

PERFORMANCE WORK STATEMENT # 03

CUSTODIAL SERVICES

1.0 SCOPE. The contractor shall provide custodial services at Fort Monmouth and its sub-posts. Structures include single, multi-level and elevator serviced buildings. Types of custodial services are specified in Appendix 03-1. A list of buildings to be serviced with type of service required is included in Section J.

1.1 Year 2000 Compliance. ALL INFORMATION TECHNOLOGY USED IN THE PERFORMANCE OF THIS PWS MUST BE YEAR 2000 COMPLIANT. Year 2000 compliant means that the information technology accurately processes date/time data (including, but not limited to, calculating, comparing and sequencing) from, into, and between the twentieth and twenty-first centuries, and the years 1999 and 2000 and leap year calculations.

2.0 APPLICABLE DOCUMENTS. The exact issue of all documents cited in this PWS appears in paragraph 4.0.

3.0 REQUIREMENTS. The contractor shall perform custodial services in accordance with this PWS, applicable documents cited in paragraph 4.0, and the Custodial Services Attachment in Section J. Where required, staffing requirements and hours of operation are specified in Appendix 03-1. The contractor shall provide all labor, cleaning tools and equipment, cleaning agents/solvents, and materials required to perform tasks described in this PWS. Consumable products (i.e. soap, toilet tissue, hand towels, and personal products) shall be reimbursed by the Government.

3.1 Trash Removal. The contractor shall empty all wastebaskets, cigarette butt receptacles, and other trash containers inside and outside of all buildings, including smoking area/shelters, receiving custodial services. Container interiors shall be damp-wiped to remove wet spills, and exteriors shall be free of soil. After emptying and cleaning the container, new plastic liner bags, sized compatible to the container, shall be inserted and containers shall be returned to their original locations. Once cleaning in an area has been completed, trash shall be removed and not be left at collection points inside buildings, i.e., freight elevators, lobbies, and inside loading docks. The contractor shall place waste from trash receptacles in clear plastic bags and deposit in the nearest trash dumpster. Dumpster lids shall be closed after completion of deposits. All litter surrounding dumpster areas shall be placed in the dumpster.

3.1.1 Recyclables. Segregated recyclables shall be removed from each centralized collection site to the appropriate recycling collection station in Buildings 283, 286, 1207,

and 1210. Segregated recyclables from each collection site container in Building 2700 shall be moved to the appropriate loading dock collection site. The contractor shall **NOT** be responsible for the removal of recyclable materials from individual work stations/areas.

3.1.1.2 Centralized Recycling Stations/Rooms. The contractor shall clean and maintain centralized recycling collection stations/rooms to include cleaning debris from the floor and return overflow to proper recycling containers. The floor shall be swept, vacuumed or damp mopped in conjunction with other services performed. A deodorizer shall be used to minimize odors generated from recycling materials.

3.2 Rest Rooms. The contractor shall remove trash, sweep and wet mop floors, and clean fixtures in all rest rooms receiving custodial services. Toilet tissue dispensers, towel dispensers, hand soap dispensers, and sanitary napkin dispensers shall be resupplied with compatible material. Emergency resupply material shall be delivered to any rest room within one hour of report of outage. All surfaces of toilet bowls, urinals, lavatories, showers, dispensers, partitions, stalls, stall doors, wall areas adjacent to wall mounted lavatories and other surfaces shall be completely cleaned and disinfected.

3.3 Carpet Shampooing. Prior to shampooing, the contractor shall inspect the carpet and report any damage to the COR. Carpets shall be thoroughly vacuumed prior to shampooing. Stains and high traffic areas shall be pre-treated. The carpet shall be mechanically steam cleaned with a steam-jet machine. When thoroughly dry, the carpet shall be vacuumed. When work is complete, carpet shall be free of streaks, stains and spots, and shall have a uniform color.

3.3.1 Carpet Stain and Spot Removal. The contractor shall treat and remove any visible spots on carpet in conjunction with normal vacuuming. If spot cleaning is unsuccessful, custodial personnel shall notify DPW representative. If found necessary, DPW will initiate additional work directive.

3.4 Cleaning, Dusting and Spot Cleaning. The contractor shall perform the following services in accordance with the types of custodial services specified in Appendix 03-1.

