



PURCHASING & CONTRACTING OFFICE
Camp Dodge – Building 3465
 7105 NW 70th Avenue
 Johnston, Iowa 50131-1824



REQUEST FOR BIDS

RFB COVER SHEET

Administrative Information

RFB Number	MM215820024	Title of RFB	Janitorial Services for Building S-72	
Agency	Iowa Department of Public Defense			
Project Description	The Department of Public Defense (Agency), on behalf of the Iowa National Guard and the U.S. Army Corps of Engineers (USACE), is seeking a responsible bidder to provide janitorial and related services for U.S. Marine Corps Reserve Des Moines Recruiting, located at Building S-72, Camp Dodge, Johnston, Iowa			
Number of mos. or yrs. of the initial term of the contract:	1 year		Number of possible annual extensions:	5
Initial Contract Term	Start Date	April 15, 2021 (approx.)		End Date April 14, 2022
State Issuing Officer:	Jocelyn Brincks Director of Procurement / Contracting Officer Department of Public Defense 515.252.4522 jocelyn.brincks@iowa.gov			
PROCUREMENT TIMETABLE—Event or Action			Date/Time (Central Time)	
Agency Posts Notice of RFB on TSB website			February 26, 2021	
Agency Issues RFB			March 1, 2021	
Site Visit (optional) Location and Address: Bldg S-72, Camp Dodge 7105 NW 70 th Ave. Johnston, IA 50131			Bidder to schedule – see Section 5.3 for scheduling information	
Questions, requests for clarification, and suggested changes due			March 16, 2021 @ 2:00 pm	
Agency's response to Questions posted NLT (via Addendum to RFB)			March 19, 2021 @ 2:00 pm	
Bids Due			March 30, 2021 @ 2:00pm	
Anticipated Contract Award Date / Notice of Intent to Award			Week of April 5, 2021	
Website where Addenda to this RFB will be posted: http://bidopportunities.iowa.gov				
Contract terms and conditions are posted: https://dpd.iowa.gov/sco/doc/terms/050116%20terms%20services.pdf				
Number of Copies of Bids Required to be Submitted:			1 Digital (via email)	
Firm Proposal Terms: The minimum number of days following the deadline for submitting Proposals the Firm guarantees all proposal terms, including price, will remain firm is 90 Days.				

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SECTION 1 – INTRODUCTION

1.1. PURPOSE

The purpose of this Request for Bid (RFB) is to solicit bids from qualified providers, to provide the goods and/or services described herein. The Agency intends to award a contract(s) beginning and ending on the dates listed in this solicitation, and the Agency may extend the contract(s) for up to the number of annual extensions identified in this solicitation at the sole discretion of the Agency. Any contract(s) resulting from the RFB will not be exclusive.

“Responsible Bidder” means a Bidder that has the capability in all material respects to perform the scope of work and specifications of the Contract. In determining whether a Bidder is a Responsible Bidder, the Agency may consider various factors including, but not limited to, the Bidder’s competence and qualifications to provide the goods or services requested, the Bidder’s integrity and reliability, the past performance of the Bidder and the best interest of the Agency, the Iowa National Guard, and the U.S. Army Corps of Engineers.

“Responsive Bid” means a Bid that complies with the material provisions of this RFB.

1.2. BACKGROUND INFORMATION

This RFB is designed to provide Bidders with the information necessary for the preparation of competitive Bids. This RFB process is for the Agency’s benefit and is intended to provide the Agency with competitive information to assist in the selection process. It is not intended to be comprehensive. Each Bidder is responsible for determining all factors necessary for submission of a comprehensive Bid.

The Department of Public Defense (Agency), on behalf of the Iowa National Guard and the U.S. Army Corps of Engineers (USACE), is seeking a Responsible Bidder to provide janitorial and related services for U.S. Marine Corps Reserve Des Moines Recruiting, located at Building S-72, Camp Dodge, Johnston, Iowa.

1.3. COMPETITION INTENDED

It is the Agency’s intent that this RFB permits competition. It shall be the bidder’s responsibility to advise the Issuing Officer in writing if any language, requirement, specification, etc., or any combination thereof, inadvertently restricts or limits the requirements stated in this RFB to a single source. Such notification must be received by the Issuing Officer or appointed designee not later than fifteen (15) days prior to the date set for bids to close.

1.4. BIDDER’S MINIMUM QUALIFICATIONS

Bidders must demonstrate that they have the resources, capability, and the commitment to provide the materials and services as described herein. **All bidders must submit the documentation indicated below with their Bid. Failure to provide any of the required documentation may be cause for a Bid to be deemed non-compliant with the requirements of this RFB and rejected.**

1.4.1. Bidders shall demonstrate that they have been in business providing similar services for at least the last (3) years.

1.4.2. Bidders shall provide, using **ATTACHMENT 1 – REFERENCES**, at a minimum, three (3) comparable references of current work being performed, preferably for other public sector facilities. These references shall be for work performed for comparable facilities with similar cleaning requirements. This list shall include the company name, contact name, address, email address, phone number, facility size, and the nature of the work performed. Bidder hereby releases listed references from all claims and liability for damages that may result from the information provided by the reference.

1.4.3. Bidders shall complete and submit **ATTACHMENT 2 – BIDDER QUESTIONNAIRE** with their Bid.

1.4.4. The Agency reserves the right to require proof of a bidder’s financial stability.

SECTION 2 – ADMINISTRATIVE INFORMATION

2.1 ISSUING OFFICER

The Issuing Officer identified in the RFB cover sheet is the sole point of contact regarding the RFB from the date of issuance until a Notice of Intent to Award the Contract is issued.

2.2 RESTRICTION ON COMMUNICATION

2.2.1 From the issue date of this RFB until announcement of the successful Bidder, Bidders may contact only the Issuing Officer; with the exception of Site Visits (Section 5.3). The Issuing Officer will respond only to electronic questions regarding the procurement process. Questions related to the interpretation of this RFB must be submitted in accordance with Section 2.3.

2.2.2 All inquiries concerning this RFB shall reference the RFB number and shall be provided to the Issuing Officer (via email) at the email address identified on the cover page of this RFB.

2.2.3 Any information provided by prospective companies orally shall not be considered part of the Bidder's Bid.

2.2.4 Agency assumes no responsibility for representations concerning conditions made by its officers or employees prior to the execution of a contract. Oral discussions pertaining to modifications or clarifications of this RFB shall not be considered part of this RFB and are not binding.

2.2.5 A Bidder may be disqualified if they contact any State or Federal employee besides the Issuing Officer regarding this RFB.

2.2.6 This Section shall not be construed as restricting communications related to the administration of any contract currently in effect between a Bidder and the State.

2.3 QUESTIONS, REQUESTS FOR CLARIFICATION, AND SUGGESTED CHANGES

Bidders are invited to submit written questions and requests for clarification regarding the RFB. Bidders may also submit suggestions for changes to the specifications of this RFB. The questions, requests for clarifications, or suggestions must be in writing and received by the Issuing Officer on or before the date and time listed on the RFB Cover Sheet. Oral questions will not be permitted. If the questions, requests for clarifications, or suggestions pertain to a specific section of the RFB, Bidder will reference the page and section number(s). Failure to request clarifications is a waiver of any claim by the bidder for additional expenses because its interpretation was different than the Agency's.

The Agency's written responses will become an addendum to the RFB. Any changes to the RFB that result from a clarification request or suggested change, will be communicated through a written addendum.

2.4 AMENDMENT TO THE RFB

The Agency reserves the right to amend the RFB at any time using an addendum. The Bidder shall acknowledge receipt of all addenda in its Bid. It is the Bidder's sole responsibility to check daily for addenda to posted documents.

2.5 SUBMISSION OF BIDS

Bids may be emailed to the Issuing Officer at the email address identified on the RFB cover page. It is the Bidder's responsibility to ensure the Bid is received prior to the deadline.

2.6 COSTS OF PREPARING BID

The costs of preparation and delivery of the Bid are solely the responsibility of the Bidder.

2.7 NO COMMITMENT TO CONTRACT

The Agency reserves the right to reject any or all Bids received in response to this RFB, cancel this RFB, or advertise a new RFB at any time prior to the execution of the Contract. Issuance of this RFB in no way constitutes a commitment by the Agency to award a contract.

2.8 NONMATERIAL VARIANCES

The Agency reserves the right to determine whether a Bid substantially complies with the requirements of this RFB. Nonmaterial variances are not necessarily disqualifying. The determination of materiality is in the

sole discretion of the Agency.

2.9 PUBLIC RECORDS AND REQUESTS FOR CONFIDENTIAL TREATMENT

The Agency's release of public records is governed by Iowa Code chapter 22. Contractors are encouraged to familiarize themselves with Chapter 22 before submitting a Proposal. The Agency will copy and produce public records upon request as required to comply with Chapter 22 and will treat all information submitted by a company as non-confidential records unless the Bidder requests specific parts of the Bid be treated as confidential at the time of the submission as set forth herein **AND the information is confidential under Iowa or other applicable law.**

Failure to request information be treated as confidential as specified herein shall relieve Agency and State personnel from any responsibility for maintaining the information in confidence. Bidders may not request confidential treatment with respect to pricing information and transmittal letters. A Bidder's request for confidentiality that does not comply with this section or a Bidder's request for confidentiality on information or material that cannot be held in confidence as set forth herein are grounds for rejecting a Bid as non-responsive. Requests to maintain an entire Bid as confidential will be rejected as non-responsive.

If Agency receives a request for information that the Bidder has marked as confidential and if a judicial or administrative proceeding is initiated to compel the release of such material, the Bidder shall, at its sole expense, appear in such action and defend its request for confidentiality. If Bidder fails to do so, Agency may release the information or material with or without providing advance notice to Bidder and with or without affording Bidder the opportunity to obtain an order restraining its release from a court possessing competent jurisdiction. Additionally, if Bidder fails to comply with the request process set forth herein, if Bidder's request for confidentiality is unreasonable, or if Bidder rescinds its request for confidential treatment, Agency may release such information or material with or without providing advance notice to Bidder and with or without affording Bidder the opportunity to obtain an order restraining its release from a court possessing competent jurisdiction.

2.10 RELEASE OF CLAIMS

By submitting a Bid, the Bidder agrees that it will not bring any claim or cause of action against Agency, IANG, or USACE, based on any misunderstanding concerning the information provided in the RFB or concerning Agency's failure, negligent or otherwise, to provide the Bidder with pertinent information in this RFB.

2.11 WITHDRAWAL OF BID

Bidders may withdraw, modify, and/or resubmit at any time prior to the date and time set for the receipt of Bids. Once the time set for receipt of Bids has passed, a Bidder shall not withdraw a Bid for a period of sixty (60) days following the issuance of the Notice of Intent to Award a contract. Bids shall remain open and valid for consideration by the Agency throughout this period of sixty days, and until such time thereafter that written request to withdraw a Bid is received by Agency.

