STATEMENT OF WORK
CUSTODIAL SERVICES, LINCOLN NE
NEBRASKA ARMY NATIONAL GUARD FACILITIES
July 2016

SERVICE ADDRESSES:

- **United States Property and Fiscal Office Supply Center (USPFO), 2950 N Park Rd,**
- **Sustainment Automation Support Management Office (SASMO), 2956 N Park Rd,**
- **Combined Support Maintenance Shop (CSMS), 2960 N Park Rd,**

The Vendor will provide Custodial Services for the Army National Guard facilities located in Lincoln, Nebraska. Certificate of Insurance will be required with the contract. This Contract is exempt from sales tax. The initial term of this agreement shall be 1 October 2016 through 30 September 2017. The Contract may be renewed annually based on availability of funds up to four (4) times **without change in cost unless there is a change in services requested**.

Optional renewal period 1: 1 October 2017 through 30 September 2018
Optional renewal period 2: 1 October 2018 through 30 September 2019
Optional renewal period 3: 1 October 2019 through 30 September 2020
Optional renewal period 4: 1 October 2020 through 30 September 2021

I. GENERAL: Provide custodial services as described herein to include vacuuming, mopping, dusting, shining, sanitizing, spot removal, refuse collection and providing and maintaining equipment and supplies.

II. INTENT OF CONTRACT: Provide custodial services, equipment and supplies to accomplish the following for Nebraska Army National Guard Facilities, Lincoln, Nebraska:

- Inventorying, Restocking and Ordering Supplies
- Collecting Refuse and Recycling
- Cleaning General Use Areas (Entryways, Lobbies, Corridors, Elevator, and Stairs)
- Cleaning Toilet and Locker Rooms
- Cleaning Break Rooms and Kitchenettes
- Cleaning Administrative Areas (Private Offices, Suites and Conference Rooms)
- Cleaning Gyms

III. REQUIREMENTS:

A. Definition of Services:

i. Period of Service: Contractor shall be prepared to commence services

approximately 1 October 2016.

ii. **Scope:** defines the extent of custodial services to be performed.

iii. **Standards:** defines the overall expectations and specifications for services to be performed.

iv. **Schedule:** defines the minimum frequency of performing custodial services within the Scope and Standard. Times of the week and day the services are to be performed will be negotiated after the Contractor submits a formal proposal and is awarded a contract. Services will be performed during normal business hours only.

B. Hours of Operation:

i. **Contractor Schedule:** The Contactor must provide a monthly schedule of services and/or change requests within 30 days prior to the commencement of work. The initial schedule must be submitted and approved by the Owner prior to the commencement of this Contract. Negotiation meetings may be held with the Contractor and Owner to finalize the proposed schedule. The Contractor is responsible for recording and distributing meeting minutes and schedules to the Owner.

ii. **Daily Hours of Operation:** Hours of operation are limited to 7:30 a.m.-4:00p.m. Monday through Friday during non-Federal holidays.

iii. **Weekends:** The Contractor will not be allowed to work on weekends.

iv. **Holidays:** Facilities are closed on all United States Federal Holidays (New Years Day, Martin Luther King Day, Inauguration Day, President's Day, Memorial Day, 4th of July, Labor Day, Columbus Day, Veteran's Day, Thanksgiving, Christmas). When scheduled pick-ups fall on a federal holiday they shall be made on the next workday. The Contractor will not be allowed to work on Federal holidays.

v. **State or Federal Emergencies:** There may be emergencies which require the Contractor to stop services. In the case of fire or severe weather, the Contractor will be expected to act in accordance with the direction given to building Users and resume services per the schedule when the threat passes. In case of threats to security, the Contractor will be directed to evacuate the site on his/her own accord and will be contacted again by the Owner when they can resume services per the Schedule.

vi. **Unserviceable Areas:** Each time an area is not available for cleaning per the Schedule it must be brought to the attention of the Owner during the same business day. If it is determined the area cannot be cleaned that day, it will be passed over and cleaning will resume on schedule with no reduction to the Contract.

