

**Department of Defense Dependents Schools (DoDDS) Okinawa Custodial Services  
Performance Work Statement (PWS)  
31 January 2013**

**1. INTRODUCTION.** Custodial services are required to maintain a safe, healthy, and sanitary school environment for faculty and students in DoDDS Okinawa. The contractor shall provide all management, tools, equipment, labor, and transportation necessary to ensure that custodial services are performed in accordance with the objectives and standards outlined within this PWS. This requirement calls for the continuous efforts on the part of the contractor to ensure appropriate sanitary conditions are maintained throughout the life of the contract.

**2. BACKGROUND.** DoDDS Okinawa is part of Department of Defense Education Activity (DoDEA). DoDEA instructional program provides a comprehensive prekindergarten through 12th grade curriculum that is dedicated to attaining the highest student achievement for children of active duty military and eligible civilian employees.

**3. PERFORMANCE OBJECTIVES AND STANDARDS.**

**3.1. GENERAL DAILY CLEANING SERVICES.** The contractor shall accomplish all daily cleaning tasks in accordance with cleaning frequencies as established in Appendix A.

**3.1.1. Maintain Floors.** All floors, except carpeted areas, shall be swept, damp mopped, buffed and disinfected, to ensure they have a uniform, glossy appearance and are free from dirt, debris, dust, scuff marks, heel marks, other stains and discoloration, and other foreign matter. Baseboards, corners, and wall/floor edges shall also be clean. The contractor shall move chairs, trash receptacles, and other moveable items to maintain and clean floors. The contractor shall return all moved items to their original and proper position.

- a) Disinfect Floors – The contractor shall clean and mop all shower room, locker room, steam room, and gymnasium restroom floors with a disinfectant solution in accordance with manufacturer recommendations for the specific area to remove all surface accumulations of mold, mildew, germs, soap scum, and dirt. The disinfectant shall contain a germicidal detergent safe for use within a school environment. Any drains, traps, and floor mats in these areas shall be disinfected to the same standard and cleaned of all debris and accumulations.
- b) Sweeping of Floors – Vinyl and asphalt tile, ceramic tile, smooth concrete, rubber flooring, and wood floors shall be swept to present a clean, neat appearance, with no visible loose dirt or dust streaks. The contractor shall ensure corners of stairways, door sills, and landings are kept free of dirt and dust.
- c) Damp Mopping Floors – The contractor shall sweep floors prior to damp mopping. All mopped floors shall present a clean uniform appearance, be free from streaks, smears or dirt residue and no evidence of splash marks or mop strands.
- d) The contractor shall remove ordinary office/school furniture and moveable items before commencing work and replace all furniture and items back to their original location upon completion.
- e) Sheet Rubber Flooring – The contractor shall sweep and vacuum all surface dirt on sheet rubber flooring.
- f) Tatami Flooring – The contractor shall vacuum and clean all Tatami flooring. After vacuuming, the contractor shall disinfect the floors. Tatami flooring shall be taken outside for air refreshing semiannually or as directed by the Contracting Officer's Representative (COR). After vacuuming and cleaning, the floor surfaces shall have a clean, uniform appearance free of streaks, spots, and other evidence of soiled surfaces.

- g) Warning Signs – The contractor shall place wet/slippy floor signs where wet or slippy floors are present during and after work is performed until floors are completely dry. The floor signs shall be in English.

**3.1.2. Remove Trash.** All trash containers shall be emptied and returned to their initial location. The contractor shall discard all boxes, cans, and paper placed near a trash receptacle and marked “TRASH”. Trash receptacles shall be left clean, free of foreign matter, and free of odors.

- a) Trash baskets and area trash containers located within the building shall be emptied daily.
- b) All trash shall be deposited in trash bins, dumpsters, or trash enclosures located outside the facilities.
- c) Waste containers within the facility shall be maintained in a clean and sanitary condition by washing once quarterly or as needed.
- d) Trash receptacles shall be lined with plastic liners, which shall be changed when soiled.
- e) Liners in waste baskets for dry paper waste shall require less frequent changing than those used for wet or other soiling type matter.
- f) Trash Collection – Containers furnished by the contractor for collecting trash while going from room to room shall be, as a minimum, of heavy-duty washable plastic or other leak proof material. All trash containers shall be washed with a disinfectant solution, and dried before storing.
- g) Outside Trash Receptacles – The contractor shall empty outside trash receptacles within 25 meters of all school and office buildings when receptacles are at least three-quarters full. The outside trash receptacles shall be lined with plastic liners, changed when soiled and maintained in a clean and sanitary condition by washing once quarterly or as needed.

**3.1.3. Interior Glass/Mirrors/Windows.** All interior glass, including glass in doors, windows, partitions, walls, display cases, directory boards, etc shall be clean. There shall be no trace of film, dirt, smudges, water, or other foreign matter.

- a) The contractor shall perform glass cleaning on all interior glass surfaces such as but not limited to trophy cases, display cases, and other furnishings that may have glass up to 7 feet.
- b) The contractor shall remove fingerprints, streaks, smudges, and other films to allow clear viewing through all glass surfaces and windows up to 7 feet.

**3.1.4. Drinking Fountains.** The Contractor shall clean and disinfect school, gym and cafeteria drinking fountains. The contractor shall clean all porcelain and polished metal surfaces, including the orifices and drain, as well as exterior surfaces of fountain. Drinking fountains shall be free of chewing gum, streaks, stains, spots, smudges, scale, and other obvious soil.

- a) The Contractor shall clean water fountains to remove stains, rust and scale.
- b) All interior and exterior water fountains shall be cleaned of all stains spider webs, animal droppings, markings, and other foreign matter.
- c) Metal polish shall not be used on water fountain fittings.

**3.1.5. Stairways.** All floor surfaces shall be cleaned in accordance with paragraph 3.1.1. or 3.1.6. as appropriate for floor covering. Grease and grime shall be removed from stair guards, handrails and baseboards. Contractor shall remove all marks, dirt, smudges, scuffs, and other foreign matter from adjoining stairwell walls to maintain a clean, uniform appearance.