2.12 CERTIFICATION OF INDEPENDENT PRICE DETERMINATION

By submitting a Bid, the Bidder certifies, and in the case of a joint Bid, each party thereto certifies as to its own organization, that in connection with this procurement:

2.1.1 Any prices or hourly rates in this Bid have been arrived at independently, without consultation, communication, or agreement, for the purpose of restricting competition, as to any matter relating to such prices with any competitor.

2.1.2 Unless otherwise required by law, any prices or hourly rates which have been provided in this Bid shall not knowingly be disclosed by the Bidder, directly or indirectly, to any competitor prior to the notice of intent to award a contract for services.

2.1.3 No attempt has been made or shall be made by the Bidder to induce any other person or company to submit or not to submit a Bid for the purpose of restricting competition.

2.1.4 Each person signing this Bid certifies that:

2.7.4.1 He/she is the person in the Bidder's organization responsible within that organization for the decision as to any prices being offered herein, or

2.7.4.2 He/she is not the person in the Bidder's organization responsible within that organization

for the decision as to any prices being offered herein, but that he/she has been authorized in writing to act as agent for the persons responsible for such decision, and

- 2.7.4.3** Any offer made by the submitted Bid and any clarifications to that Bid shall be signed by an officer of the offering Bidder/company or a designated agent empowered to bind the Bidder in a contract.

2.13 GRATUITIES

The laws of Iowa provide that it is a felony to offer, promise, or give anything of value or benefit to a State employee with the intent to influence that employee's acts, opinions and judgment or exercise the discretion with respect to that employee's duties. Evidence of violations of this statute will be turned over to the proper prosecuting attorney.

Note: The State provides reimbursement to its employees for their transportation, lodging, meals, and miscellaneous expenses that are deemed necessary.

2.14 DISPOSITION OF BIDS

All Bid documents become the property of the Agency and disposition of the Bids shall be at the sole discretion of the Agency.

2.15 DISCLOSURE OF BID CONTENT

Bids will be placed in the public domain and be available for examination by interested parties. No Bids shall be disclosed until after a Notice of Intent to Award has been issued. The Agency reserves the right to destroy all Bids if the RFB is withdrawn or otherwise in the normal course of business. Trade secrets or proprietary information legally recognized as such and protected by law may be withheld if they are clearly and conspicuously labeled as "Proprietary" in the margin of each individual page where they appear in the Bid. Pricing information is not normally considered proprietary.

2.16 EVALUATION AND BIDS SUBMITTED

The Agency will evaluate the Responsive Bids submitted by Responsible Bidders to determine the lowest responsible bidder(s) and will award the Contract(s) to the Bidder(s) submitting the lowest responsible bid based on price.

Agency reserves the right to make a written request for additional information from a Bidder to assist in understanding or clarifying a Bid. Any information received shall not be considered in the evaluation of the Bid if it materially alters the content of said Bid.

2.17 AWARD NOTICE AND ACCEPTANCE PERIOD

Notice of Intent to Award the Contract(s) will be sent to all Bidders submitting a timely Bid. If the apparent successful Bidder fails to negotiate and delivery an executed contract within thirty (30) days of Award date, the Agency, in its sole discretion, may cancel the award and award the Contract to the remaining Bidder the Agency believes will provide the best value to the Agency.

2.18 CONFLICTS BETWEEN TERMS

Agency reserves the right to accept or reject any exception taken by a prospective company to the terms and conditions of the RFB. Should a prospective company take exception to the terms and conditions required by Agency, the Bidder's exceptions may be rejected and the entire Bid declared non-responsive. Agency may elect to negotiate with the Bidder regarding contract terms or the contents of the Bidder's Bid.

2.19 IOWA STATUTES AND RULES

The terms and conditions of this RFB, the resulting contract (Contract), or activities based upon this RFB shall be construed in accordance with the laws of Iowa.

2.20 NEWS RELEASES

News releases or other materials made available to the public, the Bidder's clients, or potential clients pertaining to this procurement or any part of the Bid shall not be made without prior written approval from the Agency.

SECTION 3 – CONTRACT TERMS AND CONDITIONS

3.1 ELEMENTS OF CONTRACT

- 3.1.1** Issuance of this RFB in no way constitutes a commitment by Agency to award a contract.
- 3.1.2** No contract relationship is created or implied by Agency from the acceptance of a Bid or an interview with a company in response to this RFB.
- 3.1.3** No Bidder shall acquire any legal or equitable rights regarding the Contract unless and until the Contract has been fully executed by the successful Bidder and the Agency.
- 3.1.4** The proposed form of contract between the successful Bidder and Agency will be a Service Agreement which will be modified to include the following:
- 3.1.4.1** Incorporation, by reference, of this Request for Bid, including all Attachments/Exhibits, subsequent addenda issued, and the Bid submitted by the successful Bidder in response to this RFB.
- 3.1.4.2** The General Terms and Conditions for Service Contracts/Solicitations found here: <https://dpd.iowa.gov/sco/doc/terms/050116%20terms%20services.pdf>
- 3.1.4.3** Other terms, mutually agreeable to the Agency and the Bidder, may be developed during negotiations with the selected Bidder.

3.2 INSURANCE

- 3.2.1** Before the successful Bidder may begin services and as a condition of payment, the Bidder may purchase and maintain such insurance, to the extent it is commercially available, as will protect it from claims arising out of the performance of its services under the awarded Contract. Whether such services are provided by the awarded Bidder or by any of its consultants or anyone directly or indirectly employed by any of them, or by anyone for whose acts any of them may be liable.
- 3.2.2** The successful Bidder shall maintain all insurance coverage(s) in accordance with the insurance provisions of the General Terms and Conditions of the type and in the minimum amounts set forth below, unless otherwise required by the Agency.

TYPE OF INSURANCE	LIMIT	AMOUNT
General Liability (including contractual liability) written on an occurrence basis	General Aggregate Products	\$2 Million
	Comp/Op Aggregate	\$1 Million
	Personal Injury	\$1 Million
	Each Occurrence	\$1 Million
Automobile Liability (including contractual liability) written on an occurrence basis	Combined single limit	\$1 Million
Excess Liability, umbrella form	Each Occurrence	\$1 Million
	Aggregate	\$1 Million
Errors and Omissions Insurance	Each Occurrence	\$1 Million
Property Damage	Each Occurrence	\$1 Million
	Aggregate	\$1 Million
Workers Compensation and Employer Liability	As required by Iowa law	As required by Iowa law

SECTION 4 –SCOPE OF WORK AND SPECIFICATIONS

All services to be provided by the Contractor shall take into account the following assumptions:

4.1. INTRODUCTION

The purpose of this Scope of Work (SOW) is to clearly define the custodial service requirements of the U.S. Marine Corps Reserve Des Moines Recruiting office, located in Building S-72 at Camp Dodge, Johnston, Iowa; so that the successful Bidder awarded the contract (Contractor) is fully aware of the requirements and expectations of the awarded contract. This SOW will form the basis of the Janitorial Services contract with the Department of Public Defense on behalf of the U.S. Marine Corps Reserve Des Moines Recruiting office.

All tasks performed in providing services are listed, numbered, and defined in this Section 4. These definitions apply to the corresponding Scope of Services and Performance Requirements identified in this RFB. These individual task standards provide the basis for evaluating contract performance.

4.2. GENERAL REQUIREMENTS

Contractor shall provide all services as defined in this Janitorial Services for Building S-72 RFB MM215820024 and the complete Bid from successful Bidder.

The resulting contract is for the base services with optional line items that can be added or removed by the Agency. Base services will be performed as defined within all attached bid attributes and appendix material of this RFB and the Department of Public Defense Terms and Conditions at a base cost. Any scheduled services that are not performed to standard become at risk for payment (Section 4.9).

4.2.1. Location

4.2.1.1. Address

U.S. Marine Corps Reserve Des Moines Recruiting
Building S-72, Camp Dodge
7105 NW 70th Avenue
Johnston, IA 50131

4.2.1.2. Site information

The information provided in this section is not intended to be a substitute for site inspection, verification of scope, and/or difficulty of work to be performed.

- a. Total gross size of facility is approximately 13,109 sq ft
- b. Facility is comprised of multiple offices, conference rooms, one breakroom, lobby area, one set of latrines (one each for men and women), one physical fitness area (gym), and storage areas.
- c. The facility is primarily used as office space and for recruiting purposes by the U.S. Army and U.S. Marine Corps.

4.2.2. Schedule

4.2.2.1. Janitorial cleaning **services shall be provided on a three day per week schedule**, or as circumstances may warrant for more cleaning days.

4.2.2.2. **All janitorial cleaning shall be performed between the hours of 8:00 a.m. and 4:00 p.m., Monday through Friday**, or by appointment scheduled in advance.

4.2.2.3. The Contractor shall notify the designated Military Service Representative(s) (MSR) of any deviation to the previously agreed upon appointment and schedule an alternate appointment for cleaning. No keys, passwords, PINs, or entry codes to Government facilities are to be provided to Contractors under any circumstances.

4.2.2.4. The MSR shall unlock doors for the Contractor and shall be physically present and visible in the facility during all cleaning at the scheduled appointment time. The MSR shall be present in the facility a minimum of 15 minutes prior to the scheduled appointment time and wait a maximum of 30 minutes beyond appointment time for the Contractor to arrive for cleaning, after which time the Contractor shall be deemed to have not met the

appointment. It should be noted that in multi-service stations, if the Contractor is actively working in another Service's area, the MSR should not leave or mark this as a no-show and should make arrangements with the Contractor on site to complete cleaning as soon as practicable. A no-show by the Contractor shall be reported immediately via the military chain of command to the Real Estate POC and must be recorded on the janitorial checklist. If the MSR is a no-show (fails to be available to open the facility a maximum of 30 minutes beyond appointment time) the Contractor will not make up that day's cleaning and shall report to clean on the next scheduled appointment time with no penalty assessment. The contractor shall immediately report a no-show by MSR(s) to the Real Estate POC.

4.2.2.5. If an office is going to be vacated for a period of four (4) weeks or more for reasons such as recruiter assignment rotation, the appropriate military representative must notify the USACE district representatives.

4.2.2.6. Separate appointments shall be made for all periodic carpet cleaning at a time that will allow for ample time for damp carpets to dry without undue traffic from normal business activities. It is recommended that the carpet cleaning be accomplished late in the day on Friday to allow drying time. The Contractor will not be responsible for moving furniture or any items left on the floor. Prior to scheduled cleaning, the office staff should remove all items from the floor, except heavy furniture items, to maximize the effectiveness of carpet cleaning. A MSR must be physically present during carpet cleaning.

