

**PLEASE SEE "HELPFUL HINTS" FROM GSA'S 7 STEPS TEAM AT END OF  
DOCUMENT**

**STATEMENT OF WORK  
FOR  
CUSTODIAL SERVICES  
AT  
POPE AIR FORCE BASE  
NORTH CAROLINA**

**16 May 2000**

**Prepared By:**

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**Date:\_\_\_\_\_**

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**Date:\_\_\_\_\_**

**1. DESCRIPTION OF SERVICES.** The contractor shall perform base custodial services to present a clean, neat and professional appearance at Pope AFB in accordance with Building Owners and Managers Association (BOMA) commercial standards, all local, state and federal laws and the requirements of this Statement of Work (SOW). The contractor, through innovation, technology, and other means, shall perform the required custodial services at frequencies determined by the contractor. The evaluation results will be based on end user satisfaction. All services performed must meet the prescribed standards stated in the Service Delivery Summary to be regarded as acceptable. Services considered unacceptable upon a validated customer complaint shall be re-performed at no additional charge to the Government. The estimated square footage for the buildings are listed in Appendix A, Workload Data.

A. All interior space shall be free of obvious dirt, debris, and dust. Glass surfaces shall be clean and free of smudges. Furniture shall be free of obvious dust, dirt and debris. Carpets will be free of obvious spots and stains, and shall be clean and free of dirt and debris. All floors will be maintained according to best trade practices. Floors requiring a finish shall be maintained at a high luster and free of all marks.

B. Drinking fountains will be cleaned to be free of water marks and any other debris or encrustations. Drinking fountains shall be maintained at a high level of satisfaction.

C. All trash will be collected and disposed of in the nearest dumpster. Trash cans shall be emptied and kept clean and free of dirt, stains and debris. Plastic liners for all trash containers shall not be torn, worn, or contain residue.

D. Restrooms will be cleaned and disinfected. Refill dispensers, empty trash, clean and sanitize all restroom fixtures. Floors will be cleaned, disinfected and free of dust, dirt, debris or bacteria. Partitions and walls will be free of obvious dirt, and dust. Restroom supplies shall be replenished as needed to maintain an adequate supply at all times.

**1.1. Levels of Cleaning:** Space types as identified in this SOW are described below. Locations and square footages of these areas are found in **Appendix A**.

<p><b>Clinical Areas:</b> These areas require the removal of all dirt of any kind, including, bacteria and viruses in accordance with BOMA specifications and standards from all building surfaces.</p>
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<p><b>Prestige Service Areas:</b> These areas require regularly scheduled cleaning of surfaces regardless of whether dirt is visible. These areas are equivalent to BOMA's identification of <i>Executive Areas</i>.</p>
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<p><b>Basic Service Areas:</b> These areas require cleaning of all visible dirt from surfaces. These areas are equivalent to BOMA's identification of <i>Tenant Suites</i>.</p>
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<p><b>Restroom Only Service Areas:</b> These areas require the removal of all dirt of any kind, including, bacteria and viruses in accordance with BOMA specifications and standards from all building surfaces.</p>
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**1.2. EMERGENCY OR SPECIAL EVENT CLEANING SERVICES (Minor, Medium, and Major).** Upon notification, the contractor shall perform emergency or special event cleaning required in any building, area, or room covered under this contract. The contracting officer shall request cleaning services (to include carpet shampooing) for the appropriate and required work task(s). Contractor shall begin emergency work, as determined by the contracting officer, within one hour of notification, which may be verbal. The Contracting Officer or designated representative will notify the contractor as soon as a special event requirement is known, but not less than 24 hours prior to the event. Completion schedule shall be determined for each emergency or special event cleaning service performed.

**1.2.1. Minor.** Cleaning service performed with a minimum of 3 square feet and a maximum of 500 square feet per service.

**1.2.2. Medium.** Cleaning service performed with a minimum of 500 square feet and a maximum of 2000 square feet per service.

**1.2.3. Major.** Cleaning service performed with a minimum of 2000 square feet and a maximum of 6000 square feet per service.

## 2. SERVICE DELIVERY SUMMARY (SDS)

SOW Para.	Performance Objectives	Performance Threshold
1.1 & Appendix A	<i>Clinical Services:</i> All areas shall be cleaned to meet the quality and commercial standards specified by AFI 34-248 Chapters 10 and 11, all applicable Safety & Health codes and this SOW.	3 valid customer complaints per month
1.1 & Appendix A	<i>Prestige Cleaning Services:</i> All areas shall be cleaned to meet the quality and commercial standards specified by BOMA and in this SOW.	5 valid customer complaints per month
1.1 & Appendix A	<i>Basic Cleaning Services:</i> All areas shall be cleaned to meet the quality and commercial standards specified by BOMA and this SOW.	15 valid customer complaints per month
1.1 & Appendix A	<i>Restroom Only Cleaning Services:</i> All areas shall be cleaned to meet the quality and commercial standards specified by BOMA and this SOW.	3 valid customer complaints per month
1.2 & Appendix A	<i>Emergency or Special Event Cleaning Services:</i> All areas shall be cleaned to meet the quality and commercial standards specified by BOMA and this SOW.	0 valid customer complaints per month

**3. GOVERNMENT FURNISHED PROPERTY AND SERVICES.** The Government shall provide, without cost, the facilities, equipment, materials and/or services listed below:

700 sq ft of office and storage space in Bldg 625.