**3.1.6. Carpets.** The contractor shall vacuum carpeted areas, to include area and throw rugs. After vacuuming, the carpeted area shall be free of all visible dirt, debris, litter and other foreign matter. All spots shall be removed by carpet manufacturer’s approved methods as soon as noticed. All un-removable spots, tears, burns, and raveling shall be brought to the attention of the COR. Damp or wet carpets and throw rugs must be dried and brought back to their original condition as soon as possible to prevent mold.

Chairs, trash receptacles, and other moveable items shall be moved to maintain carpets underneath these items. All moved items shall be returned to their original and proper position.

- a) Mats – Carpet entrance mats shall be vacuumed to remove soil, grit, and moisture. Rubber or polyester entrance mats shall be swept, vacuumed, or hosed outside each facility. Other types of mats shall be swept, vacuumed and cleaned thoroughly to remove soil and grit. Mats and rugs shall be returned to their normal location after cleaning. Upon completion of tasks, all items shall be free from all visible litter and soil.
- b) General Vacuuming – The Contractor shall vacuum all carpets, rugs, throw rugs, walk-off rugs, and artificial grass floor covering (includes exterior areas) thoroughly. The carpets, mats, and rugs shall be free from lint, dust, sand, grit, dirt, and non-adhesive soils when job is completed.

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

**3.1.8. General Dusting.** All horizontal surfaces must be dusted or cleaned to eliminate dust collection.

- a) Low Dusting – The Contractor shall perform low dusting to remove the accumulation of debris, dust, lint, and soil from all horizontal surfaces to include, but is not limited to desks, tables, baseboards, book cases, desk lamps, file cabinets, and fire extinguishers within seven (7) feet from the floor surface.

**3.1.9. Restrooms/Locker Rooms.** The Contractor shall provide the highest environmental standard for custodial services to maintain the restrooms and locker rooms (to include classroom restrooms) in a sanitary and clean condition. Cleaning and servicing restrooms includes: face basins; disinfecting toilets and urinals; deep sinks, mirrors; trash containers; floors; cleaning and replenishing towel dispensers; replacing toilet paper; replacing soap bars; and filling soap dispenser holders.

- a) The contractor shall use dedicated and marked brushes, sponges, and cloths to cleaning restrooms (including water closets, urinals, walls, floors, and partitions). The contractor shall not use these cleaning items to clean restroom sinks or any other part of the school.
- b) Soap Dispenser/holders – The contractor shall clean and maintain all soap dispensers/holders.
- c) Mirrors – The contractor shall clean and polish all mirrors without leaving scratch marks on the mirrors. The mirrors shall be free of all dust, streaks, and dirt.
- d) Showers, Floors, and Walls – The contractor shall thoroughly scrub all toilets and shower stall floors and disinfect them. Cleaning and disinfecting includes removing accumulations of mold, mildew, germs, soap scum, and dirt. Any drains, traps, and floor mats in these areas shall be cleaned and disinfected. This cleaning pertains to all shower rooms, locker rooms, steam rooms, and restroom areas (includes classroom restrooms). Walls and surfaces shall be free of dirt, marks, dirt in grout seams, mildew, soap scum, and other foreign matter accumulation.
- e) Restroom Toilets – The Contractor shall wash the inside and outside of toilet bowls and seats. If deposits and stains are difficult to remove, the Contractor may use an appropriate commercial cleaner.
- f) Urinals – The Contractor shall clean, wash, and disinfect all urinals in the same manner as the toilets. Urinals with removable screens shall have the screens cleaned and all foreign matter removed. After cleaning, the urinals shall be free of dirt, mildew, mold, soap scum, and other foreign matter accumulation.

- g) Restroom Deep Sinks – The Contractor shall wash, clean, and disinfect the lavatories and deep sinks so they are free from dirt, soap scum, mold, mildew, and other foreign matter accumulation. Lavatories and deep sinks shall be disinfected.
- h) Replenishment – The contractor shall ensure all paper towels, soap, and toilet paper dispensers are clean and refilled throughout the day. The contractor shall ensure an adequate supply of paper towels, toilet paper, and soap is distributed daily.
- i) Floors – The contractor shall clean the floors in accordance with section 3.1.1.
- j) Trash – Trash services for the restrooms shall be in accordance with section 3.1.2.

#### **3.1.10. Nap and Exercise Mats**

- a) Exercise Mats - The Contractor shall clean all floor exercise mats to remove stains and residues daily. All exercise mats shall be cleaned, sanitized, disinfected, and free from streaks and smears daily.
- b) Nap/Sleeping Mats - The contractor shall clean all sleeping mats in the Kindergarten, Sure Start (SS), and Pre-school Children with Disabilities (PSCD) classrooms. All sleeping mats shall be cleaned, sanitized, disinfected, and free of streaks and smears. Twice daily for SS and PSCD mats.

#### **3.1.11. Whiteboards/Chalkboards**

- a) The contractor shall clean and dry all chalkboards and whiteboards, and their trays. Whiteboards shall be cleaned using a whiteboard cleaning solution. Chalk, dry markers, and erasers removed during cleaning shall be put back into their holders.
- b) Boards marked with a “Do not erase” shall not be cleaned.

#### **3.1.12. Bleacher and Gym Courts**

- a) The Contractor shall dust, sweep, and wipe up spills, disinfect, and damp mop beneath bleachers.
- b) Wood gym court floors shall be cleaned according to manufacturer’s recommendation.
- c) Floors – The contractor shall clean the floors in accordance with section 3.1.1.
- d) Trash – Trash services for the restrooms shall be in accordance with section 3.1.2.

#### **3.1.13. Cafeteria**

- a) The contractor shall keep the cafeteria clean, sanitary, and in a safe and healthy condition.
- b) The contractor shall clean the cafeteria floors in accordance with section 3.1.1.
- c) The tables and chairs shall be wiped down and disinfected on both top and bottom surfaces.
- d) Spot cleaning (such as after accidents) shall be maintained throughout the lunch periods at no additional cost to the Government.
- e) All trash shall be picked up and all trash containers emptied and cleaned in accordance with section 3.1.2., to keep trash containers from overflowing and odor-free.

