JANITORIAL AND GROUNDS MAINTENANCE SUPPORT SERVICES

CLIN 2 ACTIVITY 4

PERFORMANCE WORK STATEMENT

1.0 REQUEST INFORMATION

1.1 Type of Activity: The Janitorial and Grounds Maintenance Support Services Activity is a firm fixed-price Activity.
1.2 Description: Janitorial and Grounds Maintenance Support Services
1.3 Location: All requirements of this Activity are to be performed at the Pittsburgh, PA NETL Site, with the exception of the Albany Walk Off Matt Support as identified in this PWS.
1.4 Travel: Minor incidental local travel may be necessary if special circumstances arise to pick an item up from an offsite location but not anticipated in the normal course of the execution of work activities.
1.5 Training: Training is anticipated for some contractor staff as is related to maintaining certifications required to perform work requirements.

2.0 GENERAL REQUIREMENTS

2.1 The Activity involves the following elements at the PGH site only. These activities for the ALB and MGN sites are covered under separate contracts:
2.1.1 Janitorial
2.1.1.1 Special Work Hours: The contractor shall perform janitorial services between the hours of 3:00 p.m. and 11:30 p.m. EST, Monday through Friday, excluding holidays observed by the Federal Government. The contractor shall provide a daylight crew consisting of no less than two (2) janitors (7:00 a.m. to 3:30 p.m. EST) for housekeeping/janitorial support as the need arises. Alternative janitorial schedules require Activity COR and Contracting Officer written approval.
2.1.2 Recycling Program
2.1.2.1 Recycling requires the inclusion of an approach to track and report recycling proceeds and how those proceeds will be applied to offset the cost of the recycling program in accordance with the special Activity Order Clause identified below.
2.1.3 Grounds Maintenance

2.2 This Activity is covered by the Service Contract Act.

3.0 SPECIAL INSTRUCTIONS

3.1 The following Special Activity Clauses apply to work under this Activity:
3.1.1 DOE-H-2010 SUSTAINABLE ACQUISITIONS UNDER JANITORIAL SERVICES CONTRACTS (JUL 2018)
3.1.1.1 DOE is committed to efficiently managing its facilities in a manner that will promote the natural environment and protect the health and well-being of its federal employees and contractor service providers. It is anticipated that the contractor will use Affirmative Procurement Program materials for this service contract. This will include paper products containing recovered material as designated by the Environmental Protection Agency. Additional information on this program may be found at http://www.usda.gov/biopreferred. This also includes use of bio-based cleaning supplies designated by the United States Department of Agriculture (USDA) under the Bio Preferred Products Program. Additional information about this program may be found at http://www.biopreferred.gov/. While no formal reporting is required by the contractor, NETL is required to provide an annual report on such matters and may request information regarding estimates of the quantities of such materials used under the contract. As part of

this solicitation, the offeror will be asked elsewhere to submit these certifications:

3.1.1.1.1 52.223-1 Bio-based Product Certification (Dec 2007)

3.1.1.1.2 52.223-17 Affirmative Procurement of EPA-Designated Items in Service and Construction Contracts (MAY 2008)

Note: In case of an apparent inconsistency between this provision and any specification elsewhere in the contract, consult the contracting officer for resolution.

3.1.2 FIXED-PRICE DEDUCTION PLAN

3.1.2.1 Adjusting Payments

3.1.2.1.1 52.246-4 INSPECTION OF SERVICES - FIXED-PRICE (AUG 1996)

- Under FAR 52.246-4 Inspection of Services-Fixed Price clause included in Section F of the master contract, payments may be adjusted if any services do not conform to contract requirements. This deduction plan in no way removes or restricts any of the Government's rights under the Inspection of Services clause of the master contract. The Contracting Officer or a designated representative will inform the Contractor, in writing, of the type and dollar amount of proposed deductions by the 10th workday of the month following the performance period for which the deductions are to be made.

- The Contractor may, within 10 working days of receipt of the notification of the proposed deductions, present to the Contracting Officer specific reasons why any or all the proposed deductions are not justified. Reasons must be solidly based and must provide specific facts that justify reconsideration and/or adjustment of the amount to be deducted. Failure to respond within the 10-day period will be interpreted to mean that the Contractor accepts the deductions proposed.

- All or a portion of the final payment may be delayed or withheld until the Contracting Officer makes a final decision on the proposed deduction. If the Contracting Officer determines that any or all of the proposed deductions are warranted, the Contracting Officer shall so notify the Contractor, and adjust payments under the contract accordingly.

3.1.3 CRITERIA FOR DEDUCTIONS

3.1.3.1 If the contractor fails to perform work in accordance with the Performance Standards provided, fails to make corrections in accordance with the Quality Feedback Program, or omits work required, the Contracting Officer or designated representative shall give the contractor written notice of the deficiency. Once notified, if the contractor does not satisfactorily complete the work within the time allotted by the Contracting Officer or designated representative, the work shall be considered for deduction. At a minimum, failure to satisfactorily complete corrections of every two notified deficiencies will result in a performance deduction being taken. Where more than ten deficiencies are noted within any three-month period of performance, the program will be considered "at risk" and every noted deficiency will be considered for deduction. These performance measures and deduction criteria in no way delete or alter the Government's rights under the inspection clause.

3.1.3.2 Janitorial Services: In instances where janitorial services are not satisfactorily performed, maintained, policed or serviced as determined by the Contracting Officer's designated representative, in accordance with the Performance Standards provided, deductions shall be made based on the square footage of the entire affected room. (NOTE: In large open areas, the building support columns or other obvious dividers (e.g. systems furniture walls) should be considered in determining the composition of a room when deductions are being made).