C. Security and Transportation:

i. **Background Checks**: Every person on site representing the Contractor must have an acceptable background check. Contractor is responsible to provide Nebraska State Patrol background checks, copies of photo IDs of all personnel and all vehicle registration and insurance information to the Owner. Allow 7 to 10 days for the background checks to be accomplished. Employees who do not pass a background check performed by Nebraska National Guard security personnel, will not be granted access to Nebraska National Guard facilities. The format for providing this information will be provided upon contract award.

ii. **Licensed Vehicles:** Each vehicle accessing a site shall maintain current license, registration and insurance. Contractor may park freely in general employee parking lots in the vicinity of a facility during scheduled work hours

only. Contractor must follow all traffic and security rules of a site. Motorcyclists are required to have Department of Defense-specific training in order to drive on any site. This will be briefed to the Contractor at the time of Contract award.

iii. **Transportation:** At no time will the Owner be responsible for Contractor transportation, movement or security.

iv. **Site Access:** Contractor shall not be allowed to visit any other buildings or grounds on any National Guard property unless escorted by the Owner. Contractor shall not be allowed to take pictures anywhere at any time while on the National Guard Property.

v. **Contractor Property:** Security of Contractor supplies, materials and equipment is the sole responsibility of the Contractor. Contractor will be granted sole-use areas for storage and operational purposes. Owner will provide keys for these areas, as requested and justified, by the Contractor.

D. Facilities and Utilities:

i. **Contractor Access:** Contractor shall be issued one set of keys to their areas of assembly, supplies, equipment and inventory. Contractor will be given a list of Users to contact for access to non-common use areas for restocking of Owner inventory or cleaning areas of responsibility.

ii. **Designated Areas**

1. Toilet Rooms: Cabinets may be provided to contain Owner inventory only for use of restocking and immediate-use, non-hazardous cleaning supplies. Cabinets must be kept clean and organized and be safe to open/close.
2. Custodial Rooms: Contractor immediate-use equipment and supplies must be kept in custodial rooms and transported daily. Rooms must be kept clean, organized and safe. All Contractor equipment and supplies must be clearly labeled with Contractor's identification. Cleaning detergents or chemicals must be properly stored and labeled with the name of the cleaner. A Material Safety Data Sheet (MSDS) for that cleaner must be easily accessible in the same room. MSDS' shall be kept up to date by the Contractor. Contractor may specify and request storage to be permanently installed by the Owner to suit their needs and operations.
3. Storage Areas: Storage Areas may be provided for a reasonable amount of over-sized equipment or a generous supply and material inventory. Owner-provided supplies may only be accessed under the supervision of the Owner.
4. Refuse Dumpsters: Contractor may not overfill the dumpsters (to any point where the lids do not come in contact with the container) or set refuse or recycling on the ground outside at any time. If a dumpster must be emptied to make room for refuse, the Contractor must notify the Owner immediately.
5. Recycling Containers: Contractor may not overfill the containers (to any point where the lids do not come in contact with the container) or set refuse or recycling on the ground outside at any time. If a container must be emptied to make room for recycling, the Contractor must notify the Owner immediately.

iii. **Facility Damage:** Any damage by the Contractor must be documented and the Owner notified immediately. Contractor will be responsible for the cost of

repairs.

iv. **Use of Utilities:** Reasonable use of water and electricity to meet the terms of this contract will be provided by the Owner in the areas identified.

E. Supplies and Materials: The use of "GREEN Products" is highly encouraged, and therefore, the contractor can be asked at any-time to provide a listing of all products being used.

i. **Owner-Provided:** Owner will provide user-expendable supplies include:
   1. Hand towels,
   2. Toilet paper,
   3. Trash and recycling collection liners,
   4. Feminine and Male latrine hygiene products, and
   5. Hand soap.

ii. **Contractor-Provided:** Contractor will provide all cleaning detergents and supplies to include, but not limited to:
   1. Floor cleaner,
   2. Toilet cleaner,
   3. De-Liming or de-greasing chemicals,
   4. Stainless steel cleaner,
   5. Spot-remover,
   6. Carpet cleaner, and
   7. Air Freshener.