3.4.1 Cleaning. The contractor shall perform cleaning twice annually (May and November) in all areas. Cleaning includes removal of grime, dirt, soot, grease, oil, and fingerprints using cleansing solutions suitable for the task. Cleaning shall be accomplished on grills, fixtures, pipes, sprinkler systems, cables, ceilings, HVAC vents, and registers.

3.4.1.1 During the first month of each quarter, the contractor shall clean all light fixtures and ceiling fans. Cleaning includes washing all components of the fixture including side panels, louvers, egg crates, plastic or glass covers frames and globes. Both light fixtures and fans

shall be free of bugs, dirt grease or other foreign matter. The contractor shall insure that any and all falling debris is collected from the work area and disposed of properly.

3.4.2 Dusting. The contractor shall remove dust from all areas and surfaces from up to and including ceiling using brush, cloth or feather/magnetic duster. Surfaces shall be free from all types of soil and cobwebs removable by dusting.

3.4.3 Spot Cleaning. The contractor shall provide spot cleaning to remove smudges, fingerprints, marks, and streaks from washable surfaces of walls, partitions, doors, furniture, fixtures, and appliances. After spot cleaning, the surface shall be clean, have uniform appearances, free of streaks, spots, and other evidence of removable soil.

3.5 Incandescent Lamps, Fluorescent Tubes and Starters. The contractor shall provide and replace all interior defective light bulbs (lamps), fluorescent tubes and starters. Replacements shall be accomplished as needed. If after replacing these items, light does not function, custodial personnel shall initiate an intermittent work request for electrical assistance. The contractor shall respond to lighting replacements within two hours of notification by the COR. The contractor shall **NOT** be responsible for replacing individual/personal desk/work station lights. Disposal of fluorescent tubes shall be in accordance with requirements of General Contract Terms and Conditions and PWS 7, Environmental Program.

3.6 Administrative Shower Areas. In administrative areas, the contractor shall wash, scrub, scour, disinfect and deodorize shower areas once per week.

3.7 Clean Glass. The contractor shall wash the interior and exterior of all glass. This includes all doors (handicap, revolving, hinged), fixed glass and fixed glass panels, all glass parts and trim that make up the unit. Cleaning includes the metal framework, interior ledges, and exit signs.

3.7.1 Upon completion glass shall be free of soot, soil, grease, grim, fingerprints, line and smudges. Glass shall be streak free.

3.7.2 Surrounding areas shall be dry and any spilled/dropped materials shall be mopped clean and dry. Area shall be left clean of any debris generated during the cleaning operation. Contractor generated debris/refuse shall be removed and disposed of properly.

3.8 Restoration of Work Areas. After all required cleaning operations have been completed, all furniture and equipment shall be replaced in its original position and the entire area shall be left in an orderly condition. Window shades and venetian blinds shall be positioned at even height so as to cover half of the window opening. The contractor

shall close and lock all windows and exterior doors, and extinguish all lights, unless otherwise directed.

3.9 Laboratories. Laboratory equipment, benches, tables, and other articles of furniture on which laboratory equipment is placed shall not be dusted, moved, disturbed, or tampered with in any manner.

3.10 Storage and Removal of Supplies. Rags, mops, brushes, waxes, and other combustible materials used shall be disposed of or stored in covered metal containers. All chemicals used in the performance of this PWS shall be stored in original containers. Dirty water and cleaning solutions shall be disposed of in slop sinks, toilets, or floor drains. Floors and fixtures of areas where water is obtained and disposed of shall be sanitary. Storage areas shall be maintained in a clean and orderly manner.

3.11 Response to Emergency Requirements. The contractor shall respond to emergency cleaning requirements within one hour of notification by the COR, regardless of whether the building receives custodial service. An emergency includes unsanitary conditions created by unforeseen events (i.e. medical emergency (red bag disposal), body fluids). Upon response, the contractor shall continue work until the facility is cleaned, sanitized, and suitable for occupancy. When contractor has completed emergency response requirement work, the contractor shall submit the following data, in accordance with DHMGMT-80227 and CDRL C001:

- a. Building(s) and location(s).
- b. Number of persons assigned to response.
- c. Number of **square-foot hours** to complete cleaning requirements.
- d. Date(s) emergency cleaning accomplished.
- e. Name of requester.
- f. Total cost to complete cleaning requirements.