3.1.3.2.1 Work Required Daily or Frequently: If the contractor fails to perform satisfactorily or omits work required daily or scheduled for performance every 10 working days or more frequently, the contractor shall be requested to make immediate correction for this failure or

omission. Every two consecutive notices received will be treated as a deficiency. Performance deductions will be made for the entire room area based on the square footage of that room. The square footage of the room shall be multiplied by $3.03 per square foot to arrive at the performance deduction base price. The actual performance deduction amount shall be determined by dividing the performance deduction base price by 30 (30 days), multiplied by the number of days the area was not cleaned (i.e. 25 square foot room is not satisfactorily maintained for daily or frequent cleaning standards for 1 day would result in a deduction of 25 multiplied by $3.03 divided by 30 for a total performance deduction of $2.53).

3.1.3.2.2 Work Required Weekly: If the contractor fails to perform satisfactorily or omits work required weekly, the contractor shall be requested to make correction for this failure or omission. Each item not corrected will be treated as a deficiency. Performance deductions will be made for the entire room area based on the square footage of that room. The square footage of the room shall be multiplied by $3.03 per square foot to arrive at the performance deduction base price. The actual performance deduction amount shall be determined by dividing the performance deduction base price by 4 (4 weeks) (i.e. 25 square foot room is not satisfactorily maintained, and corrective action is not satisfactory for weekly cleaning standards would result in a deduction of 25 multiplied by $3.03 divided by 4 for a total performance deduction of $18.94).

3.1.3.2.3 Work Required Monthly, Quarterly, Semi-Annual or Annual: If the contractor fails to perform satisfactorily or omits work required monthly, quarterly, semi-annual or annual, the contractor shall be requested to make correction for this failure or omission. Each item not satisfactorily corrected will be treated as a deficiency. Performance deductions will be made for the entire room area based on the square footage of that room. The square footage of the room shall be multiplied by $3.03 per square foot to arrive at the performance deduction base price. The base price will constitute the actual performance deduction for monthly, quarterly, semi-annual, and annual requirements where satisfactorily performance is not accomplished. (i.e., 25 square foot room is not satisfactorily maintained, and corrective action is not satisfactory would result in a deduction of 25 multiplied by $3.03 for a total performance deduction of $75.75).

3.1.3.3 Recycling: In instances where recycling services are not satisfactorily performed, maintained, policed or services as determined by the Contracting Officer's designated representative, in accordance with the Performance Standards provided, deductions shall be made based on the total weight of recovered/recycled material. The total weight will be determined and multiplied by $.57 per pound to arrive at the performance deduction base price. The actual performance deduction amount shall be determined by dividing the performance deduction base price by 4 (4 weeks) (i.e. 250 pounds are not satisfactorily recycled or recovered would result in a deduction of 250 multiplied by $.57 divided by 4 for a total performance deduction of $35.63).

3.1.3.4 Grounds and Property Maintenance: In instances where grounds maintenance is not satisfactorily performed, maintained, policed, or serviced as determined by the Contracting Officer's designated representative, in accordance with Performance Expectations/Minimum Standards provided, deductions shall be made for the area affected. The square footage of the area will be determined and multiplied by $2.58 per square foot to arrive at the performance deduction base price. The actual performance deduction amount shall be determined by dividing the performance deduction base price by 4 (4 weeks) (e.g., If 250 square feet of grass is not satisfactorily maintained it would result in a deduction of 250 multiplied by $2.58 divided by 4 for a total performance deduction of $161.25).

3.1.4 Pollinator Protection Program

As part of the DOE requirements of Secretary of Energy Memorandum, Presidential Initiative on Pollinator Health (dated October 19, 2015), NETL will continue to implement pollinator protection programs at a minimal level based on cost/benefit analysis. The Contractor shall ensure that any pesticides, fungicides, and herbicides used at NETL sites are pollinator-friendly and will not impact native, beneficial species. In addition, NETL will use the provided best management practices to aid in pollinator health and vitality, including but not limited to:

3.1.4.1 Manage roadsides with limited mowing

3.1.4.2 Minimize risk of pesticides and fungicides to pollinators
3.1.4.3 Mulch landscaping and gardens
3.1.4.4 Remove invasive species
3.1.4.5 Seed/seeded native species in past and/or ongoing restoration, rehabilitation, and revegetation efforts
3.1.4.6 With limited budget, the Contractor will work with Federal personnel to identify areas of consideration associated with the pollinator protection program.

3.1.5 Personal Protective Equipment

Personal protective equipment (PPE) shall be as dictated via activity hazard analysis (AHA) or job specific hazard analysis/performance evaluation. The Contractor is required to provide their own PPE for the performance of this Activity. The cost for this PPE should be captured under CLIN 3 Activity 6.

3.1.6 Required Health Screening and Clearances

Employees cleaning childcare centers are subject to Federal, State, and local laws governing health screening requirements prior to commencing employment. The Contractor shall certify and provide the evidence that all personnel assigned to work in the day care center have been tested for tuberculosis. The verification shall be received by the Property Management Center Director at least one week prior to the employee starting work. Also, personnel assigned to work in the day care center shall have Child Abuse History Clearances.

4.0 GENERAL DESCRIPTION

4.1 This PWS includes support in the areas of janitorial, recycling, and grounds maintenance support services, and road maintenance services at the NETL PGH site and adjacent daycare.

5.0 ACTIVITY DEFINITIONS

5.1 High Standard – Meet or exceed the minimum level of acceptable performance as defined in Section 13.0 of this PWS

5.2 Refuse - Trash, food waste, dry and wet garbage, rubbish, loose debris, small construction waste, plaster, lunch containers, wrappings, and scraps of wood and metal.

5.3 Recyclables - Mixed office paper, three-ring loose-leaf binders, magazines, newspapers, textbooks, miscellaneous other bound documents (to include Codes of Federal Regulations (CFRs)), small electronic equipment (calculators, etc.).