4.2.2.7. A **Janitorial Service Checklist (see Exhibit C)** shall clearly depict when each service identified under Section 4.3 will be completed. This checklist will be posted in each Service space and common areas, and shall be completed by the Contractor and signed at the completion of each week's cleaning. The MSR will also sign signifying that the specified work has been completed in a satisfactory manner, in accordance with **Exhibit D - Quality Assurance Surveillance Plan (QASP)**. The Janitorial Service Checklist shall be used by the Contractor; and shall not be signed off by either party in advance of anticipated completed work.

Signed Janitorial Service Checklists shall be saved into a logbook (binder) to be maintained by the Contractor at Building S-72. This requirement will provide accountability on the Contractor's behalf of which services were / were not completed, when, and by whom. These documents will further assist in tracking contract compliance. The MSR may request that any contracted employee who fails to meet the standards of performance three (3) times, be replaced.

4.2.2.8. The Contractor shall provide all necessary labor, transportation, tools, materials, equipment, and supplies required to perform services. All cleaning procedures and treatments shall be accomplished in accordance with the manufacturer's directions and/or listed specifications and industry standards applicable to the Professional Cleaning and Restoration Industry. **The Contractor shall use environmentally friendly products for all maintenance and cleaning. For disinfection of high-touch surfaces, at minimum, Contractor must use alcohol solutions with at least 70% alcohol. Most EPA-Registered household disinfectants and Clorox disinfecting wipes are allowed.** Use of recycled materials is highly encouraged.

4.2.3. Holidays

No cleaning shall be accomplished on Federal Holidays. If a Federal Holiday occurs on one of the regularly scheduled cleaning days, the Contractor shall perform the cleaning on the next business day. The Contractor shall ensure that cleaning services occur at least twice per week. Federal Holidays include:

New Year's Day	Independence Day	Thanksgiving Day
Martin Luther King Jr. Day	Labor Day	Christmas Day
Washington's Birthday	Columbus Day	
Memorial Day	Veterans Day	

4.3. SCOPE OF SERVICES

4.3.1. Base Services

See **Exhibit A – SCHEDULE OF JANITORIAL SERVICES** for services to be performed (Services), including task, cleaning standards, and frequency. Furniture or other equipment (including waste containers) moved while performing base services shall be returned to their original position.

- 4.3.1.1.** The Contractor shall furnish adequate and appropriate labor, materials, supplies, equipment, and supervision for the performance of the projected work.
- 4.3.1.2.** The Contractor shall be responsible for cleaning the entire facility excluding the mechanical and electrical rooms and any other areas designated by the MSR / Agency.
- 4.3.1.3.** The ultimate responsibility of the Contractor is to provide a facility that is uniformly clean, hygienic, orderly, and attractive; which will reflect favorably upon the U.S. Marine Corps and the Contractor.
- 4.3.1.4.** The Agency reserves the right to add similar items/services or delete items/services specified in the Contract as requirements change during the course of the Contract. Prices for items/services to be added to/deleted from the Contract will be mutually agreed upon by the Agency and the Contractor. A Contract amendment shall be issued for each addition/deletion.
- 4.3.1.5.** Contractor shall ensure that the facility is properly secured and locked, in the unlikely event that they are the last to leave the facility.
- 4.3.1.6.** Contractor shall notify the MSR of any irregularities noted during the performance of Services, including, but not limited to, doors left unlocked, lights not working or left on, defective plumbing, broken windows, broken bathroom fixtures, unstable or broken furniture, graffiti, vandalism, and/or damage to the building or its contents.

4.3.2. Performance Requirements

Performance requirements for Base Services include the following:

4.3.2.1. Space Cleaning

- a. Floor Maintenance.** Floor maintenance includes the techniques of sweeping, dust mopping, damp mopping, wet mopping, dry buffing and spray buffing as required to achieve the below stated results. The Contractor shall provide floor maintenance for the entire floor surface, concrete/quarry tile, terrazzo, wood, and resilient flooring, including corners and abutments, so that after cleaning, they are free of visible dirt, litter, dust and debris. The Contractor shall move chairs, trash receptacles and easily moved items in order to provide floor maintenance underneath and return them to their original position.
- b. Vacuuming.** The Contractor shall vacuum all floor areas, carpeting and rugs, so that after vacuuming, they are free of all visible dirt, litter, dust and soil. The Contractor shall remove all spots as soon as noticed. Carpeted areas and rugs shall be vacuumed using a commercial grade vacuum cleaner. Upholstered furniture shall be free of dust, dirt, lint, other stains and discoloration and shall be kept free of all visible lint, litter, soil and embedded grit.
- c. Trash Removal.** All trash receptacles including all administrative, office, restroom, and those receptacles used for feminine hygiene waste, shall be emptied and returned to their initial location with Contractor provided 100% recycled liners. Any obviously soiled or torn trash receptacle liners in such receptacles shall be replaced. Boxes, cans, and paper placed near a trash receptacle that is marked "TRASH" shall be removed. All debris or liquids remaining in a trash receptacle due to a leaky trash bag shall be removed prior to new liner replacement. Trash shall be disposed of in a secured bag. Any trash bags that are full and sitting next to the trash containers shall also be

removed by the Contractor. The Contractor shall pick up any trash that may fall onto the facility or grounds during the removal of such trash collection. All refuse collected shall be disposed of in the nearest trash dumpster outside the building. Unless otherwise indicated, trash shall be emptied from all wastebaskets.

- d. **Drinking Fountains.** Clean and disinfect all porcelain and polished metal surfaces, including the cabinet, percolator orifices and drains. After cleaning, the entire drinking fountain shall be free from streaks, stains, spots, smudges, scale and other obvious soil.
- e. **Spot Cleaning Windows.** The Contractor shall spot clean the entrance door (s) glass and all interior glass in order to remove fingerprints, smudges or other debris. Windows should look consistently clean (i.e. should not have a clean spot with the rest of the glass remaining dirty).
- f. **High-Touch Surface Cleaning.** High-touch surfaces are defined as: countertops, doorknobs, door handles, light switches, handles, toilet levers, sink handles, water fountain buttons, door entry keypads, door phone systems, and fixtures. The Contractor shall clean, disinfect, and wipe down these surfaces, with the primary focus being on reducing the spread of sickness causing viruses and bacteria (i.e. common cold and flu). Cleaning, disinfecting, and wiping down these surfaces requires use of either an EPA-approved disinfectant, an alcohol cleaning solution with a minimum of 70% alcohol, or acceptable Clorox disinfecting wipes. If surfaces are dirty, they shall be cleaned using a detergent or soap and water prior to disinfection.
- g. **Restroom Services.** Restroom services shall consist of the following three times per week. The Contractor shall maintain each facility to the standards established in this contract. This may require Contractor services at more frequent intervals, such as supplying latrines (with toilet paper, etc.) to ensure adequate supplies are available.
 - 1) **Cleaning of Restrooms.** All cleaning tasks shall be accomplished to meet the requirements of complete sanitation and disinfectant. The Contractor shall maintain each facility to the standards established in this contract. This may require Contractor services at more frequent intervals, such as re-supplying latrines to ensure adequate supplies are available and all surfaces spot free and disinfected. (Floors may require waxing or sealing monthly between damp mopping).
 - 2) **Clean and Disinfect.** Completely damp clean and disinfect all surfaces of mop sinks, wash bowls, toilet bowls and seats, urinals, lavatories, dispensers, plumbing fixtures, partitions, door, walls, polished exposed piping, mirrors, and other such surfaces, using environmentally friendly germicidal detergent. If a facility has showers, ensure that the showers and shower mats are appropriately damp cleaned and disinfected. 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. After cleaning, receptacles will be left free of deposits, dirt, smudges and streaks, soap film, dust, soils, graffiti, scum, and odors. All bright metal finishes such as faucets; pipes, fittings and hardware shall be kept in a bright and clean condition.
 - 3) **Sweep and Mop Floor.** After sweeping and mopping, the entire surface shall be free from litter, dust, and foreign debris, including grout. Grout on wall and floor tiles shall be free of dirt, scum, mildew, residue, etc. Floors shall have a uniform appearance without streaks, swirls, marks, detergent residue, or any evidence of soil, stain, film, or standing water. Easily moveable items shall be tilted or moved aside to sweep and damp mop underneath.
 - 4) **Trash Removal.** See paragraph 4.3.2.1.c.
 - 5) **Servicing/Re-supplying Restrooms.** Servicing restrooms shall include inspecting, replenishing and cleaning supply dispensers. Contractor shall ensure restrooms are stocked so that supplies {Strongly recommended to use 100% recycled toilet tissue, and environmentally friendly soap (hand, liquid or foam)} and soap deodorants for the urinals and toilet bowls do not run out and that dispensers

are in working order. Each restroom shall be stocked during each cleaning, or more frequently if needed. Supplies shall be stored in designated areas or off-site at Contractor's facility. No overstocking shall be allowed. If supplies run out prior to the next service date, the Contractor shall replenish within one day of notification or next scheduled cleaning appointment time at no additional cost to the Government. Factory rejected paper products shall not be used.

4.3.2.2. Periodic Cleaning

- a. Clean/Shampoo Carpets.** A professional carpet cleaning Contractor shall accomplish all cleaning/shampoo by "steam cleaning or hot water" deep dirt extraction methods twice per year, specifically in the months of April and October. Apply a heavy duty spot remover in heavily soiled areas. Apply required amount of cleaning solution with the extractor machine, extract, and allow carpet to dry before use and use drying fans as needed for drying. After shampooing, the carpeted area will be uniform in appearance and be 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 easily movable items shall be moved to clean carpets underneath, and returned to their original location. No heavy desks, file cabinets or other large furniture will be moved for carpet cleaning.
- b. Spot Clean Carpets.** The Contractor shall spot clean/shampoo carpets that are stained over an area of 2 square feet (sq. ft.) or less. Spot cleaning shall be accomplished with vacuuming service (per para 4.3.2.1.b) as needed, or as directed by the Real Estate POC.
- c. Dusting.** Damp dusting shall be performed once per month, during the first week of each month, and includes all horizontal surfaces, such as window sills, window blinds, hand rails, wood strips, door frames, exposed piping, light fixtures, covers and diffusers, ceiling and walls within six (6) feet from the top of the finished floor. Surfaces shall be free of lint, dust, dirt, cobwebs, marks, finger prints, smudges, and other accumulated soils. Items on furniture tops are to be dusted and replaced; however, items on desktops such as papers are not to be disturbed.
- d. High Dusting/Cleaning.** High cleaning shall be performed once per year in October and includes cleaning horizontal and vertical surfaces above 6'-0" from floor level including all overhead piping and ceiling areas. All dust, lint, litter, and soil shall be removed from all surfaces. Walls shall be free of dirt, smudges, and markings. Ceilings are to be free of cobwebs and loose dirt.
- e. Cleaning Light Fixtures.** Globes, reflectors, covers, diffusers, and side panels shall be removed and washed once (1) per year in October. After cleaning and reassembling, light fixtures shall be free of bugs, dirt, dust, grease, and other foreign matter.
- f. Cleaning Exterior Glass Surfaces.** This service shall be performed monthly and includes all exterior glass surfaces, window frames, sills and sashes, from the ground line up. After cleaning, all glass surfaces shall be left free of streaks and stains, wiped dry and all adjacent surfaces wiped dry. All paint, putty, film, and foreign matter found on glass surfaces shall be removed. Where storm windows exist, exterior window cleaning shall include both sides of the storm window and the outside of the inner glass. Special care instructions for any "window film" will be displayed near the installed window film. These instructions may include specific prohibitions of cleaners that might damage the films integrity. Contractor will clean window film in accordance with special care instructions and will use an appropriate chemical cleaner that is wet, non-abrasive, without strong solvents or alcohol, and have a pH value between 3.0 and 11.0. A cloth or sponge will be used to clean. Do not use pressure washing to clean. If instructions are not displayed, Contractor will contact the Real Estate POC prior to cleaning. No exterior glass cleaning will be required when exterior temperatures are below 38 degrees F.
- g. Cleaning Interior Glass Surfaces.** This service shall be performed monthly and includes all glass partitions, walls, mirrors, and adjacent trim. After cleaning there shall be no traces of dust, dirt, smudges, film, tape, streaks, watermarks, or other foreign matter (with the exception of intentionally placed signs and window film). Special care

instructions for any “window film” that will be at 100% of recruiting locations must be followed. Clean the window film with mild soapy solution (baby shampoo) with water and a soft, damp cloth.