All utilities required to support the assigned area.

All refuse removal, entomology services and police and fire protection.

**3.1.** The contractor shall maintain this space to the same standards as similar area as occupied by the Government and use space only in connection with performance under this contract. The contractor shall not make any alterations to the space except with the prior written permission of the Contracting Officer. Any approved **contractor required** alterations shall be made at no additional cost to the Government. The contractor, at his/her own expense shall restore the space to the condition in which it was received, fair wear and tear expected, at the time of contract completion or termination, except as otherwise approved in writing by the Contracting Officer. In the case of damaged facilities, the amount of compensation due to the Government by the contractor shall be the actual cost of the repair.

**3.2.** The contractor shall notify the Government of any circumstances of needed repair of assigned space or of any area that may affect performance of contract work, present unsafe or unhealthy condition, or cause any delays or interference of work by employees of the contractor. Such notification shall be made immediately by the contractor to the Quality Assurance Evaluator (QAE).

**3.3.** Some buildings have janitors' closets wherein there may be room to store cleaning supplies and equipment.

**3.4.** Except for those items or services specifically stated above, **the contractor** shall furnish everything required to perform this statement of work.

#### **4. GENERAL INFORMATION:**

**4.1. Hours of operation.** The contractor shall maintain customer service hours Monday through Friday 7:15 a.m. to 4:15 p.m.

**4.2. Child Development Center and the Youth Center.** The contractor shall perform and report the results of criminal history and background checks on any employee working in the Child Development Center, Youth Center and the Youth Center Annex. Results of these tests shall be submitted directly to 43 CONS/LGCC, Pope AFB, NC 28308. These checks shall be at the contractor's expense and shall be conducted in accordance with AFI 34-248, Chapter 5, paragraph 5.3.

**4.3. Contractor's Personnel.** The contractor shall provide an on-site point of contact (POC) for all contractual matters during all hours of operation.

**4.3.1.** Contractor personnel shall present a neat appearance and be easily recognized. This may be accomplished by wearing clothing bearing the name of the company or by wearing an appropriate badge containing the company name and employee name. The military uniform, or any part thereof, may **not** be worn by contractor's employees while performing work under this contract. Additionally employees shall be fully attired.

**4.4. Physical Security.** The contractor shall be responsible for safeguarding all Government property provided for contractor use. At the close of each work period, Government facilities, equipment, and materials shall be secured.

**4.4.1. Key Control.** The contractor shall establish and implement methods of ensuring that all keys issued to the contractor by the Government are not lost or misplaced and are not used by unauthorized persons. No keys issued to the contractor by the Government shall be duplicated. The contractor shall develop procedures covering key control.

**4.5. Service Schedules.** The contractor shall develop and maintain a service schedule for each building listed in **Appendix A**. The service schedule should indicate the days of the week, task, and frequency of service to be performed. The service schedule shall be submitted as soon as possible after contract award but no later than the Preperformance Conference. The contractor shall coordinate with the facility managers (using a list of facility managers given to the contractor by the government) to agree upon a day and time that cleaning shall be done that is convenient both to the contractor and the occupants of the building. Contractor shall provide written notification to building managers informing him/her of the day cleaning will be accomplished in their building. Building managers will be advised of changes as they occur. The contractor shall comply with the submitted schedule as approved by the Contracting Officer.

**4.5.1.** Revised service schedules shall be submitted two weeks prior to the end of the month and the new schedule shall begin no sooner than the beginning of the month following submittal.

**4.5.2.** The contractor shall shampoo carpet in each facility once per year, unless specified differently in Appendix A. The contractor shall coordinate with the facility managers to determine when the shampooing will be accomplished. The contractor will submit a monthly schedule of carpets to be cleaned five (5) days prior to the month scheduled.

**4.6. Workload Estimate.** The Government's estimate of square footage represents the Government's best estimate of the actual square footage of designated areas. The contractor shall notify the QAE in writing when actual conditions or actual measurements differ from those provided by the government. If the contractor does not inform the QAE of differing conditions, the government shall not be responsible for any additional cost that may be incurred by the contractor. The contractor shall also notify the QAE if a facility undergoes renovations, which prevents the contractor from performing cleaning duties.