6.0 SUPPLIES, MATERIALS, AND EQUIPMENT

6.1 The contractor shall provide all supplies and materials (including all consumable materials such as paper towels, toilet paper, cleaning chemicals) necessary to satisfactorily perform work in the areas identified in this PWS. All equipment being provided by the Government for performance of this Activity is identified under the Government-furnished property section of the contract.

6.2 A list of cleaning products which are either currently being used in performance of this Activity or have previously been approved by ES&H for use on this Activity is included as Attachment 2. The Contractor shall use the products identified in Attachment 2 or propose alternative products through the submittal and review process. All cleaning products not identified in Attachment 2 must receive prior approval from the ACOR prior to use.

6.3 The Contractor shall provide a written Supplies/Materials Report. The report is required to be submitted bi-annually and should detail all supplies/materials used/consumed in support of this Activity over the 6-month period. The report shall include an item description, unit of measure, and consumption rate for each item.

6.4 The use of GSA vehicles off-site is limited to official Government business and shall be coordinated with the

ACOR.

7.0 JANITORIAL SERVICES

7.1 General Requirements

7.1.1 The contractor shall provide janitorial services for the NETL PGH site only. The Contractor shall maintain a high standard of cleanliness and neatness in all areas at NETL. The current locations (and associated square footage) requiring janitorial services are designated in Attachment 1 of this PWS.

7.1.2 Cleaning in all laboratory areas shall only be required when requested by the ACOR, with cleanings set at 4 times per year (Provide quarterly cleaning schedule). In laboratory areas, this includes, but is not limited to: sweeping, mopping, dusting, waxing floors, and removing non-hazardous trash. All interior building surfaces shall be maintained per the material's maintenance instructions, including, but not limited to, in any renovated or newly built areas, cleaning should follow manufacturing instructions. The contractor shall maintain a record of all requests received for laboratory area cleaning services. The record shall include the laboratory room number and date of request. This information shall be compiled quarterly and submitted as a Laboratory Area Cleaning Services Request Report.

7.1.3 Limitations – The Contractor shall not engage in the following activities:

7.1.3.1 Removal of hazardous materials or cleaning of laboratory sinks, counter-tops, or equipment. Entry into areas requiring special clothing for protection against hazardous materials is prohibited. Contact ES&H for proper disposition or emergency response.

7.1.3.2 Under this Activity, the Contractor is neither required nor authorized to perform work that is not set forth in this PWS.

7.1.3.3 Providing cleaning services in offices or any areas that are locked unless otherwise directed by the ACOR. The Contractor shall not be provided keys to private offices or other areas at NETL except for areas required for storage of supplies and equipment needed for performance of this contract.

7.2 Performance

7.2.1 Cleaning

7.2.1.1 All cleaning shall be performed in accordance with the Government approved cleaning schedule. The Contractor shall submit a cleaning schedule to the ACOR within ten (10) working days of Activity award. The Cleaning schedule shall meet or exceed the Government minimum expectations as identified in Section 7.3 of this PWS.

7.2.1.2 When the contractor is to provide waxing in common areas, the laboratories, or in an on-going project area, the contractor shall coordinate the waxing schedule with the ACOR at least one week prior to the proposed work. The waxing of the floors in these areas shall not be performed without the concurrence of the ACOR.

7.2.2 Refuse collection and disposal

7.2.2.1 Provide for the collection and disposal of non-hazardous waste in accordance with the requirements established by the Environmental Protection Agency (EPA), Pennsylvania Department of Environmental Resources, the Allegheny County Health Department, and NETL Policy/Procedures/Manuals. Refuse collection and disposal services for which the contractor shall be responsible include, but are not limited to the following:

7.2.2.1.1 The placement of dumpsters (locations approved by the ACOR).

7.2.2.1.2 Policing of loose refuse and litter spilled from containers while being emptied.

7.2.2.1.3 Maintenance of central location where refuse is stored until removal.

7.2.2.1.4 Maintaining Government-provided sealed refuse and garbage containers for cafeteria and food service areas to prevent pest infestation.

7.2.2.1.5 Collection and removal of all loose paper on the floor, trash placed in garbage cans, and other discarded material labeled as trash.

7.2.2.1.6 Removal of foreign materials from floors, and areas that may become wet from inclement weather.

7.2.3 Non-hazardous solid waste removal from site

7.2.3.1 The Contractor shall be responsible for delivering non-hazardous solid waste to an approved, licensed, certified disposal area/landfill. Disposal shall be conducted in accordance with all legal requirements and in an environmentally safe manner.

7.2.3.2 Dumpster requirements and frequency of pick up are as follows:

7.2.3.2.1 1 - 4 cubic yard covered dumpster emptied one time per week*

7.2.3.2.2 2 - 8 cubic yard covered dumpsters emptied one time per week*

7.2.3.2.3 1 - 40 cubic yard compactor – On Call Basis**

7.2.3.2.4 1 - Dumpster for tree trimmings

7.2.3.3 *Covered dumpsters shall be sealed from precipitation with covered tops and be vermin-proofed with sliding doors or panels.

7.2.3.4 ** "On Call Basis" pick up and disposal shall be Monday through Friday, during daily business hours of 7:00 AM through 4:30 PM. Pick-up shall be within 48 hours of the "Call for Pick-up" request.

7.2.3.5 The contractor shall appoint a person responsible for monitoring the capacity of the 40-cubic yard compactor and initiate the "Call for Pick-up" request when needed.
Note: For the period of 2020-2021, the 40-cubic yard compactor was picked up 4 times, 2021-2022, was picked up 8 times, and 2022-2023, was picked up 9 times..

7.2.3.6 Upon collection by the Contractor, each dumpster shall be returned to its pre-pick-up location with the top and sliding access doors or panels placed in a closed position. Dumpsters which become damaged or are no longer weather or vermin proof due to handling shall be replaced at no cost to the Government. Damaged or unsightly containers shall be replaced at the written request of the CO or the ACOR.