- h. Clean HVAC Return, Diffuser and Grilles.** On a quarterly basis (once every 3 months), the Contractor shall clean all HVAC returns, diffusers and grilles ensuring that they are free from dust, dirt and any other build up.
- i. Wash Trash Receptacles.** Trash receptacles shall be washed inside and out once per month and shall be odor free. Trash receptacles shall be wiped out with either an EPA-approved disinfectant, an alcohol cleaning solution with a minimum of 70% alcohol, or acceptable Clorox disinfecting wipes. If surfaces are dirty, they shall be cleaned using a detergent or soap and water prior to disinfection.
- j. De-scale Toilet Bowls, and Urinals.** Required services include cleaning and disinfecting as indicated in paragraphs 4.3.2.1.g.1 and 4.3.2.1.g.2, which are performed after de-scaling. De-scaling shall be performed on a monthly basis. After cleaning, the entire surface shall be free from streaks, stains, scale, scum, urine deposits, mineral deposits, and rust stains.

4.3.3. Emergency Services

Emergency Services may include, but are not limited to, cleaning up spills, leaks, floods, sickness, animal waste, breakage, etc. In the event that an emergency situation is of such magnitude that regularly scheduled tasks cannot be accomplished, the MSR shall be so informed. Emergency services shall be judged according to the nature of the procedure (i.e., separate standards apply to each function) and on the responsiveness to the situation.

Upon notification by the MSR or the Agency, the Contractor shall respond within a half day, if at all practical. The Contractor shall perform emergency cleaning required due to broken or leaking pipes, sinks, toilets or other occurrences requiring immediate corrective action to restore an area to its normal state of cleanliness and appearance. Emergency cleaning will be 100% inspected and shall be compensated in accordance with the item completed on bid sheet in addition to the normal compensation paid under the contract.

4.3.4. Additional Services

Additional Services will be upon request by the MSR and may include:

- a.** Hard floor refinishing
- b.** Carpet extraction and cleaning/shampooing (outside of regularly scheduled service per **Exhibit A – SCHEDULE OF JANITORIAL SERVICES**)

4.3.5. Notification of Services

The Contractor shall notify occupants of the building seventy-two (72) hours prior to ANY major cleaning activity such as carpet shampooing or floor stripping and finishing, and includes window cleaning. The method of notification shall be by posted, typewritten notices placed in prominent locations. Affixing the notices to walls, doors, etc. shall not damage the surface finishes. The notice shall describe the activity, time and date, anticipated tenant disruptions, and a phone number that can be called if there are any questions. The notices shall be removed promptly after the cleaning activity.

4.3.6. Addition of Serviceable Areas

Additional rooms / areas may be added or removed to the Scope at any time during the term of the Contract. The Contractor will be given reasonable notice of any areas that will be added or removed to allow time to make the necessary staffing adjustments.

4.4. REQUIRED STANDARDS OF PERFORMANCE / PERFORMANCE OF WORK STATEMENT (PWS)

- 4.4.1.** The Contractor shall provide all management, supervision, inspections, personnel, equipment, tools, supplies, materials, transportation and other items necessary to perform janitorial services as described in this RFB. Janitorial service applies to all designated spaces, including, but not limited to, halls, restrooms, offices, work areas, entranceways, lobbies, common areas, test room areas and storage room areas.

- 4.4.2. Private offices (not to be confused with Secure Areas) – Contractor is NOT required to obtain keys to individual offices in order to complete Services in these areas. Private office areas will be completed the same day the larger department areas are scheduled for service. Contractor will annotate any locked doors on the Janitorial Service Checklist.
- 4.4.3. The Contractor shall be responsible for ensuring that all reasonable precautions are taken to protect furnishings, fixtures, equipment, computers, telephones, copy machines, flooring, window coverings, carpeting, fax machines, telecommunications and electrical equipment and cables, and all other physical objects in facilities being cleaned. Upon verification by Agency/Issuing Officer of causes and costs of damage, Contractor shall pay Agency for said damage.
- 4.4.4. **The Department of Public Defense Purchasing & Contracting Office is the only authorized entity to make contractual changes.** Contractor will NOT make changes to any contracted services at the request of unauthorized individuals. If recommendations arise directly to the Contractor, they should be appropriately documented as well as deferred to the MSR or USACE POC.

4.5. QUALITY CONTROL

The Contractor shall establish a complete Quality Control Program (QCP) for the performance requirements of this contract and shall provide a written copy of same to the Real Estate POC no later than 30 calendar days after contract award. The Contractor will maintain the QCP throughout the contract performance; at any time upon verbal or written request, shall provide a copy to the Real Estate POC for review. The QCP shall include, as a minimum, the following:

- 4.5.1. An inspection system covering all work tasks stated in the contract to include supplies. Said inspection system shall include a Janitorial Service Checklist (enclosed) for cleaning personnel to fill out each time a space is cleaned and posted in an inconspicuous place where it will be accessible to recruiters on site (such as on the back of the janitorial closet door). It shall specify areas to be cleaned and inspected on a 'per cleaning' basis and satisfaction of compliance by recruiters on site.
- 4.5.2. The Contractor shall maintain adequate records of all inspections made on cleaning personnel to indicate, at a minimum, the nature (when, where, what) and number of inspections they made; the name of the inspector; the number, location, type of deficiencies found, and the corrective action taken for deficiencies.
- 4.5.3. A method of identifying deficiencies in the quality of services performed before the level of performance becomes unacceptable. The Contractor shall use process control procedures and quality data analysis techniques.
- 4.5.4. Corrective action procedures for deficiencies and measures to prevent recurrence. The corrective actions will address the deficiency and an action to prevent future deficiencies. Additional inspection(s) are not considered a corrective action. The QCP shall be evaluated for adequacy and changed or updated by the Contractor as a part of all corrective actions by the Contractor.

4.6. PERFORMANCE EVALUATION MEETINGS

The Contractor shall meet with the MSR as often as determined necessary by the Real Estate POC or designated representative. A mutual effort will be made to resolve any and all problems identified.

4.7. CERTIFICATION OF SERVICES

Once a month (the first working day) the Contractor shall post in each building or working area, at a location predetermined by the MSR or Real Estate POC, an inspection form. The form shall show the building number and building area, all services performed during the month (daily, weekly, monthly, or quarterly) and space for the Contractor to initial to indicate that service was performed that day. Additionally, space shall be provided for the Contractor's supervisor to make periodic general comments concerning services performed and a space for each MSR on site and the Contractor's supervisor to sign acceptance of the job performed that month. Sample **Janitorial Service Checklist enclosed as Exhibit C**. These forms shall be retained by the Contractor and a copy provided to the Real Estate POC. The forms shall be received by the Real Estate POC within 5 working days from the end of the month for which services are being provided.

4.8. PERFORMANCE CRITERIA

Acceptable and unacceptable contract performance will be determined between the MSR on site and the

Contractor doing the cleaning on site. When the Contractor's performance is considered to be unsatisfactory, a report shall be made to the USACE POC via the MSR chain of command. The USACE POC will require the Contractor to explain, in writing, the cause of the discrepancy, and corrective action to obtain an acceptable level(s), and corrective action to preclude a recurring incidence of the problem. The Contractor may not be paid for that portion of performance determined to be unsatisfactory by the USACE POC.

4.9. PAYMENT DEDUCTION

The Contractor's performance will be compared to Industry Standards or by Standards set forth by the "Institute of Inspection, Cleaning and Restoration Certification (IICRC)" or its equivalent and shall not exclude common sense considerations as may be applied by the Real Estate POC. If the performance in any required service is unsatisfactory, and poor performance is clearly the fault of the Contractor, monthly payments to the Contractor may be reduced by the Real Estate POC as deemed appropriate per bid sheet. Deductions may also be taken by the Government for defective individual services not satisfactorily performed and/or not performed. Deductions will be made for no-shows for scheduled appointment times on the basis of daily bid items. In the event of continued unsatisfactory performance with documentation of three (3) incidents where correction and time to cure have been given, the entire cleaning contract may be terminated and Contractor barred from any further bidding of Government Contracts per FAR 9.406(a)(1).

4.10. WORKFORCE REQUIREMENTS

- 4.10.1.** Contractor shall employ personnel capable of fulfilling the requirements of this Contract, including the ability to physically complete the cleaning tasks as described.
- 4.10.2.** Contractor personnel shall have the ability to read, write, speak and understand the English language.
- 4.10.3.** All Contractors, subcontractors, or personnel working at or in any Federally Controlled facility shall be identified by a Photo ID issued by the Department of Homeland Security, Police Agency or other approved Government/County agency which shows the individual's photograph, home address, telephone number and status as a citizen of the United States. Said I.D. shall be worn in a conspicuous place and be made available for inspection, upon request by the MSR, or Real Estate POC. In addition the Contractor shall be required to provide an identification card which includes the name of the company, a clear legible employee photograph at least 1 by 1 ¼ inches, the employee's name, signature, date of birth, hair and eye color, height and weight, and the signature, date and phone number of the company representative issuing the card. Said identification shall be worn in a conspicuous place and be made available for inspection upon request by the MSR, or Real Estate POC. If feasible, the required identification cards can be combined into one.
- 4.10.4.** Contractor personnel shall wear uniforms that bear the Contractor's company name/logo and shall have a neat and clean appearance. Uniforms shall not be exceptionally dirty, stained, or torn.
- 4.10.5.** Contractor shall ensure that Contractor personnel assigned to the facility are fully trained and skilled in safe and proper housekeeping techniques.
- 4.10.6.** Contractor shall maintain a fully qualified work force, and shall make available throughout the term of the Contract a sufficient number of employees to perform all required services.
- 4.10.7.** Contractor personnel performing services under this Contract shall be employees of the Contractor; day laborers are not acceptable.
- 4.10.8. BACKGROUND INVESTIGATIONS.** All contractors, subcontractors, or personnel working at or in any Federally controlled facility shall have a background check investigation and an identification card. The cost of criminal history checks will be the responsibility of the contractor for all contract employees and subcontract employees. Requests for criminal history checks shall be accomplished prior to work being accomplished.