#### **3.1.14. Classrooms/Information Centers/Office Spaces**

- a) The contractor shall follow all applicable sections of the PWS to perform appropriate custodial services for all classrooms, information centers and office space such as, but not limited to trash removal, dusting, floor cleaning, whiteboards/chalkboards
- b) The contractor shall adhere to the school staff members request on cleaning teachers work desk, student desk, office desk, and whiteboards/chalkboards to reduce disruptions to the learning/operation environment.

#### **3.1.15. SureStart /Pre-School Children with Disabilities (PSCD) Classrooms**

- a) The contractor shall follow all applicable sections of the PWS to perform appropriate custodial services for all SureStart and PSCD classrooms such as, but not limited to trash removal, dusting, floor cleaning, whiteboards/chalkboards,

- b) Floors shall be swept and vacuumed twice daily.
- c) Tables and mats wiped and disinfected twice daily.
- d) The contractor shall adhere to the school staff members request on cleaning teachers work desk, student desk, office desk, and whiteboards/chalkboards to reduce disruptions to the learning/operation environment.

### **3.1.16. Exterior Entrances, Entrance Platforms, and Courtyards**

- a) The contractor shall clean all entrances, stairs, stairways, under stairways, entrance ways and pavement, covered landings, entrance light fixtures, and entrance platforms by removing cobwebs, debris, dirt, dust, film, litter, mud, soil, and streaks from casing, platforms, frames, glass, hardware, lights, sills, and vicinity walls.
- b) The contractor shall keep all surfaces, to include sidewalks and courtyards, up to 25 meters of the facility free from accumulated dirt and trash.

**3.2. PERIODIC CLEANING SERVICES.** The contractor shall accomplish all periodic cleaning tasks for all facilities (as applicable) in accordance with cleaning frequencies as established in Appendix A.

**3.2.1. Strip, Scrub, Seal and Wax Floors.** Strip, scrub, seal, and wax floors as necessary to maintain a uniform glossy appearance. A non-skid wax is required. A uniform glossy appearance is free of scuff marks, heel marks, wax build-up, and other stains and discoloration.

- a) The contractor shall strip the floors of old wax buildup twice per year, quarterly for cafeteria floors, in accordance with the recess cleaning schedule frequency chart (Appendix A) while school is not in session and after office hours. Quarterly for The contractor shall ensure the chemicals/solutions used to remove wax do not damage the flooring material.
- b) The contractor shall be responsible for removing ordinary office and school furniture and items before commencing work and replacing all furniture and items that were moved back to their original location upon completion.
- c) Prior to the application of wax, floors must be cleaned and completely dry. All vinyl and marble tile floors shall be waxed. Wood floors shall be waxed using a wax made specifically for wood flooring (gym court wood floors do not get waxed). Contractor shall place signs warning of wet/slippery floors while performing work. Wax shall not be applied to stairways.

**3.2.2. Clean Interior Glass/Mirrors/Windows.** Clean interior glass surfaces that are over seven (7) feet high. After surfaces have been cleaned, all traces of film, dirt, smudges, water and other foreign matter shall be removed from frames, casings, sills, and glass.

- a) The contractor shall clean interior windows.
- b) All window frames, casings, sills, glass and hardware shall be free from visible dirt and debris.
- c) The contractor shall perform glass cleaning on all interior glass surfaces such as but not limited to trophy cases, display cases, and other furnishings that may have glass over seven 7 feet high.
- d) Glass shall be washed and cleaned to remove all dirt, streaks, and films that may have accumulated on the surface.

**3.2.3. Clean Exterior Windows.** Clean exterior glass surfaces. Windows are the glass surfaces that are an integral part of the outer wall of the building. Window screens shall be removed, cleaned, and replaced as needed. After the window has been cleaned, exterior frames, casings, sills, and glass shall be free of all traces of film, dirt, smudges, water and other foreign matter.

- a) The contractor shall clean exterior windows.
- b) All window frames, casings, sills, glass and hardware shall be free from visible dirt and debris.
- c) Glass shall be washed and cleaned to remove all dirt, streaks, and films that may have accumulated on the surface.
- d) Exterior screens shall be cleaned.

**3.2.4. Clean/Shampoo Carpets.** All carpets shall be cleaned in accordance with standard commercial practices twice per year in accordance with the seasonal cleaning frequency chart (Appendix A) while school is not in session and after office hours. A heavy-duty spot remover may be required in heavily soiled areas. After shampooing, the carpeted area will be uniform in appearance and free of stains and discoloration. All cleaning solutions shall be removed from baseboards, furniture, trash receptacles, chairs and other similar items. Chairs, trash receptacles, and other items shall be moved to clean carpets underneath, and returned to their original location.

- a) Carpet shampooing shall be performed after normal school hours. Specific shampooing dates and times shall be included in the government approved Work Plan provided by the contractor. Carpets shall not be removed for cleaning/shampooing unless approved by the COR. The contractor shall ensure that all carpet has been thoroughly vacuumed; all debris, dirt, and soil including heavy stains have been removed before start of shampooing. Minor repairs such as cutting off sprouts shall be accomplished prior to shampooing. Corners, stairs, and areas under fixed equipment that cannot be cleaned using shampooing equipment shall be cleaned with a hand brush.
- b) The Contractor shall be responsible for moving or removing ordinary office and school furniture and items before work begins and replacing all furniture and items that were moved back to their original location after work is completed and floors are dry. Chairs, trash receptacles, and other small items shall be removed and then replaced only after the carpet is dry. Items secured to the floor or too heavy to lift shall be covered with plastic to avoid wetness. Plastic covers shall be removed after carpet cleaning/shampooing has been completed.
- c) The Contractor shall take responsibility for all damages resulting from improper treatment of the carpet.