7.2.3.7 In addition to the work specified herein, the following additional duties shall be performed by the Contractor in conjunction with the cleaning operation.

7.2.3.8 All dispensers in the rest rooms and shower rooms shall be filled with an adequate supply of paper towels, toilet paper, sanitary napkins, soaps, and other items necessary for that area.

7.2.3.9 Reporting fires, hazardous conditions, and items in need of repair/replacement, to include non- functioning lights, water leaks, drain blockages, and other noticeable maintenance needs.

7.2.3.10 Closing windows and doors and turning off lights when not in use. Room doors and building entrances shall not be locked unless specifically identified by the Government.

7.2.3.11 Turning in all found articles to the Security Office.

7.2.3.12 Provide janitorial supplies/cleaning chemicals to the NETL PGH Cafeteria Operator. The descriptions and quantities of supplies/cleaning chemicals to be provided are as follows:

7.2.3.12.1 Blue Skies II Disinfectant Cleaner – 8 gallons per year

7.2.3.12.2 Gloves, Vinyl Powder Free, Medium - 10 boxes per year

7.2.3.12.3 Large Trash Bags – 8 boxes per year

7.2.3.12.4 Small Trash Bags – 8 boxes per year

7.2.3.12.5 Paper Towels - 12 cases per year

7.2.3.13 Pittsburgh Cafeteria Industrial Grade Cooking Equipment Cleaning: This includes the floors and walls behind or beneath, if accessible. Deep cleaning will occur once annually at the request of the CLIN 3 Activity 4 ACOR (PGH). Equipment to be deep cleaned will include 1 char broiler with griddles, 1 four burner cooktop, 2 stoves with ovens, 2 baker's ovens, and 1 deep fryer.

7.2.4 Albany Walk Off Mat Support (Albany Site Only)

7.2.4.1 The contractor shall pick up, replace, and clean all walk off mats on a two-week recurring basis in buildings and areas listed in the PWS.

7.2.4.1.1 Walk off mats, unless otherwise specified by the PWS, will be a standard cleated type in black rubber with rubber backing.

7.2.4.1.2 Walk off mats that are found to be unsafe, worn, or in poor condition will be replaced.

7.2.4.1.3 The quantity of rental walk off mats and subsequent Activity cost will be adjusted when requested by the ACOR.

7.3 Schedule

7.3.1 Cleaning activities shall be performed in accordance with the approved contractor's schedule. The following cleaning frequency list shall constitute the minimum standard for an acceptable cleaning schedule. The contractor is required to provide a written schedule in accordance with requirements of this PWS. This information is required to be taken into consideration by the contractor in the development of the submitted contractor schedule. Upon approval by the Government, the contractor schedule shall represent the approved cleaning schedule to be followed. Cleaning standards are expected to be progressively higher as efforts progress from daily to weekly to monthly to quarterly to annual cleaning cycles. These minimums are to be used to define the minimum level of acceptable performance in addition to the Performance Standards set forth in Section 13.0.

7.3.2 Daily Cleaning:

)

7.3.2.1 Sweep and damp-mop tile and all hard surface floors, stairwells, kitchens, and corridors.

7.3.2.2 Empty all trash receptacles and wastebaskets and dispose of paper and cartons marked as "trash". Trash shall be placed in plastic bags and put in outside dumpsters.

7.3.2.3 Wash glass in main entrance doors.

7.3.2.4 Clean and disinfect all rest room floors and fixtures. No accumulations or stains will be permitted.

7.3.2.5 Replenish soap, towels, toilet paper, toilet seat covers, and sanitary napkins.

7.3.2.6 Spot clean smudges, fingerprints, etc., from surfaces, such as table tops, doors, walls, and glass.

7.3.2.7 Clean drinking fountains, assuring removal of residues or stains.

7.3.2.8 Sweep cafeteria dining area floor and scrub or sponge-mop main walkways and other areas as needed.

7.3.2.9 Polish mirrors, bright metal work, and faucets in rest rooms.

7.3.2.10 All uncontaminated cardboard shall be placed in the cardboard recycling bin. All trash shall be removed from these cardboard boxes prior to the cardboard being placed in the recycling bin.

7.3.2.11 Clean sinks and surfaces in Kitchen/Kitchenette areas.

7.3.3 Weekly Cleaning:

7.3.3.1 Damp wipe all metal push plates, kick plates, and door hardware.

7.3.3.2 Wash partitions in rest rooms.

7.3.3.3 All floor mats and Walk off Mats - clean every other week.

7.3.3.4 Vacuum carpeting - All common areas, conference rooms, director's executive areas, hallways. Entry ways, walk off mats, staircases, elevators. (*Note: Personal offices shall be vacuumed monthly, at a minimum, pending availability)*

7.3.3.5 Clean blackboards and dry-erase boards with materials that will permit writing after cleaning. Do not clean boards on which there is any writing or drawing unless otherwise instructed.

7.3.3.6 Dust and clean surfaces in all common areas, conference rooms, directors' executive areas, breakrooms, reception areas, hallways, and entry ways. Items to be dusted and cleaned include:

7.3.3.6.1 Tops of desks and tables

7.3.3.6.2 Conference tables and chairs

7.3.3.6.3 Refrigerator

7.3.3.6.4 Work surfaces

7.3.3.6.5 Bookcases and file cabinets

7.3.3.6.6 Credenzas

7.3.3.6.7 Computer monitors

7.3.3.6.8 Copy Machines, printers, FAX machines

7.3.3.6.9 Kitchens

7.3.3.6.10 Any other surfaces that accumulate dust

7.3.4 Monthly Cleaning:

7.3.4.1 Wash glass in doors of offices and laboratories.
7.3.4.2 Scrub shower room floors with floor machine.
7.3.4.3 Spray-buff waxed asphalt tile floor areas (except in rest rooms) using wax of approved non-slip characteristics.
7.3.4.4 Scrub floor in the cafeteria dining area.
7.3.4.5 Dust and clean staircases and elevators.
7.3.4.6 Wash walls, ceilings, and railings in elevators.
7.3.4.7 Clean all handrails.
7.3.4.8 Vacuum or damp mop all personal office space (as available).
7.3.4.9 Dry shampoo carpet in the Daycare Infant and Toddler room only.
7.3.4.10 Dust all windowsills, Venetian blinds, and baseboard heaters in all common areas, including conference rooms, directors' executive areas, breakrooms, corridors, reception areas, hallways, entry ways, staircases, kitchen and lobby areas.