F. Equipment:

i. **Owner-Provided:** Owner will provide:
   1. Cabinets or shelves for storage of supplies and materials as requested by the Contractor; and
   2. Any equipment, additional to what is Contractor-provided, which they deem necessary for efficient operations. Contractor will be responsible scheduling training, service and routine maintenance of Owner-provided equipment. Owner will pay for the necessary service and maintenance of Owner-provided equipment.

ii. **Contractor-Provided:** Contractor will provide, service and maintain all necessary equipment to accomplish this contract to include, but not limited to:
   1. Mops and mop buckets,
   2. Brooms,
   3. Burnishers,
   4. Scrubbing brushes,
   5. Rags,
   6. Waste-gathering carts, and
   7. Carpet vacuums and cleaners.

G. Inspection and Communication

i. **Contractor Inspection:** Contractor is responsible for inspecting work daily and enforcing standards to ensure compliance with this contract is met.

ii. **Owner Inspection:** Owner will not accomplish scheduled inspections, but will inspect work with no notification to the Contractor. Owner will notify the Contractor's Supervisor of any deficiencies verbally. Recurring or uncorrected deficiencies will be placed in writing and sent to the Contractor to be remedied. Three written notices of recurring offenses or deficiencies in a three-month period may be grounds for Owner-Contractor mediation and subsequent

contract termination.

iii. **Complaints:** User-complaints or request for services shall be directed to the Owner [individuals] listed below. Contractor is not required to take action on User complaints or requests directly. Complaints will be handled as noted above under Owner Inspection.

iv. **Lost and Found:** Any items of lost and found, including Owner/User items found in the Contractor's assigned areas, shall be turned into the Owner [individuals] listed below immediately.

IV. SCOPE OF SERVICES

A. Inventorying, Restocking and Ordering Owner-Provided Supplies: Contractor shall take regular inventory and restock supply, material and equipment necessary to meet the terms of this contract. Requests for additional Owner-provided items shall be made to the Facility Coordinators (listed below) within 15 days of the need. Contractor may keep up to 90 days of Owner-provided supplies on hand at any given time.

B. Collecting Refuse and Recycling: All refuse and recycling in areas covered by this Statement of Work shall be collected and disposed of in a sanitary, unobtrusive and efficient manner. Collection will occur as per the attached Schedule. Liners should be changed at least bi-weekly or more frequently if they are damaged or soiled.

C. General Use Areas: Definitions are below. Walls and Floors must be cleaned in General Use areas in addition to:

i. **Doors and Windows:** Doors and Windows are considered in General Use Areas if they are separating an Entryway, Lobby, Corridor, or Stair from any another area. Cleaning will include permanently installed window coverings, window sills, tops of doors, door surfaces, glass, hardware and frames.

ii. **Entryways:** Entryways include the exterior doors (interior and exterior sides), door hardware (interior and exterior) and window surfaces (interior and exterior) used as entry into the building and adjacent to Vestibules, Lobbies, Corridors or Stairs.

iii. **Vestibules**: Vestibules are any floor and wall area contained by at least two-doors, one of which leads to the outside. Clean doors, hardware, frames and glass – inside and out.

iv. **Lobbies:** Lobbies are any floor and wall areas not defined as rooms by any distinguishing administrative furniture or numbered room signage. They may include built-in furnishings, common use furnishings, planters or displays which will require cleaning.

v. **Corridors:** Corridors are any floors or walls along any hallway, walkway or path connecting an entryway, vestibule or lobby to another area. They also include common-use walkways within Administrative Areas. There should be no furnishings which require cleaning and any office equipment along corridors does not require cleaning.

vi. **Stairs:** Stairs include the floors, walls, common risers, treads, railings, millwork and immediate entry and exit space serving the use of the stairs.

vii. **Elevator:** The elevator includes all controls, doors, floors, handrails, walls and entry and exit space servicing the use of the elevator.

viii. **Refuse and Recycling:** Refuse and recycling collection points are located in

and along General Use Areas. Cleaning shall include the interior and exterior of the containers, immediate floor and wall space around the containers.