**3.2.5. High Dusting.** High dusting shall be performed before low dusting occurs. All dust, dirt, lint, litter, and soil shall be removed from all horizontal and vertical surfaces that are located higher than seven (7) feet from the floor surface. High dusting includes, but is not limited to, areas over windows and doors, suspended ceiling light fixtures, recessed light fixtures, air conditioning vents, heating ducts, wall fixtures, doors, mirrors, picture frames, exposed structural beams, overhead piping, and all other visible surfaces including soiled areas of upper walls and ceilings and upper surfaces of exposed structural beams and girders. Surfaces shall be free from cobwebs, debris, dirt, dust, lint, oily residue, soil, stains, molds, mildew, and streaks. The contractor will ensure dirt and debris from high dusting has been properly cleaned from lower surfaces, to include but not limited to desks, chairs, tables, floors and carpets.

**3.2.6. Drapes, Blinds, and Upholstery.** The Contractor shall vacuum drapes and curtains (excluding stage curtains) and upholstered items owned by the school, ensuring dust, dirt, and soiled areas are removed. The Contractor shall clean and wipe blinds.

#### **3.2.7. Refrigerators**

The Contractor shall clean and disinfect all interior and exterior refrigerator surfaces owned by the government (approximately 30 refrigerators per school). The contractor shall remove all food particles, mold, mildew, and other foreign matter. Metal filters, gaskets, and drip pans shall be cleaned, dried, and left on top of the refrigerator unit to air dry. The accordion folds shall be free of dirt, scum, and food particles. Following each cleaning the refrigerator units shall be left running on the lowest setting with the doors closed.

#### **3.2.8. Sports Field Restrooms/Trash Removal**

The Contractor shall provide the highest environmental standard for custodial services to maintain outdoor restrooms and trash receptacles associated with sports fields during the first normal business day after an event. A list of scheduled events and their location will be provided to the Contractor no less

than one week prior to the event. Cleaning services under this section will be provided no more than 20 times annually. Trash receptacles shall be left clean, free of foreign matter, and free of odors in accordance with section 3.1.2. Cleaning and servicing restrooms will be in accordance with section 3.1.9. A list of events will be provided to the contractor

**3.3. EMERGENCY OR SPECIAL EVENT CLEANING SERVICES.** Upon notification by the COR or Contracting Officer **ONLY**, the contractor shall perform emergency or special event cleaning required in any building, area, or room covered under this contract. Contractor shall begin emergency work, as determined by the COR/Contracting Officer, which may be verbal.

- a) Contracting Officer or designated representative will notify the contractor as soon as a special event requirement is known, but no less than 24 hours prior to the event. Completion schedule shall be determined for each task order.
- b) Custodial tasks determined to be an emergency by the COR or Contracting Officer outside of normal working hours and days shall begin within two hours from notification that an emergency cleaning task is required.
- c) The contractor may be directed by the COR and/or the Contracting Officer to respond to emergency cleaning tasks outside the normal cleaning frequencies and/or schedule plan times and days. Emergency cleaning requirements can include, but not limited to, cleanup of overflowed restroom fixtures, spills, broken glass, foreign matter clean up due to an occupant's sickness, etc. The response time for emergency cleaning requests shall be within two hours if contractor is notified after normal work hours and work days.
- d) Urgent cleaning requests that are within the normal work hours and days that take less than one hour from start to finish shall be included in the general cleaning tasks and can include, but not limited to, cleanup of overflowed restroom fixtures, spills, broken glass, foreign matter clean up due to an occupant's sickness, etc. shall not be considered an emergency/special requirement.

### **3.4. PERFORMANCE REQUIREMENTS SUMMARY**

**3.4.1. Quality Control.** The contractor shall develop and maintain a quality program to ensure custodial services are performed in accordance with commonly accepted commercial practices. The contractor shall develop and implement procedures to identify, prevent, and ensure non-recurrence of defective services. As a minimum the contractor shall develop quality control procedures addressing the areas identified in paragraph 3.4.5., Performance Requirements Summary.

**3.4.2. Quality Assurance.** The government will periodically evaluate the contractor's performance in accordance with the Quality Assurance Surveillance Plan.

**3.4.3.** The Contractor shall maintain and update the COR approved quality control plan. The Contractor's Quality Assurance Manager shall meet with each school's appointed POC as requested by the COR.

**3.4.4. Government Surveillance.** Government surveillance of the contractor's performance shall include quarterly government inspections, random spot checks at the custodial performance locations, customer feedback, and review of all customer complaint forms.

**3.4.5. Performance Requirements Summary.** The performance standards describe the minimum acceptable levels of service required for each requirement. These thresholds are critical to mission success.

Performance Objective	Performance Standard	PWS Section	Acceptable Quality Levels (AQL)	Method of Surveillance	Deduction
<b>General Daily Cleaning Services.</b>	<ul style="list-style-type: none"> <li>❑ All floors have a uniform, glossy appearance and are free from dirt, debris, dust, scuff marks, heel marks, other stains and discoloration, and other foreign matter.</li> <li>❑ Shower room, locker room, steam room, and gymnasium restroom floors are cleaned, mopped, and disinfected to remove all surface accumulations of mold, mildew, germs, soap scum, and dirt.</li> <li>❑ Baseboards, corners, and wall/floor edges are clean.</li> <li>❑ All trash containers are emptied and plastic trash receptacle liners are in good condition.</li> <li>❑ Trash receptacles are clean, free of foreign matter, and free of odors.</li> <li>❑ All interior glass, including glass in doors, windows, partitions, walls, display cases, directory boards have no tract of film, dirt, smudges, water, or other foreign matter.</li> <li>❑ Drinking fountains are free of streaks, stains, spots, smudges, scale, and other obvious soil.</li> <li>❑ Grease and grime are removed from stair guards, handrails and baseboards.</li> <li>❑ All marks, dirt, smudges, scuffs, and other foreign matter from adjoining stairwell walls are removed and have a clean, uniform appearance.</li> <li>❑ Carpeted areas are free of all visible dirt, debris, litter and other foreign matter.</li> <li>❑ Surfaces have a clean, uniform appearance, free of streaks, spots, and other evidence of soil after spot cleaning.</li> <li>❑ All horizontal surfaces are free from dust collection.</li> <li>❑ Restrooms and locker rooms (to include classroom restrooms) are in a sanitary and clean condition.</li> <li>❑ All exercise mats and sleeping mats</li> </ul>	3.1.	95% of all general daily cleaning services conform to PWS	Quarterly Inspections, Random Sampling, and Customer Feedback	<p>5% per task/per day of the total computed daily rate (based on the monthly firm-fixed-price) per each applicable Contract Line Item Number (CLIN)</p> <p>The daily rate will be computed by dividing the firm-fixed monthly price by the number of days per month.</p>