7.3.5 Quarterly Cleaning:
7.3.5.1 High clean all accessible work areas.
7.3.5.2 Dry clean or shampoo carpets as needed.
7.3.5.3 Dust ceilings.

7.3.6 Semi-Annual (twice per year) Cleaning:
7.3.6.1 Dust or vacuum all HVAC outlets and air grilles.
7.3.6.2 Wash walls in rest rooms.
7.3.6.3 Clean all Exterior and Interior Windows and Screens in Building 922 only.
7.3.6.4 Power wash and clean windows in smoking shelters.
7.3.6.5 Wash windowsills and baseboard heaters.
7.3.6.6 * PGH NETL Daycare Facility - Shampoo carpet using a dry carpet cleaning system.

7.3.7 Annual Cleaning:
7.3.7.1 Wipe/wash all walls.
7.3.7.2 Vacuum/spot clean upholstered chairs and systems furniture.
7.3.7.3 Wash wastebaskets.
7.3.7.4 Clean all Exterior and Interior Windows and Screens (Spring).
7.3.7.5 *Shampoo all carpets per manufacturer's specification (after removal of portable/moveable furniture (e.g., chairs, etc.).
7.3.7.6 Strip and re-wax tiled floors per manufacturers specification (some areas may be determined by the contractor to be a low traffic area and stripping and waxing two times per year is not necessary. This determination should be identified in the proposed cleaning schedule).

7.3.8 Variable Cleaning:
7.3.8.1 Dry clean or shampoo carpets in high-traffic areas of all carpeted buildings eight (8) times per year. The contractor shall work with the ACOR to determine the appropriate schedule to complete the dry cleaning and/or shampooing.
7.3.8.2 Cleaning of vacant offices to include vacuuming of carpet, dusting windowsills, dusting window blinds, dusting/cleaning any surfaces such as desks, bookcases, file cabinets, etc., in the space. The contractor shall assume 100 moves during the contract year.
7.3.8.3 The Contractor's cleaning schedule shall include a proposed schedule to accomplish the below list, at a minimum:
7.3.8.3.1 Vacuum carpeting.
7.3.8.3.2 Sweep and damp-mop tile floors, stairwells, and corridors.

7.3.9 Conduct a monthly audit with ACOR (2 buildings per month). A monthly housekeeping meeting to discuss issues and concerns. Entire campus buildings must be inspected by end of year.

7.3.9.1.1 Empty all trash receptacles and waste baskets and dispose of paper and cartons marked as trash. Trash shall be placed in plastic bags and put in outside dumpsters.
7.3.9.1.2 Dust and clean areas to include work surfaces, bookcases, file cabinets, credenzas, windowsills, radiators, computer monitors, copy machines, printers, FAX machines, tables, chairs, air vents, phones, venetian blinds,

baseboard heaters, and any other surfaces that accumulate dust. The contractor shall use "Endust®" or a similar product in dusting operations. *NOTE: The contractor shall not be responsible for cleaning personal desks or workstations.*

7.3.9.1.3 Clean blackboards and dry erase boards with materials that will permit writing after cleaning. Do not clean boards on which there is any writing or drawing unless otherwise instructed.

7.3.9.1.4 Clean and disinfect all rest room floors and fixtures. No accumulations or stains will be permitted.

7.3.9.1.5 Replenish soap, towels, toilet paper, toilet seat covers, and sanitary napkins.

7.3.9.1.6 Spot clean smudges, fingerprints, etc., from doors, walls, and glass.

7.3.9.1.7 Clean drinking fountains, assuring removal of residues and stains. Mop shower room floors.

7.3.9.1.8 Sweep cafeteria dining area floor and scrub or sponge mop main walkways and other areas as needed.

7.3.9.1.9 Polish mirrors, bright metal work, and faucets in rest rooms.

7.3.9.1.10 Place all uncontaminated cardboard boxes outside office/work area where the contractor will pick up with trash and remove to the recycling area. Remove all trash from these cardboard boxes prior to recycling.

7.3.9.1.11 Damp-wipe all metal push plates, kick plates, and door hardware.

7.3.9.1.12 Wash partitions and walls in rest rooms.

7.3.9.1.13 Bonnet clean high-traffic areas on 920 Plateau (main corridors and area in front of elevators, stairwells and water fountains) as needed.

7.3.9.1.14 Wash glass in doors of offices and laboratories.

7.3.9.1.15 Scrub shower room floors with floor machine.

7.3.9.1.16 Spray buff-waxed asphalt-tile floor areas (except rest rooms).

7.3.9.1.17 Wash windowsills and baseboard heaters.

7.3.9.1.18 Scrub floor in the cafeteria dining area.

7.3.9.1.19 Dust or vacuum all air conditioning outlets and air grilles.

7.3.9.1.20 All doors at entry ways to include entry doors and nearby windows in Buildings 920, 921, 922, 925, 58, 83, 84, 86, 94 and 95 shall be kept clean at all times.