CONTRACT DATA REQUIREMENTS LIST							
A. CONTRACT LINE ITEM NO.		B. EXHIBIT C		C. CATEGORY: TDP ___ TM ___ OTHER MGMT			
D. SYSTEM/ITEM			E. CONTRACT/PR NO.		F. CONTRACTOR		
1. DATA ITEM NO. C001	2. TITLE OF DATA ITEM Contractors Progress, Status and Management Report			3. SUBTITLE Completion of Response to Emergency Requirements Report			
4. AUTHORITY (Data Acquisition Document No.) DI-MGMT-80227		5. CONTRACT REFERENCE PWS 03, paragraph 3.11		6. REQUIRING OFFICE SELFM-PW-CO			
7. DD 250 REQ DD	9. DIST STATEMENT REQUIRED	10. FREQUENCY As Required SEE ITEM 16	12. DATE OF FIRST SUBMISSION See Item 16	14. DISTRIBUTION			
8. APP CODE A	11. AS OF DATE	13. DATE OF SUBSEQUENT SUBMISSION See Item 16	a. ADDRESSEE				b. COPIES
16. REMARKS. Delete blocks 3, 7 and 10 of DI-MGMT-80227. Reports shall be electronically submitted, in contractor or specified format, and provide the data required by paragraph 3.11. Submit report as cited in paragraph 3.11 as required, within 5 working days after occurrence of response to emergency.				SELFPM-PW-CO	Draft	Final	
					Reg	Rep	
15. TOTAL				1	1		

Emergency requirements are not expected to exceed 1,000 hours per year.

3.12 Sanitization. The contractor shall provide services to clean, disinfect, sanitize, and deodorize areas and/or surfaces soiled as the result of sewerage spills, upon COR request. Work sites include basements and crawl spaces in both residential and commercial areas. Service shall include removal of any sewerage matter, cleaning of any equipment, machinery, or tools soiled by the spill or proper removal and/or disposal of materials determined by the DPW representative. Upon completion of the sanitization, area shall be restored to original condition and be odor free.

3.12.1 In residential and administrative areas, response and clean up shall commence within one hour of verbal COR request. All other locations shall be accomplished as directed by the COR.

3.12.2 Upon completion of sanitization, the contractor shall submit the following data, in accordance with DI-MGMT-80004 and CDRL C002.”

- a. Building(s) and location(s).
- b. Number of persons assigned to response.
- c. Number of **square-foot hours** to complete sanitization requirements.
- d. Date(s) sanitization accomplished.
- e. Name of requester.
- f. Total cost to complete sanitization requirements.

CONTRACT DATA REQUIREMENTS LIST									
A. CONTRACT LINE ITEM NO.			B. EXHIBIT C		C. CATEGORY: TDP ____ TM ____ OTHER MGMT				
D. SYSTEM/ITEM				E. CONTRACT/PR NO.		F. CONTRACTOR			
1. DATA ITEM NO. C002		2. TITLE OF DATA ITEM Management Plan			4. SUBTITLE Completion of Response to Sanitization Requirements Report				
4. AUTHORITY (Data Acquisition Document No.) DI-MGMT-8004			5. CONTRACT REFERENCE PWS 03, paragraph 3.12			6. REQUIRING OFFICE SELFM-PW-CO			
7. DD 250 REQ DD	9. DIST STATEMENT REQUIRED	10. FREQUENCY As Required		12. DATE OF FIRST SUBMISSION See Item 16		14. DISTRIBUTION			
8. APP CODE A		11. AS OF DATE	13. DATE OF SUBSEQUENT SUBMISSION See Item 16	a. ADDRESSEE		b. COPIES			
						Draft	Final		
						Reg	Rep		
16. REMARKS. Delete blocks 3, 7 and 10 of DI-MGMT-80004. Reports shall be submitted electronically, in contractor or specified format, and provide the data required by paragraph 3.12. Submit report as cited in paragraph 3.12 as required, by close of the next business day after occurrence of sanitization service.						SELF-M-PW-CO		1	1
						15. TOTAL		1	1

3.13 Special Cleaning Services. The contractor shall provide special cleaning services, such as reactivation, renovation or new construction of buildings in preparation for occupancy, upon COR request. Such service includes vacuuming and dusting corridors, floors and furniture, cleaning bathrooms, polishing furniture, polishing glass and brass fixtures, cleaning window treatments and cleaning light fixtures & ceiling fans, and dusting. Upon completion of special cleaning, the contractor shall submit the following data, in accordance with DI-MGMT-80227 and CDRL C003:

- a. Building(s) and location(s).
- b. Number of persons assigned to response.