	<p>are cleaned, sanitized, disinfected, and free from streaks and smears daily, twice daily for SureStart and PSCD mats.</p> <ul style="list-style-type: none"> <li>❑ All chalkboards, whiteboards, and chalk trays are clean and dry.</li> <li>❑ Cafeteria is clean, sanitary, and in a safe and healthy condition.</li> <li>❑ Floors are swept and vacuumed twice daily and the tables wiped twice daily instead of once daily for the SureStart and PSCD classrooms.</li> <li>❑ All paved surfaces, to include sidewalks and courtyards, up to 25 meters of the facility are free from accumulated dirt and trash.</li> </ul>				
<p><b>Periodic Cleaning Services.</b></p>	<ul style="list-style-type: none"> <li>❑ Floor has a uniform glossy appearance and is free of scuff marks, heel marks, wax build-up, and other stains and discoloration.</li> <li>❑ Interior and exterior windows, window frames, casings, sills, glass and hardware are free from visible dirt and debris.</li> <li>❑ Carpeted areas are uniform in appearance and free of stains and discoloration after shampooing.</li> <li>❑ All horizontal and vertical surfaces that are located higher than seven (7) feet are free from dust, dirt, lint, litter, and soil.</li> <li>❑ Drapes, curtains (excluding stage curtains), blinds, and upholstered items owned by the school are free from dust, dirt, and soiled areas are removed.</li> <li>❑ Refrigerator is clean and free from all food particles, mold, mildew, and other foreign matter.</li> <li>❑ Sports fields restrooms are in a sanitary and clean condition and trash receptacles emptied and plastic trash receptacle liners are in good condition and clean, free of foreign matter, and free of odors.</li> </ul>	<p>3.2.</p>	<p>95% of all general periodic cleaning services conform to PWS</p>	<p>Quarterly Inspections, Random Sampling, and Customer Feedback</p>	<p>The total square meter amount of the unacceptable services (A) times the firm-fixed-price per square meter (B) for each applicable Contract Line Item Number (CLIN) Deduction = (A x B)</p> <p>Or (when square meter is not applicable) quantity of unacceptable service (A) divided by the quantity of total service (B) times the firm-fixed price (C)</p>

					Deduction = (A/B) x C
<b>Emergency/ Special Event Requirement</b>	<ul style="list-style-type: none"> <li>❑ Contractor completes special cleaning requirements due to Typhoons or other calamities arising from inclement weather within 24 hours of the event during normal work hours and days.</li> <li>❑ Contractor responds within 15 min of notification of an emergency cleaning task or 2 hours if notified after normal work hours or days.</li> </ul>	3.3.	95% of all emergency/ special requirement cleaning services conform to PWS	Quarterly Inspections, Random Sampling, and Customer Feedback	To Be Negotiated (TBN)
<b>Safety and Environmental Management Controls</b>	<ul style="list-style-type: none"> <li>❑ Perform daily, monthly, biannual, and annual Safety and Environmental Management Controls as defined in this PWS.</li> <li>❑ These services shall include but not limited to complying with all Japan and U.S. military facility/base safety protection and environmental conservation program requirements.</li> </ul>	All	100% of all Safety and Environmental Management Controls	Quarterly Inspections, Random Sampling, and Customer Feedback	To Be Negotiated (TBN)

**3.4.6. Government Remedies.** The Government reserves the right to seek remedies in accordance with FAR 52.212.4, Contract Terms and Conditions-Commercial Items, namely paragraph (a) Inspection/Acceptance for contractor's failure to perform satisfactory services or failure to correct non-conforming services.

**3.4.6.1.** Remedies for performance failures shall include having the contractor perform the custodial task until it is acceptable at the contractor's expense, and requiring the contractor to provide his solution for improving performance in the areas not meeting performance standards. Due to the health and safety requirements for school age children, the Government's first remedy is to have the contractor perform the cleaning task until it is acceptable. The government reserves the right to negotiate consideration for continued failures to meet performance standards and/or reduce the contract price to reflect the reduced value of the services performed. This does not include performance failures due to circumstances beyond the contractor's control. The Government also reserves the right to, by contract or otherwise perform the services and charge to the Contractor any cost incurred by the Government that is directly related to the performance of such service. In severe cases, the Government may not exercise the option period and/or terminate the Contract for Default.

#### **4. APPLICABLE DOCUMENTS**

- 4.1. Appendix A – Frequency Chart
- 4.2. Appendix B - Floor Plans
- 4.3. Appendix C – School Year Calendar

## 5. SPECIAL REQUIREMENTS/CONSTRAINTS

### 5.1. Government Furnished Property

- a) Facility Access - The government shall provide access to all facilities in performance of the custodial services outlined in this PWS and contractor's approved Work Plan for each specific site. Access other than the preceding shall be provided on an as needed basis approved by the COR or Contracting Officer.
- b) Facility Doors. The COR shall provide, as necessary, door facility keys and a list of responsibilities concerning utilization of the door keys at time of contract award.
- c) Utility Availability - The government shall provide water and electric current at existing outlets in support of the PWS requirements. Information concerning the location of existing outlets may be obtained from the COR. The contractor shall be responsible for providing necessary service lines from existing government outlets to the work site.
- d) Materials and Supplies - The government shall provide the following materials and supplies in support of the PWS requirements. The contractor shall notify the COR and/or government facilities supply custodian at each specific facility when the government furnished materials are within 5 working days of depleting and new supplies shall be required.

Restroom Supplies:

Hand Soap  
Paper Towels  
Toilet Paper

Trash Container Supplies:

Plastic Trash Can Liners

- e) Storage Area - The government shall provide storage areas for supplies and custodial equipment in support of the PWS requirements. The contractor shall ensure that these areas are kept cleaned at all times.
- f) Defected, damaged, or inoperable government facility equipment/fixtures – The contractor shall report damaged, clogged, leaking, or inoperable fixtures, dispensers, holders, containers, etc to the school support person or the COR immediately after discovering the problem or no later than start of the next work day.