7.3.9.1.21 Shampoo all carpets per manufacturers specification.

7.3.9.1.22 Strip and re-wax tiled floors per manufacturer's specification.

7.3.9.1.23 Clean all walls and dust ceilings and stair handrails.

7.3.9.1.24 Clean walls, ceilings, and railings in elevators. Clean upholstered chairs and systems furniture.

7.3.9.1.25 Wash waste baskets.

7.3.9.1.26 All interior building surfaces need to be maintained per the material's maintenance instructions, including, but not limited to, in any renovated or newly built areas, cleaning should follow manufacturing instructions.

8.0 OPERATION OF RECYCLING PROGRAM

8.1 The contractor shall be responsible for supporting the operation of the recycling program in accordance with NETL guidelines and Operational Policies and Procedures/Manuals. All recycling activity is to be performed in compliance with the latest revision of Pennsylvania Act 101 (Recycling Guidelines) and NETL Guidelines.

8.2 A notebook containing floor plans of NETL buildings shall be maintained showing the location of the recyclable collection points. Collection of recyclable items including the contents of all recycling bins containers shall be performed on a regular basis with other services performed on an as-needed basis. The contractor shall perform daily checks to ensure the recycling area is clean and highly maintained.

8.3 The contractor shall also collect and dispose of aluminum cans and plastic drink containers (marked PETE 1 & 2 only) from NETL to approved recyclers. Other plastic recycling #1-#5 shall be initiated as market collection points allow. The contractor is authorized to use General Services Administration (GSA) vehicles for the delivery of paper and plastic and aluminum containers to recycling vendors.

8.4 The Contractor shall provide a written quarterly recycling report to NETL's Waste Minimization and Pollution Prevention Program Manager and the ACOR, submitted no later than the 15th day of the month following the reporting period. The report shall include certificate(s) of destruction, amounts of paper, cardboard, aluminum cans, etc., collected, amounts recycled, and recycling costs. This report shall also include any problems and complaints encountered during the month.

8.5 Recovery of Recyclables

8.5.1 The contractor shall be responsible collecting and sorting the contents of the recycle bins into the following classes of recyclable materials:

8.5.1.1 Mixed office paper

8.5.1.2 Three-ring loose-leaf binders

8.5.1.3 Magazines, newspapers textbooks, miscellaneous other bound documents

8.5.1.4 Small electronic equipment (calculators, etc.).

8.5.2 Each class of recyclable material shall be placed into a separate receptacle.

8.5.3 The following is the hierarchy of sorting preferences for the Government:

8.5.3.1 All those items which normally appear in the "mixed office paper" bins (easilyremoved "XEROX- type" paper, manila folders, and blue "special attention" envelopes, etc.);

8.5.3.2 loose-leaf binders shall be emptied of papers and, if in relatively good condition, placed into a bin (papers removed from binders shall be separated into mixed office paper to be placed into the appropriate bin) and "other" to be classified if time permits;

8.5.3.3 magazines

8.5.3.4 newspapers

8.5.3.5 textbooks (for later additional handling as time permits);

8.5.3.6 Code of Federal Regulations

8.5.4 Personal protective equipment including protective eyewear and leather gloves designed to prevent skin puncture is expected to be utilized in the performance of this Activity. All work shall take place in a manor to minimize or prevent occupational injuries, taking into account proper ergonomic practices.

8.6 Recycling Proceeds

8.6.1 In accordance with Public Law 107-67, Section 607, the Contractor shall use recycling proceeds to offset the cost of the recycling program. In the event the proceeds from the recycling program exceeds the cost of the recycling program, a check for the recycling proceeds addressed to the U.S. Department of Treasury shall be submitted to the Contracting Officer. The check should be annotated with the contract number and note "recycling proceeds" on the face of the check. The Contractor shall track and document all recycling proceeds so that there is a clear audit trail to demonstrate that the proceeds were applied to offset costs associated with the recycling program. The Contractor shall report this information on a biannual basis.

9.0 GROUNDS MAINTENANCE SERVICES

9.1 General Requirements

9.1.1 Grounds maintenance includes the mowing and trimming of lawns and fields; weed removal; the care and maintenance of trees, shrubbery, bushes, catch basins and ditches, streets and sidewalks including clearing obstructions from security camera viewing areas; grounds policing; and other miscellaneous tasks required to give the grounds a professional appearance.

9.1.2 Grounds are divided into two classes, Class A and Class B, for the purposes of this PWS.

9.1.3 Class A areas include all portions of the site within visibility of the main buildings and general

travel corridors. These include areas around PGH Buildings 920, 921, 922, 923 and 925 on the Administration Plateau; and the Research and Development (R&D) Plateau, including Energy Drive and the three picnic shelters.

9.1.4 Class B areas are all other areas. These include the PGH Chemical Handling Facility; wastewater treatment and gas cylinder pad facilities north of the R&D Plateau; Building 167; the building 900 area and adjacent hillsides and fence lines; the ball field, fence lines, and fields adjacent to Wallace road.

9.1.5 It is the Contractor's responsibility that the requirements stated herein to ensure that the work performed meets the standards set forth in the PWS. Supervisors shall monitor performance of the Contractor's workers and determine if additional attention is needed in certain areas of the site.

9.2 Performance

9.2.1 Field Mowing, Trimming, and Fence Line Trimming

9.2.1.1 Class A areas are special areas with high visibility and all work within these areas shall be performed in a meticulous manner. Each lawn shall be mowed once to twice a week to maintain the uniform height and shall maintain a commercial appearance (consistent with the commercial practices of professional lawn care applications throughout the local area; see performance standard under "mowing" for additional information). Mowing equipment shall be adjusted to produce a cutting height from 1 1/2 to 3 inches. All debris shall be removed from the area to be mowed and placed in a designated area prior to the mowing operation.

9.2.1.2 Mowing shall not subject trees, hedges, shrubs, buildings, and other similar objects to damage by mowing equipment. Upon completion of mowing operations, as specified above, the lawn areas shall have a professional appearance cleared of all grass cuttings. These clippings shall be removed to an on-site compost pile and used as mulch.