- c. Number of **square-foot hours** to complete cleaning requirements.
- d. Date(s) special cleaning accomplished.
- e. Total cost to complete cleaning requirements.

CONTRACT DATA REQUIREMENTS LIST							
A. CONTRACT LINE ITEM NO.		B. EXHIBIT C		C. CATEGORY: TDP ___ TM ___ OTHER MGMT			
D. SYSTEM/ITEM			E. CONTRACT/PR NO.		F. CONTRACTOR		
1. DATA ITEM NO. C003		2. TITLE OF DATA ITEM Contractors Progress, Status and Management Report			5. SUBTITLE Completion of Special Cleaning Services Report		
4. AUTHORITY (<i>Data Acquisition Document No.</i>) DI-MGMT-80227			5. CONTRACT REFERENCE PWS 03, paragraph 3.13		6. REQUIRING OFFICE SELFM-PW-CO		
7. DD 250 REQ DD	9. DIST STATEMENT REQUIRED	10. FREQUENCY As Required	12. DATE OF FIRST SUBMISSION See Item 16	14. DISTRIBUTION			
8. APP CODE A		11. AS OF DATE	13. DATE OF SUBSEQUENT SUBMISSION See Item 16				b. COPIES
16. REMARKS. Delete blocks 3, 7 and 10 of DI-MGMT-80227. Reports shall be submitted electronically, in contractor or specified format, and provide the data required by paragraph 3.13. Submit report as cited in paragraph 3.13 as required, within 5 working days after occurrence of special cleaning service.				a. ADDRESSEE SELFM-PW-CO	Draft	Final	
						Reg	Rep
				15. TOTAL	1	1	

Requests for special cleaning services are not expected to exceed 500 hours per year.

3.14 Hazards. All custodial hazards in work areas of occupied buildings shall be marked with caution/warning signs (e.g. areas where floors are being washed or waxed). Warning signs shall not be removed until the hazard is resolved. All work areas shall be free of tripping hazards.

3.15 Equipment and Tools. The contractor shall ensure that all equipment and tools have bumpers/guards to prevent marking or scratching of fixtures, furnishings or building surfaces. All equipment shall operate using existing electrical power sources residing in the buildings to be serviced.

3.16 Materials and Chemicals. The contractor shall use commercially available, non-caustic and non ozone depleting chemicals/supplies as mandated by the Clean Air Act of 1990 in the performance of this PWS.

3.17 Special Requirements for Child Development Center Custodial Services. The following requirements apply to TYPE M services (see Appendix 03-1). All services requiring disinfectant shall use a disinfectant approved by the COR. The contractor shall request such approval, within 30 days after contract award. All custodial equipment, supplies and materials shall be approved by Preventive Medicine (HSXF-PM). The contractor shall request such approval in writing, within thirty days after contract award. Custodial supplies and equipment shall be stored in locked cabinets or closets away from child activity rooms. Child routines shall not be disturbed by custodial activities.

3.18 Access to Buildings Scheduled for Cleaning. When cleaning personnel are unable to gain access to any area to perform cleaning requirements (i.e. building is locked; building has been vacated, etc.), the contractor shall report this to DPW Government representative the following day after each occurrence. Notification shall be made via electronic mail. DPW Government representative name and e-mail address will be provided upon award of contract.

3.19 Upholstered Furniture Cleaning. The contractor shall clean/vacuum all upholstered furniture. This type of furniture includes, but is not limited to sofas, loveseats, settees and chairs of all types. Upholstery includes all fabrics, vinyl and leather.

3.20 Upholstered Furniture Stain and Spot Cleaning. Prior to stain and/or spot cleaning, the contractor shall inspect the furniture and report any damage to the COR. Furniture shall be thoroughly vacuumed prior to stain and/or spot cleaning. Stains and heavily soiled areas shall be pre-treated. The furniture shall then be cleaned using an approved methods compatible with the furniture's covering. When work is complete, furniture shall be free of streaks, stains and spots, and shall have a uniform color.