### 5.2. Contractor Furnished Equipment

#### 5.2.1. Custodial Equipment and Supplies

- a) Custodial Equipment and Tools - The contractor shall provide all equipment and tools, to include, but not limited to trash collection containers, wet/dry vacuums, carpet cleaner, brooms, and mops, to accomplish the contract requirements. All equipment shall have bumpers and guards that prevent surface marking or scratching of fixtures, furnishings, or buildings. The contractor shall use electrical equipment that meets all safety requirements and operates using existing building circuits.
- b) Materials and Supplies - Materials and supplies not furnished by the government in support of the contract requirements shall meet all safety and health requirements/standards for use in areas and facilities where humans or animals are present. All cleaning chemicals shall have Material Safety Data Sheets posted and readily available wherever the chemicals are being stored and/or utilized (reference DS Regulation 4800.4).

### 5.3. Location and Hours

5.3.1. The following are the locations and hours where custodial services are required. See Appendix C for school year calendar. Custodial services shall not impact normal school operations such as classroom sessions and faculty meetings.

<b>Location</b>	<b>Hours of Operation</b>	<b>School Session Hours August - June</b>
District Superintendent's Office Kadena Air Base	0700-1630	n/a
Student Transportation Office Camp Foster	0700-1600	n/a
Amelia Earhart Intermediate School Kadena Air Base	0700-1600	0850-1505
Bechtel Elementary School Camp McTureous	0730-1600	0830-1450
Bob Hope Primary School Kadena Air Base	0700-1600	0850-1505
Kadena Elementary School Kadena Air Base	0700-1600	0850-1500
Kadena High School Kadena Air Base	0700-1515	0725-1350
Kadena Middle School Kadena Air Base	0700-1600	0720-1350
Killin Elementary School Camp Foster	0730-1600	0800-1420
Kinser Elementary School Camp Kinser	0700-1500	0800-1420
Kubasaki High School Camp Foster	0700-1500	0720-1350
Lester Middle School Camp Lester	0700-1515	0720-1350
Ryukyu Middle School Kadena Air Base	0700-1500	0720-1350
Stearley Heights Elementary School Kadena Air Base	0730-1600	0820-1430
Zukeran Elementary School Camp Foster	0700-1530	0730-1340

5.3.2. Holidays. The contractor is required to provide service, except as noted on the following days. \*If the holiday falls on a Saturday, it shall be observed on the proceeding Friday. If it falls on a Sunday it shall be observed on the following Monday.

<b>Day of the Holiday</b>	<b>Name of the Holiday</b>
*1 January*	*New Years Day*
Third Monday of January	Martin Luther King Jr. Birthday
Third Monday of February	President's Day
Last Monday of May	Memorial Day
*4 July*	*Independence Day*

First Monday of September	Labor Day
Second Monday of October	Columbus Day
*11 November*	*Veterans Day*
Fourth Thursday of November	Thanksgiving Day
25 December	Christmas Day

**5.3.3. Summer School Sessions.** The contractor shall perform general daily cleaning services for an estimated 50 school rooms and 25 restrooms when summer school sessions are initiated, which includes all services under 3.1. Summer school sessions are 5 weeks; end of June – end of July. The school and room numbers to be cleaned and specific dates shall be provided at task order issuance.

**5.3.4. Winter Break.** Normal school operations are not in session for 10 days end of December/beginning of January for Winter Break. During this time, the contractor shall still perform general cleaning services in accordance with Appendix A Seasonal Schedule for all schools and school administrative offices, which includes all services under 3.1. The District Superintendent Offices (DSO) and Student Transportation Office (STO) require regular schedule cleaning year round.

**5.3.5. Spring Break.** Normal school operations are not in session for 5 days mid-April for Spring Break. During this time, the contractor shall still perform general cleaning services in accordance with Appendix A Seasonal Schedule for all schools and school administrative offices, which includes all services under 3.1. The District Superintendent Offices (DSO) and Student Transportation Office (STO) require regular schedule cleaning year round.

**5.3.6. Summer Break.** Normal school operations are not in session for approximately 2 months during June-August for Summer Break, with the exception of summer school sessions, reference paragraph 5.3.3. The contractor shall continue to perform general daily cleaning services for 2 days after summer break begins and 2 days before the new school year begins. During this time, the contractor shall still perform general cleaning services in accordance with Appendix A Seasonal Schedule for all schools and school administrative offices, which includes all services under 3.1. The District Superintendent Offices (DSO) and Student Transportation Office (STO) require regular schedule cleaning year round.

**5.3.7. Typhoon Conditions.** Contractor employees shall be excused from custodial duties upon the declaration of Tropical Cyclone Condition of Readiness (TCCOR) 1-Caution (1C). Contractor employees shall return to their normal custodial tasks upon the declaration of TCCOR Storm Watch (SW), which will include additional water and debris removal caused by the inclement weather to ensure facilities are safe to operate as scheduled.

#### **5.4. Security Requirements.**

**5.4.1.** The contractor shall be responsible to adhere to all DoDDS and Military Base rules and regulations while performing work.

**5.4.2. Criminal Background Checks:** Satisfactory back ground checks shall be completed on all identified contract employees prior to unescorted base and facility access and in the unlikely event unsupervised contact with students are required by contract. For US Citizens – Unescorted Access – must pass the Childcare National Agency Check with Written Inquirers (CNACI). For Non-US Citizens – Unescorted Access – local host nation police background check only (Re: DODI 1402.5 and DODI 2000.16)

**5.4.3. Base Access.** The contractor shall be responsible for obtaining base access for all employees to accomplish contract requirements. Special cases where an escort is required to accomplish additional services within the PWS, request must be submitted two weeks in advance to the COR.

**5.4.4. Vehicles.** The contractor shall be responsible for obtaining base access for all vehicles used to accomplish contract requirements.