Local Background Checks. Most, if not all police agencies can provide an individual a document, commonly called a "Letter of Good Conduct," that indicates whether they have a criminal record in a particular jurisdiction. An individual could go to the Police department in the town/county where they reside and simply request the document.

Other Background Checks. There are many private companies that conduct pre-employment criminal background checks for employers. This type of check requires the full name of the applicant and address. In some locations a signed release is also required from the applicant.

Non-US Citizen. The Department of Homeland Security has a pilot program that employers can join, at no fee, that allows them to conduct a social security verification check and immigration check on an alien employee. This program is currently available to employers in several States to include New York. For more information, please contact the Department of Homeland Security Systematic Alien Verification for Entitlements Program at 1-888-464-4210.

Within thirty (30) days of the execution of any Contract renewal, the Contractor shall provide the Agency / USACE POC with verification of having completed background checks as per Contract on all current personnel (assigned to Contract) and remit a statement of such with a current personnel list attached.

No one with a felony conviction may be employed under this Agreement. The Contractor MUST remove any employee from Agency service who is convicted of a felony during his or her employment.

- 4.10.9.** All work under this Contract shall be performed in a skillful and workmanlike manner. The Contractor and its employees shall be professional and courteous at all times. The Agency reserves the right to require immediate removal of any Contractor employee from Agency service it deems unfit for service for any reason, not contrary to law. This right is non-negotiable and the Contractor agrees to this condition by accepting this Agreement. Further, the Agency may, from time to time, make inspections of the work performed under the Agreement.
- 4.10.10.** Access to the facility shall be as directed by the MSR or his/her representative. Access to designated restricted areas is forbidden to Contractor's employees. Restricted areas shall be designated by the MSR and/or authorized Agency representative.
- 4.10.11.** Contractor personnel shall ensure that all doors remain locked and that no doors are propped open at any time.
- 4.10.12.** Contractor personnel shall not allow family members, friends, etc. on the grounds, including parking lots, of the facility, other than to drop off or pick up an employee.

4.11. MANAGEMENT

- 4.11.1.** The Contractor shall manage the total work effort associated with the janitorial services required herein to assure fully adequate and timely completion of these services. Included in this function will be a full range of management duties including, but not limited to, planning, scheduling, and quality control. The Contractor shall provide an adequate staff of personnel with the necessary management expertise to assure the performance of the work in accordance with sound and efficient management practices. The Contractor shall maintain an adequate workforce to complete work in accordance with the time and quality standards specified herein.
- 4.11.2. Work Control.** The Contractor shall implement all necessary work control procedures to ensure timely accomplishment of work requirements, as well as to permit tracking of work in progress. The Contractor shall plan and schedule work to ensure material, labor, supplies and equipment are available to complete work requirements within the specified time limits and in conformance with the quality standards established herein. Verbal scheduling and reports on the status of service call shall be provided when requested by the Real Estate POC.
- 4.11.3. Work Schedule.** The Contractor's initial work schedule shall indicate the hours of the day that weekly services will be performed and when less than weekly services will be performed. The schedule shall list the type of work to be performed, the areas to be worked, and the estimated time to complete the work in each area. When scheduled services performed weekly or less frequently falls on a holiday, the next scheduled cleaning dates shall be specified. The initial work schedule shall be submitted to the Real Estate POC and MSR on site for approval within 15 days after contract award. Once approved, all work shall be performed in strict compliance with the work schedule to facilitate the Government's inspection of the work. Changes to the work schedule shall be submitted for the

Real Estate POC and MSR on site, approval at least three working days prior to performance. In preparing the work schedule, the Contractor shall comply with all general requirements.

- 4.11.4.** Except as may otherwise be specified, all work shall be performed during the Government's regular working hours, as specified in Sections 4.2.2 and 4.14. In those cases, and only upon notification by Agency representative(s), where work needs to be performed after normal working hours (e.g. professional carpet cleaning to allow minimal foot traffic and drying times), the Contractor shall be responsible to provide an adequate staff to assure fully adequate and timely completion of these services.
- 4.11.5. Interference with Government Business.** The Contractor shall schedule and arrange work so as to cause the least interference with the normal occurrence of Government business and mission. In those cases where some interference may be essentially unavoidable, the Contractor shall be responsible to make every effort to minimize the impact of the interference, inconvenience, customer discomfort, etc.
- 4.11.6. Protection of Government Property.** During execution of the work, the Contractor shall take special care to protect Government property including furniture, walls, baseboards, and other surfaces from materials not intended. Accidental splashes shall be removed immediately. The Contractor shall return areas damaged as a result of work under this contract to their original condition, to include painting, refinishing, or replacement, if necessary.
- 4.11.7.** If work is not performed by the Contractor personally, then a bona fide supervisor with full authority to represent the Contractor shall be required to visit the work site at least twice a month to verify the work is being accomplished as specified. See attached Janitorial Services Checklist. This representative must be someone other than the person performing the work.
- 4.11.8.** Contractor shall ensure that all employees and/or subcontractors have adequate knowledge of commercial cleaning chemicals, equipment and techniques necessary to perform work. The Real Estate POC may require the Contractor to discontinue using any employee or subcontractor determined by the Real Estate POC/MSR on site, to be unsatisfactory.
- 4.11.9.** Contractor shall provide competent and adequate supervision as necessary to satisfy the requirements and specifications of the contract. The supervisor shall cooperate fully with the representatives of the Agency and shall be available for inspection of the buildings at times other than during working hours when requested.
- 4.11.10.** Supervisors shall be literate and fluent in the English language, due to the necessity to read chemical labels, job instructions and signs, as well as the need for conversing with Agency personnel. Contractor's supervisors shall also be capable of communicating fully with all Contractor's employees in the event that they do not speak English. The Agency shall be the sole judge of the communication level.
- 4.11.11.** The supervisor shall have full authority to act for the Contractor at all times during the performance of the work in order to comply with all requirements of this Contract.
- 4.11.12.** The Contractor shall provide documentation that the supervisor has the necessary skills, and is paid at a higher rate than the custodians.
- 4.11.13.** Supervisors shall possess a cell phone in good working order provided at the Contractor's expense. This cell phone number shall be provided to the Project Manager and/or his/her designee.
- 4.11.14.** Contractor shall exercise all supervisory control and general control over all day-to-day operations of their employees, including training of personnel and shall direct, schedule and coordinate all custodial services and functions to accomplish the work specified. The supervisor shall be responsible for ensuring that all of the Contractor's employees adhere to the procedures, terms and conditions set forth in this Contract.
- 4.11.15.** The supervisor shall be knowledgeable of cleaning equipment, tools, chemicals, and techniques, and shall be able to recognize situations or circumstances under which the cleaning techniques may be hazardous to the facilities or to personnel. The supervisor shall immediately correct such situations

or circumstances.

4.11.16. Contractor shall be responsible for; and Contractor's pricing shall be sufficient to pay, all wages to employees, including applicable federal and state withholdings, workmen's compensation, insurance, and comply with, at a minimum, the current federal minimum wage rate as prescribed by the U.S. Fair Labor Standards Act (29 U.S.C. § 201 et seq.).

4.11.17. The Contractor shall discipline his/her employees, as needed, including hiring and firing.

4.12. GOVERNMENT FURNISHED PROPERTY AND SERVICES

4.12.1. The Government will not provide office space and operational facilities to the Contractor. The Contractor shall secure and maintain the necessary office space and other facilities required for the performance of this contract at his/her own expense.

4.12.2. The Government will not provide tools or equipment to the Contractor.

4.12.3. The Government will furnish the following utility services, if applicable, at existing outlets for use in those facilities leased or owned by the Government and as may be required for the work to be performed under the contract: electricity, steam heat, natural gas, fresh water, sewage service, and refuse collection (from existing collection points). Information concerning the location of existing outlets may be obtained from the Real Estate POC or MSR on site.

4.12.4. The Contractor shall provide and maintain, at his/her expense, the necessary service lines from existing Government outlets to the site of work.

4.13. CONTRACTOR FURNISHED SUPPLIES AND EQUIPMENT

The Contractor shall provide all equipment, tools, materials, supplies, services, and transportation to perform the requirements of this contract. Contractor will provide office space and operational facilities as needed.

4.13.1. Supplies

4.13.1.1. The Contractor shall supply and maintain all paper goods, soaps, cleaners, etc. currently in use in the facility's bathrooms, canteens, kitchens, coffee stations, etc. or equivalent substitutions approved by the USACE POC.

4.13.1.2. Contractor shall provide supplies that are compatible with the existing dispensers in the building.

4.13.1.3. The Contractor shall purchase and issue all chemicals in their original containers. Materials that require precautionary warnings shall have affixed to all containers such labels or markings as are prescribed by law, regulatory agencies or this Contract. Marking or labeling of materials containing hazardous or toxic substances or wastes shall be in accordance with all federal, state, and local laws, ordinances, rules, and regulations.

4.13.1.4. The Contractor shall only provide germicidal disinfectants that bear an Environmental Protection Agency (EPA) Registration Number.

4.13.1.5. The Contractor shall verify that all floor finishes, seals, spray buff solutions, and other such chemicals applied to non-carpeted floors provide adequate protection against slippery floors.

4.13.1.6. No supplies shall be used that the Agency or the manufacturer of the product determines is harmful to the surfaces to which applied or to any other part of the facility, its occupants, contents, or equipment.

4.13.1.7. The Contractor shall maintain a "Supply List" of the products necessary for the performance of this Contract.

4.13.1.8. The successful bidder shall supply Product Brochure and Material Safety Data Sheets (MSDS) within ten (10) days after the award of the Contract. This is MANDATORY.

4.13.1.9. The bidder shall complete and submit ATTACHMENT # 3 – SUPPLY LIST with the bid to indicate the brand names and estimated quantities necessary for the performance of the Contract.