9.2.1.3 Trimming within all areas shall be accomplished each time the area is mowed. Edge trimming shall be accomplished with vertical cutters. Grass growth should be maintained to prevent overgrowth over paved or other similar surfaces.

9.2.1.4 Class B areas shall be mowed less frequently (every two to three weeks or as otherwise needed) than Class A areas but should be kept at a uniform height of 2-4 inches. The exception to the uniform height of 2-4 inches would be hillsides and slopes adjacent to fences and fields. These areas should be cut to a uniform height that is consistent with the topography (lay of the land).

9.2.1.5 The Contractor shall mow field areas with Government-provided equipment designed for that purpose. Field areas containing buildings, structures, parking lots, poles, trees, ditches, exposed utilities, fences, or other obstacles shall have areas adjacent to such obstructions trimmed to the same general height as the open areas. Cuttings do not need to be scattered or removed, unless unsightly buildup of such cuttings occurs.

9.2.1.6 NETL's fence line trimming should be conducted so that property lines are clearly defined. Where Government property abuts private or public property, applicable grounds maintenance shall be performed on ten feet of both sides of the security/border fence line, or up to the edge of the Federal property line if the property line is within 10 feet from the fence line, in a manner that clearly defines the NETL property line.

9.2.2 Maintenance of Ditches

9.2.2.1 Slopes and bottoms of ditches located within areas specified to be mowed shall be cut and/or trimmed to clearly define their location. The frequency of execution of this Activity is to be determined by the ability to ensure that the requirement that the ditch bottoms not containing water shall be cut to the same height as the adjacent mowed areas is met. The contractor shall cut and remove all undesirable trees or bushes within the ditches.

9.2.3 Shrubbery and Bushes

9.2.3.1 The contractor shall prune trees in improved and semi-improved areas to avoid overgrowth onto buildings or over walkways, or a lack of a professional appearance. Pruning shall be accomplished in accordance with industry standards (ANSI Z133.1 - 1994). Class II medium

pruning shall be used in general on all trees. Class IV pruning shall be used only for lifting, removal, and/or cutback of branches that conflict with normal traffic or safety in the vicinity of the trees. Minimum safety clearance is 14 feet over streets, 12 feet over driveways, 8 feet over walk areas, and 4 feet from buildings. Other trees shall be pruned on an as-required basis to provide safety, clearances and/or to prevent structural damage. Topping and de-horning shall not be permitted. Trimming/pruning of trees around utility poles/power lines is the responsibility of the contractor. The contractor shall notify the ACOR when trimming/pruning around utility poles/power lines is needed. Shrubs, small trees, and other plants shall be maintained to maintain a professional appearance. They shall be pruned as required to maintain their natural growth characteristics. Shrubs and small trees shall be trimmed and pruned to enhance the beauty and health of the plant. Hedges shall be maintained to their natural mature height and shape. Broadleaf evergreens and flowers beds shall be pruned.

annually or as required maintaining clearances of minimum of 3 inches from buildings, sidewalks, or other structures. The trimmings shall be removed to the on-site compost pile.

9.2.3.2 Occasionally, shrubs, bushes, or small trees (less than 25 feet high and a trunk diameter of less than about 10 inches) may need to be cut back. Also, there are times when shrubs, bushes, or small trees may need to be removed for various reasons including, but not limited to, damaged or dying/dead due to disease or is hanging over Security fences or obstructing Security cameras.

9.2.4 Shrub/Flower Beds

9.2.4.1 Beds surrounding shrubs, bushes, trees, and flowers shall be maintained in a weed-free manner.

9.2.4.2 When new beds are created or when older beds are repaired, landscaping fabric shall be used to help mitigate weed growth.

9.2.4.3 All mulch spreading shall be as uniform as possible to a depth of about 2-3 inches unless directed by the ACOR. Landscaping fabric will be repaired where and when needed. Edging of the beds shall take place before the mulch is spread.

9.2.4.4 Mulching must be completed by May 15th each year. Provide an annual schedule.

9.2.4.5 Season appropriate flowers/vegetation shall be planted in high traffic areas. All planted flowers/vegetation shall be properly attended to during the plant's lifecycle. In the late fall, dead flowers/vegetation shall be removed, and faded perennials shall be trimmed back and/or cultivated. Anticipated costs to provide seasonal flowers for the high traffic areas shall not exceed $4,500 per contract year.

9.2.5 Leaf Collection

9.2.5.1 Fall leaf collection shall be performed weekly in peak season until all leaves have fallen. Additional leaf collection is to occur as needed to maintain a professional appearance or if leaf buildup has the potential of being a safety issue.

9.2.6 Catch Basins

9.2.6.1 Catch basins and mud pits shall be cleaned in a manner that affords optimum drainage performance semi-annually. Removed material should be transferred to the site's hazardous waste accumulation area for analysis/disposal as directed by the ACOR. Provide an annual schedule.

9.2.7 Debris/ litter Collection

9.2.7.1 NETL-controlled areas shall be policed each morning for trash/litter and debris. Policing of the parking areas shall be done in a safe manner, and personnel shall utilize high-visibility clothing. Sidewalk, parking lots, and streets shall be kept clean of grass clippings, leaves, dirt, mud, gravel and other litter. The areas shall be policed daily and cleaned as needed. The contractor supervisory personnel shall inspect each area after policing is completed a couple of times a week.

9.2.7.2 All suitable debris from grounds maintenance shall be collected and placed in the compost pile for subsequent reuse on site. Litter shall be properly disposed of in the trash if it does not qualify as recyclable under the recycling program the site utilizes.

9.2.8 Reseeding and Sodding

9.2.8.1 Areas where grass has been damaged or bare spots appear in the grass shall be cultivated, reseeded/sodded upon notifying the ACOR. The area reseeded/sodded area shall be watered, as necessary to meet the standards of surrounding areas with a lack of weeds in the reseeded/sodded area being maintained. This task must be completed prior to April 15th each year. Provide an annual schedule.