D. Toilet and Locker Rooms: Walls and Floors within the Toilet and Locker Rooms shall be maintained in addition to:

- **i. Doors, Windows and Partitions:** Doors, Windows and Partitions are considered in a Toilet and Locker Room area if they are within a labeled Toilet or Locker Room or separating these spaces from any another area. The surfaces facing or within the Toilet or Locker Room shall be maintained in accordance with the Standards and Schedule for Toilet or Locker Rooms. Clean tops, frames, sills, hardware and surfaces of all Doors, Windows and Partitions.
- **ii. Lavatories and Countertops:** All Lavatory and Countertop surfaces including faucets, drains, backsplashes and surrounding walls shall be maintained.
- **iii. Water Fountains:** Water Fountains are generally installed outside of Toilet and Locker Rooms. All surfaces of the water fountains and the adjacent floors and walls shall be maintained in accordance with the Standards and Schedule.
- **iv. Toilets and Urinals:** All Toilet and Urinal Surfaces including adjacent walls, floors, fixture base, piping, operators and under-sides of fixtures shall be maintained in accordance with the Standards and Schedule.
- **v. Showers:** Showers shall be all surfaces including curtains, walls, floors, doors, drains, hardware, accessories and seats inside or adjacent to showers. Delime, degrease and shine, as necessary, in accordance with manufacturer's recommendations, Standards and Schedule.
- **vi. Lockers and Seating:** Clean Locker faces and tops and all Seating surfaces including structures and grooves associated with Locker spaces.
- **vii. Accessories:** Clean all Toilet and Locker Room Accessories including, but not limited to, paper towel, toilet paper, hygienic, and soap dispensers, shelves, and mirrors. Fill all paper towel, toilet paper, hygienic and soap dispensers.
- **viii. Refuse:** Refuse containers shall be cleaned inside and out.

E. Break Rooms and Kitchenettes: Walls and Floors within the Break Rooms and Kitchenettes shall be maintained in addition to:

- **i. Doors and Windows:** Doors and Windows are considered in a Break Room or Kitchenette if they are within or separating this area from another area. The surface facing the Break Room or Kitchenette including the permanently installed window coverings, window sills, tops of doors, hardware, surfaces and frames shall be maintained in accordance with the Standards and Schedule.
- **ii. Floors:** Floors of Break Areas and Kitchenettes vary from carpet to hard-surfaced. Each shall be maintained in accordance with the manufacturer's recommendations, Standards and Schedule.
- **iii. Sinks, Countertops and Cabinets:** These include any faucets, drains, adjacent walls, all cabinet exterior surfaces and handles, and backsplashes which should be thoroughly cleaned, de-limed or degreased and sanitized.
- **iv. Appliances:** Appliances are those which are non-portable such as coffee makers, microwaves, vending machines and refrigerators. Clean exterior surfaces and sanitize handles. Cleaning is not included on such temporary appliances such as toasters, tea pots or crock-pots.
- **v. Accessories:** Clean and fill all Accessories including paper towel and soap dispensers.

vi. **Tables and Chairs:** Tables and chairs including legs, horizontal and vertical surfaces should be dusted and wiped clean.

vii. **Refuse and Recycling:** Refuse and recycling collection points are located in Break Rooms and Kitchenettes. Cleaning shall include the interior and exterior of the containers, immediate floor and wall space around the containers.

F. Administrative Areas: Floors and Walls in Administrative Areas shall be maintained in addition to:

i. **Doors and Windows:** Doors and Windows are considered in an Administrative Area if they are within or separating these areas from another area. The surface facing the Suite, Office, or Conference Room including the permanently installed window coverings, window sills, tops of doors, hardware and frames shall be maintained in accordance with the Standards and Schedule.

ii. **Suites:** Suites are open office areas defined by cubicle-type furnishings.

iii. **Private Offices:** Offices are defined by numeric signage at the entry to a defined room with desk and related furnishings.

iv. **Conference Rooms:** Conference Rooms are defined by a table and chairs suitable for at least six people. It may include furnishings such as automated display equipment, credenzas, and white-boards. Dust tops of furniture and equipment only. Conference Rooms with Kitchenettes will be cleaned as described above under Break Rooms and Kitchenettes.