4.0 APPLICABLE DOCUMENTS.

TABLE 03-1: APPLICABLE DOCUMENTS FOR PWS #03

NUMBER	TITLE	DATE
AR 420-81	Custodial Services	27 Feb 86
TM 5-609	Military Custodial Services Manual	8 Oct 82

APPENDIX 03-1

TYPE A SERVICE. TYPE A service shall be performed at all buildings receiving custodial service (including multi-level and elevator serviced)

TABLE 03-2: TYPE A SERVICE REQUIREMENTS

TASK	FREQUENCY
Wash glass	Each day of service
Remove trash	Each day of service
Clean floors (vacuum/sweep) including hallways, Entranceways, and elevators.	Each day of service
Clean drinking fountains	Each day of service
Clean and resupply rest rooms	Each day of service
Replace defective light bulbs, lamps, starters and fluorescent tubes (as required)	Each day of service
Spot clean	Each day of service
Clean vending machine areas	Each day of service
Clean administrative shower areas	Each day of service
Remove and relocate recyclables to central collection site within building (not from individual work stations/areas)	Each day of service
Clean interior walls and ceiling of elevators	Each day of service
Polish all elevator metal ornaments, hand railings, and keypads	Each day of service
Clean all stairwells and landings	Each day of service
Dusting	Each day of service
Clean & polish railings & similar hardware	Each day of service
Clean window treatments	First day of service each month
De-scale toilet bowls and urinals	Every other month
Spray buff and dry buff floors in tiled areas	2 nd & 4 th week of each month
Wet mop, spray or dry buff tiled floors	2 nd & 4 th week of each month
Clean recycling rooms/stations & custodial storage	Last day of service each month
Clean light fixtures & ceiling fans	Quarterly
Cleaning (vents, grills, registers)	May and November

TYPE B SERVICE: Type B service shall be performed at Building 114. One custodian shall work between 0730-1630 hours, Mondays through Fridays, excluding Federal holidays. A second custodian shall work between 0730-1130 hours, Mondays through Fridays, excluding Federal holidays. Two custodians shall work between 0730-1130 hours, on weekends

TABLE 03-3: TYPE B SERVICE REQUIREMENTS

TASK	FREQUENCY
Clean locker rooms, rest rooms and showers	Each day of service
Sweep and damp mop all floors	Each day of service
Remove trash	Each day of service
Relocate recyclables to central collection site within the building	Each day of service
Damp wipe Nautilus and cardiovascular equipment	Each day of service
Regular dusting	Each day of service
Wash glass	Each day of service
Replace defective light bulbs	Each day of service
Re-supply rest rooms and locker rooms	Each day of service
Clean duckboards	Every other day of service
Clean office area	Every other day of service
Clean mirrors	Every other day of service
Wash, scrub, scour, disinfect and deodorize saunas and shower tile	Every other day of service
Dust air vents	Once, during first week of each month
Open and mop floors under bleachers	Once, during first week of each month
De-scale toilet bowls and urinals	Once, during first week of each month
Cleaning light fixtures and ceiling fans	Quarterly
Cleaning (vents; grills; registers)	First day of service in May and November

TYPE C SERVICE. TYPE C service shall be performed at the Community Center, Building 552, between 0400-0800 hours. Areas to be cleaned include all offices, hallways, foyers, dining rooms and lounges, and rest rooms. Kitchen areas and behind bars shall not be cleaned as part of TYPE C service.

TABLE 03-4: TYPE C SERVICE REQUIREMENTS

TASK	FREQUENCY
Remove trash	Daily
Relocate recyclables from areas of responsibility to outside collection sites	Daily
Clean and re-supply rest rooms	Daily
Spot clean to remove smudges from walls and push plates on doors	Daily
Vacuum carpeted areas	Daily
Dusting	Daily

Spray and buff tile and wood floors	Weekly
Cleaning light fixtures & ceiling fans	Quarterly
Cleaning (vents; grills; registers)	Monthly, on the first day of service
Wash interior and exterior windows	Monthly

TYPE D SERVICE. TYPE D service shall be performed in areas where education/instruction/training are performed (e.g. Education Center, Building 551, USMAPS, Building 1204). TYPE D service shall be performed between 0630-1130 hours, Monday through Friday, excluding Federal holidays. (MOD NO. P00015 dated 19 June 02)