4.13.2. Equipment

- 4.13.2.1.** All necessary cleaning equipment, including power driven floor scrubbing machines, back pack vacuum, high dusting equipment, waxing and polishing machines, industrial floor and upholstery vacuum cleaners, and all necessary motor trucks, etc. needed to fulfill this Contract shall be furnished by the Contractor. Such equipment shall be of the size and type customarily used in work of this kind.
- 4.13.2.2.** All equipment shall be of commercial quality and shall be in operable condition and meet local requirements. This equipment must operate on the existing electrical current available in the building(s). It shall be the responsibility of the Contractor to prevent the operation of electrical equipment, or combinations of equipment, which require power exceeding the capacity of circuits available in the building(s).
- 4.13.3.** If an extension cord is necessary to power equipment, commercial extension cords in safe operating condition shall be supplied by the Contractor.
- 4.13.3.1.** The Contractor shall be responsible for any damage caused to the electrical outlets and/or covers caused by the improper connection or disconnection of equipment.
- 4.13.3.2.** All equipment such as brooms, mops, and vacuums shall be available for use by USMC staff or day porters during the day. The Agency / USMC shall assume responsibility when using the equipment. Adequate paper supplies and hand soap shall be stored in locked housekeeping closets in the facility. The MSR shall have keys to the closet(s) in the event supplies become short during the day and need replenishment.
- 4.13.3.3.** No equipment shall be used that is harmful to the facility or its contents.
- 4.13.3.4.** All equipment shall be in good working condition at all times. Any non-working equipment shall be replaced/repared within twenty-four (24) hours.
- 4.13.3.5.** Wet Floor Caution Signs – The Contractor shall provide and display caution signs when cleaning floors in an area in which people other than Contractor personnel are or will be present before the floors are dry.
- 4.13.3.6.** The Contractor shall maintain an "Equipment List" including detailed inventory of all material and equipment by room number within the building being serviced. A copy will be provided to the Project Manager. The Agency is not responsible for loss or theft of Contractor material or equipment. The inventory will have the following data elements at minimum:
- Item description with picture
 - Make/Model information
 - Serial/Stock number
- Janitorial carts shall be inventoried weekly (by signature roster) and kept neat and orderly. Equipment will be maintained so as to provide sanitary conditions. Contractor will provide a written logistical support plan that depicts when, where, and how cart material is maintained.
- 4.13.3.7.** **The bidder shall complete and submit ATTACHMENT #4 – EQUIPMENT LIST with bid to indicate the manufacturer and amount of equipment that is necessary and have available for use under the Contract.**

4.14. DEFINITIONS

As used throughout this document, the following terms shall have the meaning set forth below. Additional definitions are in FAR 52.202-1, DEFINITIONS, in Section I or common sense considerations and industry standards.

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

- 4.14.2.** Where "as directed," "as required," "as permitted," "approval," "acceptance," or words of similar import are used, it shall be understood that direction, requirement, permission, approval, or acceptance of the Real Estate POC is intended unless stated otherwise.
- 4.14.3. Contractor.** The term "Contractor", as used herein, refers to both the prime Contractor and any subcontractors or personnel. The prime Contractor shall ensure that his/her subcontractors comply with the provisions of this contract.
- 4.14.4. Real Estate POC.** The term Real Estate POC refers to a designated USACE employee appointed to manage real estate matters to include contracts involving this PWS.
- 4.14.5. Military Service Representative (MSR).** The MSR is any person, military or government civilian, who is assigned to a leased property recruiting office. The MSR represents the military service of the office being serviced and monitors the work being performed.
- 4.14.6. Clean.** "Clean" shall be defined as free of dirt, dust, spots, streaks, stains, smudges, litter, debris and other residue.
- 4.14.7. Disinfect.** Cleaning in order to destroy any harmful microorganisms by application of an approved antibacterial environmentally friendly chemical agent to destroy microorganisms. Contractor shall defer to Center for Disease Control (CDC) guidelines on proper facility disinfecting. Alcohol solutions with at least 70% alcohol and most EPA-Registered household disinfectants or Clorox disinfecting wipes are allowed.
- 4.14.8. Facility.** An establishment, structure, or assembly of units of equipment designated for a specific function.
- 4.14.9. Quality Assurance (QA).** A method used by the Government to provide some measure of control over the quality of purchased services received.
- 4.14.10. Quality Assurance Evaluator (QAE).** The Government employee designated to evaluate the quality of services produced.
- 4.14.11. Regular Working Hours for Cleaning.** The Government's regular (normal) working hours for cleaning are from 8:00 a.m. to 4:00 p.m. Monday through Friday, except (a) Federal Holidays and (b) other days specifically designated. Later times and days may be permitted for carpet cleaning. No keys, codes or PIN numbers to Government leased facilities are to be provided to Contractors under any circumstances.
- 4.14.12. Space.** A space is an area to receive janitorial services, which may or may not be considered a room by common definition. Examples of spaces are definable sections of halls, restrooms, work areas, common areas, test room areas, storage areas, lobbies, offices, and entranceways.
- 4.14.13. Waste Containers.** Waste containers are defined as trash receptacles, wastebaskets, trashcans, wastepaper baskets, or any container holding trash, paper or refuse of any type.

SECTION 5 – INSTRUCTIONS TO BIDDERS

5.1 Preparation and Submission of Bids

5.1.1 Before submitting a bid, read the ENTIRE solicitation including the Contract Terms and Conditions. Failure to read any part of this solicitation will not relieve a bidder of the Contractual obligations.

5.1.2 Pricing must be submitted on the RFB pricing form only. Include other information, as requested or required.

5.1.3 All bids must be submitted electronically (via email) to the Issuing Officer at the email address on the RFB cover page.

The email subject line should include the following information:

RFB MM215820024 – S-72 JANITORIAL SERVICES – (VENDOR NAME)

5.1.4 All bids must be received by the Issuing Officer, no later than the due date and time listed on the RFB cover page.

5.1.5 Each Firm shall submit one (1) electronic copy of their bid to the Issuing Officer as indicated on the RFB cover sheet.

5.2 Late Bids

Late bids will not be accepted; it is the responsibility of the Bidder to ensure timely delivery of the bid to the Issuing Officer.

5.3 Inspection of Site / Site Visits

It is strongly recommended that all bidders make an on-site inspection of the location where the work will be performed to become completely familiar with the existing conditions. Failure to comply with this requirement will not relieve the successful bidder of its obligation to carry out the scope of the resulting contract.

Site visits may be arranged by contacting: Brian Wild, Realty Specialist - Military Branch
U.S. Army Corps of Engineers
402-995-2844
Brian.p.wild@usace.army.mil

5.4 Firm Pricing

Bid price must be firm for Agency acceptance for a minimum of ninety (90) days from bid opening date. "Discount from list" bids are not acceptable unless requested.

Price adjustments may be considered once per year, one (1) month prior to anniversary month upon request. Price increase shall not exceed 3%.

5.5 Unit Price

Bid unit price on quantity specified, extend and show total. In case of errors in extension, unit prices shall govern.

5.6 Quotations to be F.O.B. Destination – Freight Prepaid and Allowed

Any goods to be delivered to an Agency location shall be coordinated with the MSR or other designated Agency personnel prior to delivery. Such goods shall be delivered F.O.B. Destination, freight prepaid, and allowed. COD delivered shall be denied. The cost of freight, insurance, and all other delivery related costs shall be included in the cost of performing the work proposed in the price proposal.

5.7 Authority to Bind Firm in Contract

Bids MUST give full Firm name and address of bidder. Failure to sign (scanned original signature or certified electronic signature are accepted) bid may disqualify it. Person signing bid will show TITLE or AUTHORITY TO BIND THE FIRM IN A CONTRACT. Firm name and authorized signature must appear on Bid in the space provided on the pricing page.

5.8 Subcontractors

All bidders shall include a list of all subcontractors with their Bid. The Agency reserves the right to reject the

successful Bidder's selection of subcontractors for good cause. If a subcontractor is rejected, the Bidder may replace that subcontractor with another subcontractor subject to the approval of the Agency. Any such replacement shall be at no additional expense to the Agency nor shall it result in an extension of time without the Agency's approval.

5.9 Use of Brand Names

Unless otherwise provided in this RFB, the name of a certain brand, make or manufacturer does not restrict bidders to a specific brand, make or manufacturer named; it conveys the general style, type, character, and quality of the article desired, and any article with the Agency, in its sole discretion, determines to be the equal of that specified, considering quality, workmanship, economy of operation, and suitability for the purpose intended, shall be accepted. Any catalog, brand name or manufacturer's reference used in the RFB is descriptive – NOT restrictive – it is provided to generally indicate the type and quality desired. Bids on brands of like nature and quality will be considered. If the bid is based on offering other than the referenced or specified items, the bid must show the name of the manufacturer, brand or trade name, catalog number, etc. of article offered. If other than the brand(s) specified is offered, illustrations and complete description must be submitted with bid. Samples may be required. Bidders must certify that item(s) offered meet and/or exceed specifications. If an item considered as being equal by the bidder is offered and not accepted, the bid shall be rejected. If a bidder makes no other offer and takes no exception to specifications or reference data, it will be required to furnish the brand names, numbers, etc., as specified.

5.10 References

See Section 1.4.2.

5.11 Samples

Samples are not applicable to this RFB.

5.12 Quantities

The quantities specified in this RFB are estimated only, and are given for the information of bidders and for the purpose of bid evaluation. They do not indicate the actual quantity which will be ordered, since volume will depend upon requirements which develop during the contract period.

Quantities shown shall not be construed to represent any amount which the Agency shall be obligated to purchase under the contract, or relieve the Contractor of their obligation to fill all orders placed by the Agency.

No bid will be considered which stipulates that the Agency shall guarantee to order a specific quantity of any item/service.

5.13 Vendor Preference in Tie Bids

See Iowa Code 117.13(4) for information on the process followed for tied bids.

5.14 Acknowledgement of Contract

By submitting a bid, the bidder acknowledges that it understands and agrees to the Terms and Conditions contained or referenced herein.

5.15 W-9 Form Required

Each bidder shall submit a completed W-9 form with their bid. In the event of contract award, this information is required to issue payments to your Firm. <http://www.irs.gov/pub/irs-pdf/fw9.pdf>

5.16 Targeted Small Business

The Iowa Department of Economic Development administers the Targeted Small Business (TSB) Program. Businesses meeting the requirements of the program are approved and registered with the Department of Economic Development and are considered Targeted Small Businesses for purposes of this RFB. Questions concerning the TSB Program and for identification of companies certified as Targeted Small Businesses, contact the TSB Certification office in the Department of Economic Development at (515) 348-6159.

Proof of Targeted Small Business Registration (if applicable) should be submitted with Bid.

5.17 Vendor Registration

The successful Firm will be required to register to do business in Iowa before payments can be made. For vendor registration documents, go to: <https://das.iowa.gov/procurement/vendors/how-do-business>

SECTION 6 – BID FORM
RFB MM215820024 - S-72 JANITORIAL SERVICES

The Firm of: _____

Address: _____

FEIN: _____ DUNS #: _____

NOTICE TO BIDDERS: The following required services shall be provided according to the terms and conditions contained herein.