v. **Classrooms:** Classrooms are defined by tables and chairs suitable for more than twelve people. It may include automated display equipment, easels, whiteboards and the like. Dust tops of furniture and equipment only.

vi. **Furnishings:** Dust tops of furnishings only. Including tops of chair rollers, filing cabinets, shelves, etc. Dusting activities shall not disrupt decorations, office supplies or equipment. Do not clean office equipment such as copiers, printers, computer, phones, etc.

vii. **Refuse and Recycling:** Refuse and recycling collection points are located in Administrative Areas. Cleaning shall include the interior and exterior of the containers, immediate floor and wall space around the containers.

G. Gyms: Walls and Floors within the Gyms shall be maintained in addition to:

i. **Doors and Windows:** Doors and Windows are considered in a Gym if they are within or separating this area from another area. The surface facing the Gym shall be cleaned including the permanently installed window coverings, tops of doors, hardware and frames accordance with the Standard and Schedule.

ii. **Floors:** Includes any permanently installed flooring or equipment matting. It does not include temporary use floor coverings such as mats or towels.

iii. **Equipment:** Includes any electric, pneumatic, hydraulic or stationary equipment which is immobile such as treadmills, elliptical trainers, bikes, weight machines, free-weight shelving, cabinets, and the like.

iv. **Refuse:** Refuse containers shall be cleaned inside and out.

v. **Water Fountains:** Water fountains shall be maintained in accordance with Toilet and Locker Rooms.

H. Additional Services (Fee for Service): Any additional areas outside of this Scope will be discussed and negotiated with the Contractor as additional Fees for Services. Additional Areas may include, but are not limited to:

i. **Storage Rooms,**
ii. **Secured Areas,**
iii. **Mechanical Rooms or Components,**
iv. **Exterior Windows, Walls or Doors not defined previously,**
v. **Light Fixtures,**
vi. **HVAC Fans or Diffusers, or**
vii. **Outdoor Seating Areas.**

V. STANDARDS FOR SERVICES

A. Sweeping: Sweeping of any and all visible hard-surface floors must be done prior to mopping. It shall collect all visible materials and be disposed of as refuse.

B. Mopping:

i. **Dust Mopping:** Dust mopping may be done as a substitute to sweeping so long as it meets the same Standard.

ii. **Wet Mopping:** Wet mopping must be done on all visible hard-surfaced floor areas covered by this Scope of Work with clear, clean water. Detergents may be added but water that is visibly clouded due to soil must be changed immediately. Mopping must be done over the entire floor area in order to collect soil that is not otherwise visible. Mop streaks on toe-kicks, doors, walls, partitions or base molding are not acceptable at any time.

C. Vacuuming: Vacuuming all visible carpeted area covered by this Statement of Work must be done with vacuums protected by material and high-efficiency particulate air (HEPA) filters. Sufficient suction shall be maintained to collect soil (dust) not otherwise visible. Battery-operated vacuums may be used but batteries must be maintained sufficiently to ensure constant service within the approved schedule. Battery disposal is the responsibility of the Contractor off-site. Corded vacuums may not obstruct safe passage at anytime (for example, cords pulled taut to create a tripping hazard).

D. Waxing, Buffing and Burnishing: Waxing is only permitted on floors explicitly required wax per the manufacturer specifications. Buffing and/or burnishing shall be done to maintain a consistent shine only on concrete, rubber or smooth stone flooring. It will not be done on ceramic tile flooring.