TABLE 03-5: TYPE D SERVICE REQUIREMENTS

TASK	FREQUENCY
Remove trash	Each day of service
Police and resupply rest rooms	Each day of service
Clean drinking fountains	Each day of service
Mop entrance floor areas	Each day of service
Arrange seating in classrooms	Each day of service
Erase and wash chalkboards	Each day of service
Clean and polish interior and exterior entrance doors, metal trim, and hardware	Each day of service
Remove smudges from walls and doors	Every third day of service

TYPE E SERVICE. TYPE E service applies to custodial personnel dedicated to individual buildings. In addition to accomplishing TYPE A services, the following work shall be completed:

TABLE 03-6: TYPE E SERVICE REQUIREMENTS

TASK	FREQUENCY
Clean Command Conference Rooms (remove trash, clean and vacuum rugs and carpets, clean tables and chairs)	After each use
Clean and remove trash from waiting rooms	After each use
Clean and polish railings and similar hardware	Each day of service
Polish all elevator metal ornaments, hand railings, and keypads	Each day of service
Clean and straighten interior and exterior lobby areas	Each day of service
Clean and polish metal work and other hardware in entrance areas	Each day of service
Relocate recyclable items to centralized collection station	Weekly

TYPE F SERVICE. TYPE F service requires extra cleaning services for specified buildings, including policing and resupplying rest rooms, sweeping corridors, emptying waste baskets, polishing brass railings and similar hardware, and maintaining the interior and exterior lobby entrance areas, including washing glass and metal work. TYPE F service shall be performed Mondays through Fridays, from 0800 to 1200 hours.

TYPE G SERVICE. TYPE G service is identical to TYPE F service, but is performed from 1230 to 1630 hours.

TYPE H SERVICE. TYPE H service requires stripping and waxing 175,000 square feet of floors per year.

TYPE I SERVICE. TYPE I service shall be performed in response to emergencies, as required by paragraph 3.11. (MOD NO. P00015 dated 19 June 02)

TYPE J SERVICE. TYPE J service applies to 20,000 square feet of computer rooms. Equipment and wiring shall **not** be disturbed during cleaning operations.

TABLE 03-7: TYPE J SERVICE REQUIREMENTS

TASK	FREQUENCY
Lift floor panels and vacuum sub-flooring in areas with raised floors	Semi-annually

TYPE K SERVICE. TYPE K service includes special services, as required by paragraph 3.13.

TYPE L SERVICE. TYPE L service requires cleaning and re-supplying rest rooms only.

TYPE M SERVICE. TYPE M service applies to the Child Development Center (Building 2290) and Youth Activities Center in Building 2566 and other facilities used primarily by children. A full time custodian shall be assigned to perform TYPE M service. The requirements of paragraph 3.17 apply to TYPE M service.

TABLE 03-8: TYPE M SERVICE REQUIREMENTS

TASK	FREQUENCY
Wash glass, including doors	Daily
Inspect, police, and sweep all outside entry areas, including stairways and paths	Daily
Mop tiled surfaces used by children under 3 years of	Daily

age	
Remove trash	Daily
Scrub all waste containers	Daily
Relocate recyclables to centralized collection site	Daily
Sweep all floors except classroom floors	Daily
Sweep and wash classroom floors	After breakfast, lunch and snacks are served
Vacuum all carpeted surfaces	Daily
Clean and resupply rest rooms	Daily
Assist program assistants in cleaning kitchen	Daily
Assist program assistants in cleaning laundry room	Daily
Scrub all floors	Weekly
Spray and/or dry buff floors, as required	Weekly
Scrub walls, woodwork, and partitions in child activity spaces, to include module bathrooms	Weekly
Dust ledges, window sills, walls, woodwork, and handrails to include cove moldings, ducts, air conditioning and/or heating units and vents, and other surfaces where dust may collect	Weekly
De-scale all toilet bowls and urinals	Every other week
Clean window blinds at street level	First day of service each month
Wash, with disinfectant wash solution, all vinyl covered wall surfaces in areas used by children under 3 years of age	Once per four months, beginning with the first month of contract performance
Clean window coverings	Every May and October
Wash all windows (inside and out) at street level	Every May and October

TYPE N SERVICE. TYPE N service requires shampooing carpets, in accordance with paragraph 3.3.