required for the safe performance of work. Protective clothing, equipment, and devices shall, at a minimum, conform to Occupational Safety and Health Administration (OSHA) standards (Applicable Document #1) for the products being used.
- B.19.8** The Contractor shall obtain Facility Access Badges for all staff and the staff of subcontractors, as applicable, prior to providing services: All contractors are required to obtain a contractor ID and access badge from the District. The Contractor is responsible for all costs associated with obtaining id and access credentials/badges. The Contractor shall obtain clearance and credentials by completing the following steps:
- B.19.9** Visit the Metropolitan Police Department Henry J. Daly Bldg., 300 Indiana Avenue NW;
- B.19.10** Complete a PD Form 70 (Criminal History Request) for a record check. This form is available at the Arrest and Criminal History Section; Room 3055. Most requests will be processed while you wait, generally between 15-45 minutes. One of the following documents is needed to make the request:
- ✓ Government Issued Photo ID, such as, Driver's License or Non-Driver's ID
 - ✓ Original Birth Certificate and Social Security Card.
 - ✓ Pay a fee of \$7 is required (cash or money orders only, payable to DC Treasurer; no credit cards or personal checks);
 - ✓ Complete and sign the Non-Employee ID Credential Request form once Police Clearance has been obtained;
 - ✓ Submit the Police Clearance documentation, original ID Credential Request form and a legible copy of driver's license for each staff member to DGS for processing.

B.20 EQUIPMENT AND SUPPLIES:

B.20.1 Equipment Inventory

The Contractor shall provide an inventory list of equipment and supplies that will be used to fulfill the requirements of this contract to the COTR.

B.20.2 Delivery of Supplies

The Contractor shall schedule its supply deliveries during times that cause minimum disruption and inconvenience to District agency operations. Unless otherwise approved by the COTR, such deliveries shall be made weekdays before 4:00 p.m. and/or on weekends. Additionally a Supply Delivery Schedule shall be submitted for the review and approval of the COTR.

B.21 SERVICE CALL PROGRAM:

The Contractor shall implement an effective service call program to address calls for the interior and exterior cleaning services to result in prompt, professional, and courteous resolution of tenant concerns. The Contractor's service call program shall address or include the following:

- Operating policies and procedures with emphasis on customer service, quality, and responsiveness;
- Provide the appropriate administrative staffing, during building(s) operating hours and during the Contractor's regular after hours cleaning schedule, to directly receive, record, respond, and track and monitor the resolution of all service calls;
- Respond within two (2) hours to routine service calls;
- Respond within one (1) hour to urgent service calls;
- Include a method of recording customer calls, the time to complete the service call, and the corrective action taken. These records shall be made available for review by the COTR on a monthly basis and as back up supporting documentation to all monthly invoices; and
- Notify the COTR immediately if a service call cannot be resolved.
- The Contractor shall remain on the job until each emergency situation is corrected.

B.22 QUALITY CONTROL PLAN (QCP):

B.22.1 The Contractor shall establish and implement a complete Quality Control Plan (QCP) to ensure the required services are provided effectively and successfully. The Contractor's QCP shall be a system for identifying and correcting deficiencies in the quality of service delivery before the level of performance becomes unacceptable and identify areas to improve service delivery. The QCP shall be prepared by the Contractor and provided to the COTR for review and approval. The Contractor shall not start work until the QCP is accepted and the proper security clearances obtained. Refer to Section C.3.5.1.8 of the solicitation, concerning proper security clearance requirements.

B.22.2 The Contractor's QCP shall be a living document and shall adjust to ensure the optimum delivery of service and the satisfaction of tenants. The QCP shall, at a minimum, include or address the following:

- How the Contractor will control quality of supplies and services;
- How project management, inspections, plan implementation, process improvement changes, correction of deficiencies, and green cleaning compliance will be accomplished;

- How it will monitor and respond to service calls and the resolution of complaints;
- Integration of resolutions to complaints and corrective actions to improve service delivery;
- An inspection plan or checklist tailored to the specific building(s) being cleaned and serviced under this contract. The inspection plan or checklist shall detail how services at the work site shall be inspected to ensure that the outcome of the work meets all the quality standards set forth in the Contract and shall include, but is not limited to:

Date of inspection perform
 Location of inspection
 Description of findings
 Description of action(s) taken (if necessary)
 Signature and date of completion

B.23 COMMUNICATION PLAN:

B.23.1 The Contractor shall keep the Contracting Officer Technical Representative (COTR) informed of current status of the work being performed, provide work schedules and provide other pertinent information needed by the COTR.