**5.4.5.** The contractor shall report in writing all base violations to the COR within 24 hours of the found violation.

**5.4.6. Key Control.** The contractor shall establish and implement methods of making sure all keys issued to the contractor by the Government are not lost or misplaced and are not used by unauthorized persons. The contractor shall not duplicate any keys issued by the government. The contractor shall immediately report to the COR any occurrences of lost or duplicated keys.

**5.4.6.1.** In the event keys, other than master keys are lost or duplicated the contractor may be required, upon written direction of the COR, to re-key or replace the affected lock or locks at no cost to the government. The government may, however, at its option, replace the affected lock or locks or perform re-keying and deduct the cost of such from the monthly payment due the contractor.

**5.4.6.2.** If a master key is lost or duplicated, the government must replace all locks and keys for that system and the total cost deducted from the monthly payment(s) due the contractor.

**5.4.6.3.** The contractor shall prohibit the use of keys issued by the government by any persons other than the contractor's employees. Opening of locked areas by contractor employees to permit entrance of persons other than contractor employees engaged in performance of work requirements in those areas is prohibited.

**5.4.7.** Neither the contractor nor any of its employees shall disclose or cause to be disseminated information concerning the operations of the activity which could result in or increase the likelihood of a breach in the activity's security or interrupt the continuity of its operation. Disclosure of information to any person not entitled to receive it, or failure to safeguard any classified information that come to the contractor or any person under his/her control, may subject the contractor, its agents or employees to criminal liability under 18 U.S.C. Sections 793 and 798.

**5.4.7.1.** Any possible contact with classified information as a result of this contract shall be reported to the Okinawa District Superintendents Office (ODSO) through the COR.

**5.4.7.2.** All inquiries, comments or complaints arising from any matter observed, experienced or learned as a result of or in connection with performance of this contract, the resolution of which may require the dissemination of official information, shall be directed to the ODSO through the COR.

**5.4.8.** Violations of any of the above provisions shall, in addition with all other criminal and civil remedies, subject the contractor to immediate termination for default.

**5.5. Safety Requirements.** The contractor shall comply with all Japan and U.S. military facility/base safety protection and environmental conservation program requirements. The contractor shall provide all necessary safety equipment, signs, lights, and barricades. The contractor shall ensure contractor personnel are trained on the proper use of all chemicals and equipment so they can be used safely.

**5.5.1.** The contractor shall report all accidents and/or safety violations to the COR and Contracting Officer within 24 hours of occurrence followed up by providing a written report within 72 hours from the occurrence to the COR and Contracting Officer.

**5.5.2. Blood-borne Pathogen Exposure Control Program.** The government shall provide training to the contractor's Program Manager and/or Site-Specific Managers on the safe handling and cleaning, as well as decontamination, of various types of surfaces and soils in accordance with Enclosure 2, Paragraph 5, of the DoDEA Regulation 4800.5 at no cost to the contractor. The contractor shall be responsible for ensuring his cleaning staff has been properly trained.

**5.5.3. Fire Prevention.** The contractor shall comply with military facility/base fire prevention and protection requirements and ensure their personnel are trained on fire prevention procedures. The training shall include as a minimum: (1) use and location of fire alarms and fire extinguishers; (2) storage and use of combustible materials; (3) required fire protection devices while using contractor furnished equipment, chemicals, etc.; and (4) procedures when a fire alarm has been activated.

**5.5.4. Medical.** The government is not liable for any medical treatment of on the job injuries. The contractor shall be responsible for obtaining medical assistance for his personnel for all job related injuries. Should the contractor's employees use or contractor request use of a medical treatment facility for emergency, life-threatening on-the-job injuries, the contractor shall be responsible for payment to the medical treatment facility for all services rendered.

**5.5.5. Cleaning Chemicals/Solutions.** The contractor shall only use cleaning materials, chemicals, and disinfectant solutions that are USDA approved and EPA registered. (Reference DS Regulation 4800.4.)

**5.5.5.1.** The contractor shall provide a Material Safety Data Sheet (MSDS) for every chemical and solution used in performing the custodial tasks under the contract and must have the chemicals approved by the government before use. The MSDS shall be in English and shall be turned over to the COR who shall review the MSDS' within five work days.

**5.5.5.2.** The contractor shall ensure copies of all MSDS are located in a central area in each custodial service location where the chemicals/solutions are being stored. The contractor shall ensure no other chemicals/solutions are being stored that either do not have an MSDS or are no longer required for custodial tasks. All chemicals/solutions not being utilized shall be removed from government facilities. The contractor shall maintain copies of all MSDS applicable to this contract.

**5.5.5.3.** All containers of cleaning chemicals/solutions shall be labeled in English to identify the contents at all times by name and manufacturer, and/or brand name designation, expiration date, and whether the chemical/solution is considered to be hazardous. All containers of cleaning chemicals/solutions shall be closely monitored when in use and secured in applicable storage areas when not in use.

## **5.6. Contract Personnel**

**5.6.1. Project Manager and/or Job Site Specific Manager.** The contractor shall provide a Project Manager and/or Job Site Specific Managers who shall be the COR's point of contact for all technical issues relating to contract requirements. The contractor's Project Manager(s) shall have a minimum three years of experience managing a large custodial operation similar to the custodial tasks required within the contract and shall be able to understand, read, write, and speak English. Should the contractor choose to provide managers specific to a job site, the site specific managers shall be able to understand, read, write, and speak English. The contractor shall provide their specific tasks and authority relating to the PWS. All managers shall be available during the hours of operation listed in PWS Section 5.3 to discuss problem areas with the government representatives. Response to inquiries shall be within 2 hours from notification by the COR or Contracting Officer.

**5.6.2. Qualifications** - The contractor shall provide employees with custodial experience and/or the knowledge and skills necessary to perform the PWS requirements. Contractor personnel shall present a neat appearance and be easily recognized as a contract employee by wearing appropriate badges containing the company name and employee name in English.

## **5.7. Other**

**5.7.1. Service interruptions.** The contractor shall notify the COR as soon as possible whenever there is an interruption or discontinuance of normal custodial services. If the discontinued service is due to any emergency breakdown, the contractor shall notify the COR and Contracting Officer, affected tenants, and customers within thirty (30) minutes.