**4.7. Material Safety Data Sheets (MSDS).** The contractor shall provide to the Government 3 copies of the MSDS for all cleaning products used during the performance of this contract.

The contractor shall use no cleaning product until approved by Pope AFB Bioenvironmental personnel.

**4.8. Publications:** The following instructions and guidance shall be followed in the performance of this contract.

<b>Publications</b>	<b>Title</b>	<b>Date</b>
Air Force Instruction 34-248	Child Development Centers <a href="http://afpubs.hq.af.mil/pubs/publist.asp/puborg=AF&amp;series=34">http://afpubs.hq.af.mil/pubs/publist.asp/puborg=AF&amp;series=34</a>	1 October 1999
Building Owners and Managers Association (BOMA)	Cleaning Makes Cents: Benchmarks for Managing Your Clean Operations <a href="http://www.boma.org/clean.htm">www.boma.org/clean.htm</a>	Copyright 1997

**4.9. PERFORMANCE OF SERVICES DURING CRISIS DECLARED BY THE NATIONAL COMMAND AUTHORITY:** IAW DoDI 3020.37 (Continuation of Essential DoD Contractor Services During a Crisis), and aforementioned Air Force implementation, unless otherwise directed by an authorized Government representative, it is determined that services to the Child Development Center (CDC), Fitness Center, and any contingency areas identified by the Contracting Officer are essential for performance during a crisis.

## **5. SPECIAL REQUIREMENTS.**

**5.1. CHILD DEVELOPMENT CENTER (Bldg 30).** This building will require cleaning service during the following hours: 8:00 a.m. to 9:00 p.m. Monday through Friday. Services shall be provided in accordance with this statement of work and the BOMA standard. Further, where it is more restrictive than BOMA, the contractor shall perform cleaning tasks in accordance with Chapters 10 and 11 of AFI 34-248, "Child Development Centers" and accreditation requirements of the National Association for the Education of Young Children. Because of the additional health and cleanliness requirements of the CDC, the contractor shall also be required to clean any spills, stains, etc. that occur between scheduled cleanings. A rapid response in these instances is particularly important in this facility. All carpeted areas shall be shampooed at least monthly. The Performance Threshold in the SDS must be maintained at all times during the contractor performance hours of this facility.

**5.2. FITNESS CENTER (Bldg 420).** This building will require service seven days a week excluding Federal holidays. Services shall be provided in accordance with this statement of work and the BOMA standard. Further, where it is more restrictive than BOMA, the contractor shall perform cleaning tasks in accordance with the following:

The following tasks shall be performed daily:

- Clean and disinfect sauna benches and floors
- Clean and disinfect steam rooms

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- Clean wood floors to be free from dust, debris, perspiration, salt and oils
  - Clean locker rooms and restrooms twice per day, after the lunch and evening peak periods
  - Dust the exterior of all lockers
  - Dust ceiling vents that are less than 10 feet high and report any rust to the QAE

Walls and doors in the following areas shall be spot cleaned from the floor up to 8 feet: Hallways, lobbies, issue counters, aerobics room, restrooms, locker rooms, basketball and racquetball courts (to include removal of ball marks from floors), weight rooms and exercise rooms. There shall be no traces of film, streaks, dirt smudges, water, ball marks, or foreign matter.

Bleachers:

- Bleachers shall be dusted, damp mopped and disinfected twice per week if used more than two times during the week, otherwise, as necessary to be maintained free from dirt and dust.

The following tasks/areas shall be cleaned as required to maintain the standards in the SDS:

- Exercise equipment and machines shall be cleaned and disinfected
- Exercise rooms
- Lobbies and hallways

**5.3. YOUTH CENTER (Bldg 1525).** This building will require cleaning service six days a week, Monday through Saturday excluding Federal holidays. Services shall be provided in accordance with this statement of work and the BOMA standard. All carpeted areas shall be shampooed at least monthly.

**5.4. YOUTH CENTER ANNEX (Bldg 25).** This building will require cleaning service five days a week, Monday through Friday excluding Federal holidays. Services shall be provided in accordance with this statement of work and the BOMA standard. All carpeted areas shall be shampooed at least monthly.

**5.5. BASE CHAPEL (Bldg 317).** This building will require cleaning service three times a week to include Sunday. Services shall be provided in accordance with this statement of work and the BOMA standard.

**5.6. BALL PARK RESTROOMS (Bldg 401).** This facility will require service during the months of March through November only. Services shall be provided in accordance with this statement of work and the BOMA standard.

**HELPFUL HINTS FROM THE SEVEN STEPS TEAM:**

While this Statement of Work is somewhat prescriptive, the measurements/metrics are good and industry standards are referenced throughout. If the SOO approach had been used, many of the requirements of Section 4 could be moved to “constraints.”