B.23.2 The Contractor shall prepare and provide to the CO, COTR, and BM a communication plan detailing how the Contractor will use technology (two-way digital communication) to communicate with District Representatives, to receive and respond to service calls, emergencies, status of projects, invoicing, general communication, tenant complaints etc. The Communication Plan shall include, at a minimum, detailed provisions for:

- Two-way devices (Blackberry, I-Phone and etc.) by all Contractors supervisory staff;
- Standard procedures for submission of requested documents in electronic (PDF and/or Word Files) and printed format;
- Provide key operational personnel (managers or supervisors) with portable electronic means to communicate with the District for service calls, emergencies, status of projects, etc.;
- Electronic receiving and transmitting methods may include the following;
- A text-messaging device used to send and receive messages. Contractor is responsible for all costs associated with electronic messaging device.
- A portable email device used to send and receive messages.

B.24 EXPOSURE CONTROL PLAN:

The Contractor shall develop and maintain an Exposure Control Program fully compliant with OSHA 29 CFR 1910.1030 (Applicable Document #1) for each building under the contract. A copy of this document shall be made available to the COTR upon request.

B.25 PANDEMIC PLAN:

The District is required by the National Strategy for Pandemic Influenza Preparedness and has prepared a plan to safeguard its employees and provides for continued operations in the event of an influenza pandemic. The Contractor shall also prepare a plan that outlines the steps that they shall take to prevent and reduce the spread and mitigate the potential effect of an influenza pandemic on custodial/housekeeping operations. Given the unpredictable length and severity of a pandemic, the Contractor's plan shall link their planned actions to the periods and phases established by the World Health Organization for a pandemic cycle.

B.26 MEETINGS:

B.26.1 Monthly

The Contractor shall plan and schedule monthly meetings with the COTR to remedy deficiencies identified during the month.

B.26.2 Quality Control Meetings

The Contractor shall attend quarterly meetings held between the Contractor and the COTR and BM. The purpose of these meetings will be to discuss the Contractor's performance, areas of deficiencies, areas of satisfaction, and tenant needs or concerns. Frequencies of these meetings may be increased or decreased depending upon performance as determined by the COTR.

B.26.3 Partnering Meeting

B.26.3.1 The Contractor shall attend at least one partnering session with the CO, COTR, and BM after the Post-Award conference. Other sessions may take place during the course of the contract at the option of either the District or the Contractor. Partnering is working together towards a common interest or goal.

B.26.3.2 The Contractor shall attend at least one partnering session with the District after the Post-Award conference. Other sessions may take place during the course of the contract at the option of either the District or the Contractor. Both parties will re-visit the idea of having a partnering session on the anniversary date of the contract. Each partnering session will be held at a mutually agreed time and location.

B.26.3.3 The Contractor shall provide the COTR of the facility notification at least 30 days in advance of the following activities:

- Annual power washing of building entry/exit points and loading dock.
- Annual cleaning of the exterior windows.
- Semi-Annual cleaning of the lockers in the locker room.
- Semi-Annual cleaning of the carpeted areas.
- Quarterly Annual cleaning of the canopies.
- Annual wipe down of personnel duty lockers.
- Quarterly-Semi-Annual stripping, sealing, and waxing of the VCT areas.
- Monthly power washing of the cellblock and sally port areas.
- Monthly fumigating/application of infested areas.

B.27 LICENSING, ACCREDITATION AND REGISTRATION:

The Contractor and all of its subcontractors and sub consultants (regardless of tier) shall comply with all applicable District of Columbia, state, and federal licensing, accreditation, and registration requirements and standards necessary for the performance of the contract.

B.28 CONFORMANCE WITH LAWS:

It shall be the responsibility of the Contractor to perform under the contract in conformance with the Department's Procurement Regulations and all statutes, laws, codes, ordinances, regulations, rules, requirements, orders, and policies of governmental bodies.

B.29 PEST MANAGEMENT:

The Contractor shall implement methods to prevent and suppress pest populations through sanitation; waste management and assessment of the effectiveness of these methods from pest including but not limited to:

B.29.1 Indoor and outdoor populations of rodents such as rats, mice, squirrels, pigeons, and insects including cockroaches, bed bugs, arachnids, and other arthropods, and flying insects such as flies, bees, and wasps.

B.29.2 Outdoor populations of potentially indoor-infesting species that are within the property boundaries.

B.29.3 Nests of stinging insects within the property boundaries.

B.29.4 All excluded pest populations that are incidental invaders inside the building, including winged termite swarmer's emerging indoors.

B.29.5 The Contractor shall notify the COTR if it notices any pests and shall assist in the control unless the COTR instructs otherwise.