Firm fixed rate for: **Janitorial Services for Building S-72, Camp Dodge, Johnston, Iowa**

\$ _____/Month x 12 months = \$ _____/Year

Bidder shall also provide a fixed hourly rate for daytime housekeeper in the event the Agency wishes to increase daily cleaning hours:

\$ _____/Hour

Rate for Emergency Services (as needed / upon request) \$ _____/Hour

Per Iowa Code – the State of Iowa is allowed sixty (60) days to pay an invoice submitted by a vendor.

Indicate any discount offered for payment made within 15 days _____% 30 days _____%

- **A.** Failure to provide the required items (listed below) shall be cause for rejection of bid as non-responsive and/or non-responsible. It is the responsibility of the bidder to ensure that it has received all addenda and indicate as such on this Bid Form (Section B).

ITEM	INCLUDED
1. W-9	_____
2. Targeted Small Business Registration (if applicable)	_____
3. Attachment 1 – References	_____
4. Attachment 2 – Bidder Questionnaire	_____
5. Attachment 3 – Supply List	_____
6. Attachment 4 – Equipment List	_____
7. Subcontractor list (if applicable)	_____

- B. Acknowledgement of Addenda** (indicate Addendum number(s)) _____

Name of person submitting this Bid: _____

Title: _____

Phone: _____ Email: _____

Name of person authorized to bind the Bidder: _____

Signature: _____ Date: _____

ATTACHMENT 1 – REFERENCES
RFB MM215820024 - S-72 JANITORIAL SERVICES

Name of Bidder / Firm _____

1. Reference 1 / Firm _____

Address _____

Type of Services Provided _____

Facility size where Services are provided _____

Contact _____

Title _____

Phone _____ Email _____

2. Reference 2 / Firm _____

Address _____

Type of Services Provided _____

Facility size where Services are provided _____

Contact _____

Title _____

Phone _____ Email _____

3. Reference 3 / Firm _____

Address _____

Type of Services Provided _____

Facility size where Services are provided _____

Contact _____

Title _____

Phone _____ Email _____

ATTACHMENT 2 – BIDDER QUESTIONNAIRE
RFB MM215820024 - S-72 JANITORIAL SERVICES

INSTRUCTIONS

- A.** All questions shall be answered in full, without exception. If copies of other documents will answer the question completely, they may be attached and clearly labeled. *If additional space is needed, additional pages may be attached and shall be clearly labeled.*
- B.** Only complete and accurate information shall be provided by the Bidder. The Bidder hereby warrants that, to the best of its knowledge and belief, the responses contained herein are true, accurate, and complete. The Bidder also acknowledges that the Agency is relying on the truth and accuracy of the responses contained herein.

1. How long has your organization been in business? _____

2. Has your Firm personally inspected the subject facility, and have a complete plan for the performance of the work?

3. Will you subcontract under this contract? If yes, please explain; indicate which service(s) will be subcontracted and include a list of all subcontractors.

4. Has your Firm ever failed to perform satisfactorily or defaulted on contracts awarded to you? If yes, please explain.

5. Name(s) and telephone number(s) of contact(s) for emergency concerns.

ATTACHMENT 3 – SUPPLY LIST
RFB MM215820024 - S-72 JANITORIAL SERVICES

The bidder shall indicate the brand names and estimated quantities necessary for the performance of the Contract. The bidder is advised that the list is by no means exhaustive and that the responsibility of providing the supplies necessary and essential for performing work specified in the Contract rests with the bidder.

ITEM	BRAND	QUANTITY
Plastic trash can liners	_____	_____
Paper towels (recycled)	_____	_____
Two-ply toilet paper (recycled)	_____	_____
Hand soap	_____	_____
Toilet seat covers	_____	_____
Glass/Window Cleaner	_____	_____
Bathroom Cleaner	_____	_____
Toilet Bowl Cleaner	_____	_____
Multi-purpose Cleaner	_____	_____
Floor care - Stripper	_____	_____
Floor care - Finish	_____	_____
Floor care - Sealer	_____	_____
Floor care - Polish	_____	_____
Metal polish	_____	_____
Furniture polish (vinyl)	_____	_____
Furniture polish (wood)	_____	_____
Carpet spot/stain remover	_____	_____
Disinfectant – Lysol or approved equal	_____	_____
Tile cleaner	_____	_____
Gum remover	_____	_____
Dust mop treatment	_____	_____
Floor pads	_____	_____
Upholstery cleaner	_____	_____
Wood cleaner	_____	_____
Porcelain cleaner	_____	_____
Brass polish	_____	_____
Other	_____	_____
Other	_____	_____

ATTACHMENT 4 – EQUIPMENT LIST
RFB MM215820024 - S-72 JANITORIAL SERVICES

The bidder shall indicate the manufacturer and amount of equipment that is necessary and have available for use under the Contract. The bidder is advised that the list is by no means exhaustive and that the responsibility of providing the supplies necessary and essential for performing work specified in the Contract rests with the bidder.

ITEM	MANUFACTURER	QUANTITY
Vacuum – Commercial grade	_____	_____
Wet/dry vacuum	_____	_____
Floor scrub machines	_____	_____
High speed buffing machine	_____	_____
Low speed buffing machine	_____	_____
Carpet steam cleaner	_____	_____
Brooms – indoor/outdoor	_____	_____
Dustpans	_____	_____
Mops – dust	_____	_____
Mops – dust (treated)	_____	_____
Bucket(s)	_____	_____
Wringer	_____	_____
Wet floor signs	_____	_____
Mobile trash cans (w/caddy)	_____	_____
Dusters	_____	_____
Commode brush	_____	_____
Window cleaning utensils	_____	_____

Additional Equipment

_____	_____	_____
_____	_____	_____
_____	_____	_____
_____	_____	_____
_____	_____	_____
_____	_____	_____

RFB MM215820024
EXHIBIT A – SCHEDULE OF JANITORIAL SERVICES

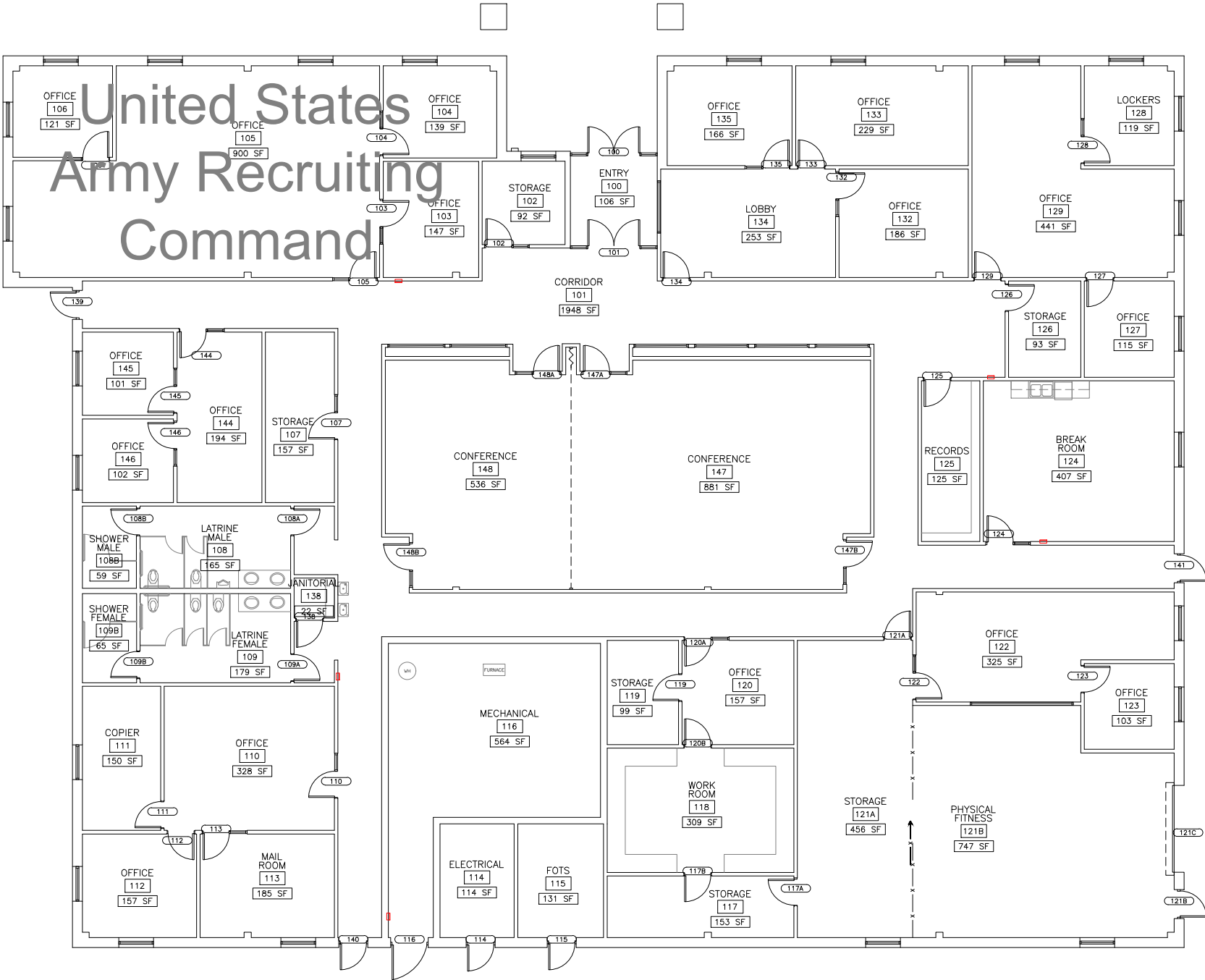
<u>SERVICE ITEM</u>	<u>DESCRIPTION</u>	<u>STANDARD</u>
TRASH REMOVAL (3x weekly)	Empty all trash/waste baskets from all offices, common areas and restrooms and remove all trash from the facility for pick up in dumpster or provided service at the facility. Replace liner in each trash receptacle. Removal includes any accumulated full bags that are no longer in the waste baskets.	Provide and replace, each visit, 100% recycled trash can liners.
VACUUMING (3x weekly)	Vacuum all carpets and hard surfaced floors, upholstered furniture, window sills, restroom facilities, entryways, common areas, and storage closets to remove all dust, debris, cob webs and visible particles including edges of carpets and baseboards and spot clean stains as needed with chemical cleaner.	Vacuum with a beater brush/ crevice hose type machine with a filtration system which minimizes airborne dust particles, (ideally a HEPA filter vacuum).
HARD SURFACE CLEANING (3x weekly)	Damp mop all ceramic, tile, or vinyl tile areas with an appropriate chemical cleaner. All non-carpeted floors shall be cleaned and maintained in accordance with the Performance Work Statement.	All common areas must be cleaned to the same standards.
HIGH-TOUCH SURFACE CLEANING (3x weekly)	Disinfect all high-touch surfaces (e.g. countertops, doorknobs, door handles, light switches, handles, toilet levers, sink handles, water fountain buttons, door entry keypads, door phone systems, fixtures)	Clean/wipe down surfaces with disinfectant. If surfaces are dirty, they shall be cleaned using a detergent or soap and water prior to disinfection. For disinfection, at minimum, alcohol solutions with at least 70% alcohol, and most EPA-Registered household disinfectants and Clorox wipes are allowed.
SHOWERS (3x weekly)	Disinfect all shower fixtures and walls with environmentally friendly antibacterial chemical disinfectant clean and disinfect all floors, walls and fixtures so no encrustation or water rings are present and all areas are dry.	Clean/wipe down with environmentally antibacterial disinfectant all surfaces, floors, and fixtures.
RESTROOMS (3x weekly)	Disinfect all restroom fixtures with environmentally friendly antibacterial chemical disinfectant. Clean and disinfect all floors, toilets, and sinks so no encrustation or water rings are present. Furnish restroom supplies as required.	Clean with earth friendly antibacterial disinfectant all surfaces, floors and fixtures and replace paper products with 100% recycled toilet paper and paper towels; and environmentally friendly soap, etc., as needed.
MISCELLANEOUS CLEANING (3x weekly)	Includes removal of finger prints or smears on glass entrance doors and interior glass in between window cleanings and surfaces that are highly noticeable including furniture or doors.	Use cloth with cleaner to remove smears, fingerprints, smudges, etc.
DRINKING FOUNTAIN (3x weekly)	Clean and disinfect all porcelain and polished metal surfaces, including the cabinet, percolator orifices, and drains. The drinking fountain(s) shall be free from stains, spots, smudges, scale and obvious soil.	Clean with antibacterial, environmentally friendly disinfectant all hard surfaces and fixtures.