E. General Cleaning: General cleaning shall be accomplished throughout the facility in all areas covered by this Statement of Work and as per the manufacturer's specifications ONLY. Damage to any part of the facility or its components due to use of unspecified or unapproved chemicals will repaired or replaced at the Contractor's expense. Specifications and Owner Manuals will be provided to the Contractor, as requested. Requests should include the facility, room number and material description.

i. **Green Cleaning:** Use "Green – Environmentally Friendly" chemicals (biodegradable, diluted concentrates, low-fume, etc.) has been mandated to be used wherever possible. Caustic chemicals are not approved for use at any time. The contractor can be requested to provide the list of cleaning products in use at any time including the MSDS (Material Safety Data Sheets).

ii. **Dusting:** Dusting shall be done to remove all visible soil without leaving streaks.

iii. **Sanitizing:** Sanitizing must be done on all surfaces which routinely come in contact with persons or food. This will include, but is not limited to, door and window hardware, toilet fixtures, lockers, light switches on walls, gym equipment, water fountains, handrails, sinks, appliance handles, table tops and counters. Sanitizing must be done thoroughly with a commercially-approved sanitizer. Disinfectants are not an acceptable substitute to sanitizers.

iv. **Spot Removal:** Remove spots which cannot be removed as part of General Cleaning from all surfaces (for example: doors, counters, walls, cabinets, tables, floors) with a commercially-accepted product which will not pose harm to the Contractor employees or facility Users. For example: Carpet spot removal shall be done immediately when the spot is found. Overall carpet cleaning will be done as a separate service outside of this contract.

v. **Shining:** Metallic, glass, or reflective surfaces such as faucets, sinks, mirrors, water fountains, appliances, wall panels, door hardware, windows, light switches, etc shall be properly shined to remove any abnormality such as evidence of soil, streaks, finger prints or water stains.

F. Refuse Collection:

i. **Refuse:** Collect and dispose of refuse as per the Requirement, Scope, and Schedule. Check liners for damage or soiling and change liners if any of these conditions are present. Otherwise change liners at least bi-weekly. Collect any obvious refuse or recyclable materials left unattended within the facility and dispose of in an approved manner.

ii. **Recycling:** Collect and dispose of recycling as per the Requirement, Scope, and Schedule. Check liners for damage or soiling and change liners if any of these conditions are present. Otherwise change liners at least bi-weekly. Collect any obvious refuse or recyclable materials left unattended within the facility and dispose in an approved manner.

G. Equipment and Supplies

i. **Inventory:** Inventory of Owner and Contractor supplies must be accomplished as per the Requirement and Schedule.

ii. **Restocking:** Restocking at least three days of supplies should occur as soon as supply levels fall below this level.

iii. **Ordering:** Ordering should be done no more than weekly on a standard form proposed by the Contractor and approved by the Facility Coordinator. It should be done, at a minimum, per the Requirement and Schedule.

iv. **Maintenance:** Maintenance of Owner and Contractor equipment should occur in accordance with manufacturer's recommendations and as scheduled by the Contractor. Request for funding of maintenance of Owner equipment should occur within two weeks of maintenance being conducted. Funding for Contractor equipment maintenance is the responsibility of the Contractor.

v. **Repair:** Repair of Owner and Contractor equipment should occur as soon as possible after failure is detected. Request for funding of repair of Owner equipment should occur within two weeks or as early as possible. Funding for Contractor equipment repair is the responsibility of the Contractor.

vi. **Replacement:** Owner and Contractor are responsible for replacement of equipment at their own expense. Replacement of Owner equipment should be requested by the Contractor within one month of necessary replacement, if at all possible.

H. Additional Services: Any additional services requested outside of this Statement of Work will be discussed and negotiated with the Contractor as a change order or additional Fees for Services, as appropriate. We reserve the right to add additional building to the contract.

VI. SCHEDULE OF SERVICES: See attached Schedule for Services required by this Statement of Work.

VII. FLOOR PLANS: Floor plans for areas covered by this Statement of Work will be available at the facility walk through.

VIII. POINTS OF CONTACT: As Owner representatives, compliance with this contract will be determined by the POCs ONLY. Modifications and changes to this contract may be approved by the POCs ONLY. Due to changes in personnel a list of POCs will be provided Vendor upon award of bid and renewals of contract.

IX. FACILITY COORDINATORS: Personnel, on site at each facility, for day-to-day coordination and communications including supply issues and quality assurance. Due to changes in personnel a list of POCs will be provided Vendor upon award of bid and renewals of contract.

Nebraska Military Department
CFMO-CMB (Attn. Contract Officer phone (402) 309-8473)
2433 NW 24th Street
Lincoln, NE 68524 -1801

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