**5.7.2. Water rationing.** During water rationing, the contractor shall conserve water usage. Water shall be placed in the facilities for custodial cleaning tasks. The contractor shall use the stored water in the restrooms to flush urinals and toilets during routine restroom cleaning to ensure all excrement does not accumulate.

## **6. Deliverables**

### **6.1. After Contract Award**

- a) Access List: The Contractor must furnish an access list to COR at least one week prior to starting scheduled work. The list shall be forwarded to the facilities Administration by the COR prior to start of work. Access list shall have the contractor employee's full name and date of birth.
- b) List of Employees assigned to the Contract - The contractor shall provide a list of employees performing under the contract and their assigned work sites to the COR and Contracting Officer within 10 days from contract award. The List shall be updated quarterly and delivered to the COR and Contracting Officer.
- c) Work Plan: The contractor shall develop a Work Plan detailing the scheduled time and/or days for all custodial tasks, per facility, to be performed by 1 August of each year of the contract. The draft Work Plan Schedule shall be submitted to the COR for review/approval within 5 working days after contract award. The COR has 5 working days to provide the contractor with comments and/or changes. The contractor has 5 working days to incorporate the changes and submit a final Work Plan to the COR. All changes and/or deviations from the Work Plan shall be approved by the COR prior to starting the new work schedule. This shall be completed annually.
- d) Quality Control Plan (QCP): Contractor shall develop and maintain QCP, reference section 3.4, and any updates/changes, shall be submitted to COR and Contracting Officer within 5 days from contract award and within 10 days of incorporation of any changes into the Plan.
- e) Name(s) and telephone number(s) of the managers assigned plus their specific tasks and authority associated with the contract to the COR and Contracting Officer.
- f) Service Request Calls. The contractor shall provide a twenty-four (24) hour telephone number(s) for reporting routine technical issues/problems and requests for emergency cleaning support (see PWS section 3.3).
- g) The contractor shall report ALL contractor labor hours (including subcontractor labor hours) required for performance of services provided under this contract for the DoDDS Pacific Okinawa District Custodial Contract via a secure data collection site. The contractor is required to completely fill in all required data fields using the following web address: <http://www.ecmra.mil/>. Reporting inputs will be for the labor executed during the period of performance during each Government fiscal year (FY), which runs October 1 through September 30. While inputs may be reported any time during the FY, all data

shall be reported no later than October 31 of each calendar year, beginning with 2013. Contractors may direct questions to the help desk at help desk at: <http://www.ecmra.mil/>.”

**6.2. Monthly Deliverables.**

- a) Monthly Billing invoices shall be submitted to the COR to include any applicable required supporting documentation
- b) Quality Control Surveillance Reports – The Contractor shall document all quality control and surveillance inspection reports and submit these reports to the COR
- c) The Contractor shall provide a monthly report for all services accomplished. This report shall be submitted to the appointed COR by e-mail

**6.3. Annual Deliverables.**

- a) Work plan as specified above, paragraph 6.1.a.
- b) The Contractor shall maintain annual training certifications for all employees under subject contract and shall submit all annual training certifications to the COR no later than September 30<sup>th</sup> for each calendar year.
  - Asbestos Awareness Training: The contractor shall adhere to the AHERA training requirements for Annual Asbestos Awareness training. The contractor shall maintain certification documents for all employees.
  - Blood-borne Pathogen Awareness Training: The contractor shall maintain certification documents for all employees. The COR shall provide a CD training video to the contractor if needed.

**Appendix A – Regular and Seasonal Cleaning Frequencies  
DoDDS Okinawa Custodial Services**

<b>Reference</b>	<b>Description</b>	<b>Regular Schedule Frequency</b>	<b>Seasonal Schedule Frequency*</b>
* <b>Seasonal schedule is for</b> Winter Break, a two week period December/January; Spring Break, a one week period in late March/mid-April; and Summer Break, normally 9 weeks from mid-June through mid-August for all schools and school administrative offices. The District Superintendent Offices (DSO) and Student Transportation Office (STO) require regular schedule cleaning year round.			
<b>General Daily Cleaning Services</b>			
3.1.1.	Maintain Floors	Daily	Twice per Week
3.1.2.	Remove Trash	Daily	As required
3.1.3.	Interior Glass/Mirrors/Windows	Daily	Twice per Week
3.1.4.	Drinking Fountains	Daily	Twice per Week
3.1.5.	Stairways	Daily	Twice per Week
3.1.6.	Carpets	Daily	Twice per Week
3.1.7.	General Spot Cleaning	Daily	Twice per Week
3.1.8.	General Dusting	Daily	Twice per Week
3.1.9.	Restrooms/Locker Rooms	Daily	Twice per Week
3.1.10.	Nap and Exercise Mats	Daily	n/a
3.1.11.	Whiteboards/Chalkboards	Daily	n/a
3.1.12.	Bleacher and Gym Courts	Daily	n/a
3.1.13.	Cafeteria	Daily	n/a
3.1.14.	Classrooms/Information Centers/Office Spaces	Daily	Twice per Week
3.1.15.	SureStart/PSCD Classrooms	Twice per Day	n/a
3.1.16.	Exterior Entrances, Entrance Platforms, and Courtyards	Daily	Twice per Week
<b>Periodic Cleaning Services</b>			
3.2.1.	Strip, Scrub, Seal, and Wax Floors	Twice a Year / Quarterly for Cafeteria	
3.2.2.	Clean Interior Glass/Mirrors/Windows over 7 feet	Annual	
3.2.3.	Clean Exterior Windows	Annual	
3.2.4.	Clean/Shampoo Carpets	Twice a Year	
3.2.5.	High Dusting	Twice a Year	
3.2.6.	Drapes, Blinds, and Upholstery	Twice a Year	
3.2.7.	Refrigerators	Twice a Year	
3.2.8.	Sports Field Restrooms/Trash Removal	~ 20 x year	
<b>Emergency/Special Event Cleaning Services</b>			
3.3	Emergency/Special Event	As required	