RFB MM215820024
EXHIBIT A – SCHEDULE OF JANITORIAL SERVICES

DUSTING (1x per month)	Dust all surfaces, including: chairs, desks, cabinets, furniture, window sills, blinds, to include mini blinds baseboards, woodwork, HVAC vents, light fixture lens, or any surface where dust may collect and is visible to the eye.	Dusting with a damp/chemical treated cloth is required.
GLASS SURFACES (1x per month)	All interior and exterior window surfaces (weather permitting 38 degrees or above) must be cleaned inside and out with an appropriate cleaner leaving no streaks, working around window stenciled signage that may be present.	Clean all windows with appropriate cleaner to streak free as weather permits, including wiping off sills, inside and outside, being careful not to damage blinds, LED lights, and safety window films which may be present.
<p>Note: Exterior windows can be cleaned with an appropriate chemical cleaner, that is wet, non-abrasive, without strong solvents or alcohol, and has a pH value between 3.0 and 11.0; a cloth or sponge can be used. Do not use pressure washing to clean. Interior windows with fragment retention film should not have anything other than water / soap (baby shampoo is recommended for cleaning windows with fragmentation film).</p>		
WASH TRASH RECEPTACLES (1x per month)	Dirty trash containers shall be washed inside and out and shall be odor free.	Use soap and water or acceptable Chemical cleaner to remove any build up and smell
DE-SCALE TOILET BOWLS and URINALS (1x per month)	Toilet bowls and urinals shall be de-scaled in order to remove any accumulated hard deposits.	After de-scaling, the entire surface shall be from streaks, stains, scale, scum, urine deposits, mineral deposits, and rust stains.
CARPET CLEANING (2x per year - April & October) or as scheduled in advance Must be performed after normal working hours.	<p>Only high performance hot water extraction systems commonly called "Steam Cleaning" be used. High traffic areas and troublesome spots should be pretreated. The process consists of spraying a chemical cleaning solution with water into the pile and using a powerful vacuum, recovering the solution and soil into a holding tank. Should only be done by a truck mounted unit outside the facility with only the hose and wand brought inside. No "Rug Doctor Machines" or similar type of machine is acceptable for use.</p> <p>Caution: Water/Steam Temperatures should never exceed 120°F. Do not allow foot traffic on the carpet until it is dry. Place fans on wet areas during cleaning and allow carpets to dry as long as possible. Complete procedure with a thorough pile lifting.</p>	<p>Professional Carpet Cleaners who use hot water extraction who are rated and and certified by the Institute of Inspection Cleaning and Restoration Certification (IICRC) at 800-835 with the "Master Cleaner" certification/designation.</p> <p>Add a certified "ScotchGard" treatment to aid in preventing further soiling in high traffic or troublesome areas to keep the appearance of the carpet in between cleanings. Spot cleaner should be applied prior to general cleaning.</p>
LIGHT FIXTURES (1x per year - October)	Globes, reflectors, covers, diffusers, and plastic side panels shall be removed and washed. After cleaning and reassembling, light fixtures shall be free of bugs, dirt, dust, grease and other foreign matter.	Contractor shall clean light fixtures in conjunction with an already schedule cleaning appointment.
EMERGENCY and ADDITIONAL SERVICES (As Needed)	Cleaning services include any work identified in Section 4.3 of RFB MM215820024	The Contractor shall within a half day, if at all practicable. The Contractor shall perform Emergency Cleaning required due to broken or leaking pipes, sinks, toilets, or other occurrences requiring immediate corrective action to restore an area to its normal state of cleanliness and appearance.


In the event of a no-show by Contractor, the normal cleaning daily items may be deducted from regular billing amount due.

RFB MM215820024
EXHIBIT B - BUILDING FLOOR PLAN

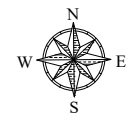


1216

UPDATED: 3 MAY 2019



BUILDING 1216
CAMP DODGE



IOWA ARMY NATIONAL GUARD
INSTALLATION GEOSPATIAL INFORMATION & SERVICES
CAMP DODGE JOINT MANEUVER TRAINING CENTER
NGIA-DIM-P

DATE: 14 DEC 2020
SCALE: 1/16" = 1'-0"
NOTE: TO SCALE ONLY WHEN PRINTED AT 11"X17"

SCAN & EMAIL Checklist at end of each month to the following POCs:

JANITORIAL CHECKLIST FOR FACILITIES

COE POC, Phone Number, and assigned territory

Address _____

Recruiting Station ID: _____

MONTH/YEAR _____	CALENDAR DATES:																									NOTATE "RATING" AND ANY COMMENTS ON THE QUALITY OF THE WORK BELOW.
SERVICES TO BE PROVIDED:	FREQUENCY REQUIRED	M	T	W	T	F	TOTAL	M	T	W	T	F	TOTAL	M	T	W	T	F	TOTAL	M	T	W	T	F	TOTAL	
TRASH REMOVAL & CHANGE LINERS *	2X or 3X - Week (USACE TO SPECIFY)																									
VACUUM ALL FLOORS & UPHOLSTERED FURNITURE																										
DAMP MOP ALL HARD SURFACE FLOORS																										
CLEAN & DISINFECT ALL REST ROOM FIXTURES AND FLOORS **																										
CLEAN AND DISINFECT WATER FOUNTAIN, AND WIPE DRY																										
SPOT CLEAN ENTRANCE DOOR & INTERIOR GLASS TO REMOVE FINGERPRINTS & SMEARS																										
CLEAN & DISINFECT ALL HIGH-TOUCH SURFACES (HANDLES, KNOBS, BUTTONS, KEYPADS, SWITCHES)																										
FURNISH RESTROOM SUPPLIES	As Required																									
SPOT CLEAN CARPETS																										
REPLACE LIGHT BULBS AND TUBES (FLUORESCENT OR LED) FOR LIGHT FIXTURES (RELAMPING)																										
CLEAN GLASS SURFACES (EXT & INT) INSIDE & OUT	1x - Month							To be accomplished on the first week of the Month																		
DAMP DUST ALL SURFACES****																										
WASH/DISINFECT ALL TRASH RECEPTACLES																										
DE-SCALE TOILET BOWLS & URINALS																										
CLEAN HVAC RETURN, DIFFUSER & GRILLES	4x - Year	Insert Date when last provided			To be accomplished ONCE each quarter in MAR, JUN, SEP and DEC										Insert Date if provided this month											
CHANGE HVAC FILTERS																										
SHAMPOO ALL CARPETS, REMOVING ALL DIRT AND NON-PERM SPOTS OR STAINS***	2x - Year	Insert Date when last provided			To be accomplished TWICE each year in APR & OCT										Insert Date if provided this month											
CLEAN LIGHT FIXTURES	1x - Year				To be accomplished ONCE each year in OCT																					
HIGH DUSTING/CLEANING																										
Contractor Representative Name certifying that ALL required tasks were completed for each week (Please Print)												NOTE: JANITORIAL CONTRACTORS MUST WEAR IDENTIFICATION BADGES AT ALL TIMES WHILE CLEANING THE MILITARY FACILITIES.														
Military Service Representative Name concurring that ALL required tasks were completed for each week (Please Print)																										
* Change waste basket liners as necessary		RATING LEGEND: S - Satisfactory M - Marginal U - Unsatisfactory I - Insufficient (Supplies)															RECRUITER IN CHARGE _____									
** No rust, encrustation or water rings shall exist																	RECRUITER TELEPHONE _____									
*** Steam clean if required to remove																										
**** Damp dust in accordance with the PWS																										
FORM UPDATED 4/30/2020																	SIGNATURE _____									

RFB MM215820024
EXHIBIT D – QUALITY ASSURANCE SURVEILLANCE PLAN

Quality Assurance Surveillance Plan (QASP)

Performance Objective	Performance Standard	Quality Level	Methods of Inspection and Frequency	Remedy
Schedule. The contractor shall conduct tasking within the janitorial schedule provided with the Performance Work Statement (PWS).	PWS is performed without causing programmatic delay to the Government nor violating the schedule provided in the PWS.	<p>Satisfactory: Performance and products meet the standard with few exceptions, resulting in minimal delays.</p> <p>Marginal: Performance and products result in moderate delay or impact to programs.</p> <p>Unsatisfactory: Performance and products result in unacceptable (the Government may incur additional costs) delay or impact to programs.</p> <p>Insufficient: Restroom supplies are not being provided.</p>	<p>Each category will be evaluated upon deliverable submissions according to the scope.</p> <p>Inspections will be based upon Government teammates' evaluation reports, verified customer complaints or 100% inspection method through the performance period. Unscheduled inspections may be performed at any time. The overall performance rating will be assigned by the Contracting Officer's Representative (COR).</p> <p>Contractor teammates input and customer input/surveys may also be considered at the discretion of the COR.</p>	<p>The contractor shall develop a plan for recovery.</p> <p>Continuous review until performance is satisfactory or better. Elevate to higher level of contract management if actions fail to result in improvement.</p> <p>If the acceptable scheduling level falls below Satisfactory, payments may be affected, and/or a Cure Notice and/or Show Cause Letter may be issued which may result in contract termination.</p>