10.0 SUPPORTING FUNCTIONS

10.1 Directives Support

10.1.1 The Contractor shall assist with reviewing and revising NETL directives to ensure that they reflect the current site practices, new or changed responsibilities of individuals, DOE orders and regulatory requirements, and quality assurance measures.

10.2 Corrective Action

10.2.1 The Contractor shall implement on-site corrective/preventive actions associated with action plans previously developed, self-assessments, and other types of internal and external reviews.

10.3 Consulting and Assistance

10.3.1 Consulting and assistance with other NETL deliverables. This could be due to change in regulations or DOE/Executive Orders, new initiatives, or change in NETL policy.

10.4 International Organization for Standardization (ISO) 14001/OHSAS 18001/ISO 45001 Certification Initiatives and Audits

10.4.1 The Contractor shall support NETL's efforts to maintain ISO 14001 and OHSAS 18001/ISO 45001 certifications as part of the ES&H Management System and shall participate in NETL's internal audits and assessments. Support activities include basic participation in ISO audits (as required). This could include gathering information and/or participating as a subject matter expert.

10.5 Safety Training

10.5.1 The Contractor shall implement their integrated safety management (ISM) plan as related to janitorial and grounds maintenance services performed under this Activity. Contractor personnel shall be required to attend, at a minimum, ES&H training equivalent to eight person-hours per employee per year. This will include HAZCOM, PPE, bloodborne pathogens, asbestos awareness training, and hearing conservation training. The contractor shall give safety briefings to personnel and maintain records of attendance for periodic safety briefings conducted by supervisors.

11.0 QUALITY ASSURANCE/QUALITY CONTROL PLAN

11.1 The contractor shall include a Quality Assurance/Quality Control (QA/QC) Plan as part of the proposed technical approach. The QA/QC Plan shall be specific to the work performed under this Activity and shall detail the methods/techniques that will be utilized in monitoring the performance of this Activity.

11.1.1 Surveillance

11.1.1.1 This QA/QC Plan shall include roles and responsibilities of the contractor's management staff as it relates to inspection methods and frequency of inspections for ensuring successful performance of the work. The plan shall also detail the approach to identify deficiencies and implement corrective actions.

11.1.1.2 The contractor shall be responsible for maintaining a QA/QC log to record all methods/techniques used to monitor the performance of this Activity. The QA/QC log shall be kept current and accurate at all times and shall be made available to the ACOR

upon request. At a minimum, this log shall include:

11.1.1.2.1 Date, Time, and Location of the inspection
11.1.1.2.2 Method of inspection,
11.1.1.2.3 Result of inspection, and
11.1.1.2.4 Corrective Action (if necessary)

11.1.2 Customer Feedback

11.1.2.1 The QA/QC Plan for this Activity shall also include a detailed approach to ensure that a customer feedback program is in place. At a minimum, the approach shall include a method for collecting customer feedback/complaints, roles and responsibilities of the contractor's staff for responding to customer feedback, approach to determining appropriate level and timeliness of response, and steps taken to prevent reoccurrence.

11.1.2.2 The contractor shall be responsible for recording all customer feedback/complaints in the QA/QC log.

11.1.2.3 Customer feedback entries in the QA/QC log shall include, at a minimum:

11.1.2.3.1 Summary of the customer feedback received.
11.1.2.3.2 Date and time feedback/complaint was received.
11.1.2.3.3 Corrective action taken.
11.1.2.3.4 Timeliness of response
11.1.2.3.5 Action taken to prevent recurrence.

1.1 12.0 DELIVERABLES

The following table contains the deliverables associated with this Activity. All deliverables shall be submitted to the ACOR.

DELIVERABLE	FORMAT	FREQUENCY
Contractor Cleaning Schedule	No specified format	Once, within ten (10) calendar days from Activity award. An updated schedule shall be provided only when the schedule is changed. An updated schedule shall be provided within the same timeframe if conditions
Maintenance Log	Format as specified by ACOR, must include at a minimum the following items: • Inspection checklists. The inspection checklist shall include every area of the operation serviced by the contractor, any deficiencies noted and corrective action taken to correct deficiencies. • Maintenance observations.	Performed/maintained, and submitted weekly to the ACOR

Quality Assurance Quality Control Log	Format as specified by ACOR	Performed/maintained, and submitted monthly to the ACOR
Recycling Receipt	The project deliverable would consist of the total weight of recovered, recyclable material. This would be measured by weighing the full bins prior to sorting/recovery activity and weighing the bins containing remaining non-recyclable material after each sorting	Performed/maintained, and submitted quarterly to the ACOR

DELIVERABLE	FORMAT	FREQUENCY
Recycling Proceeds Report	Format as specified by ACOR	Performed/maintained, and submitted bi-annually to the ACOR
Quarterly Recycling Report	Format shall be approved by the ACOR. The report shall include amounts of paper, plastic and aluminum containers, etc., collected in pounds, amounts recycled in pounds, and recycling costs. This report shall also include any problems and complaints encountered during the quarter. The format shall be proposed by the contractor no later than 30 days after award	Submitted by the 15th day of the month after the end of each quarter. The report shall be submitted to the ACOR, COR, and CS.
Monthly Recycling Report	The contractor shall provide informal electronic (e-mail) monthly reports to the ACOR. The report shall include the same information requirements that are listed for the quarterly recycling report.	Submitted 10 days after the end of each Month (this monthly report is not required in months that require the quarterly report).

Supplies/Materials Report	The Contractor shall provide informal electronic (e-mail) reports to the ACOR and the CS. The report shall include an item description, unit of measure, and consumption rate for each item.	Submitted Bi-Annually (report submitted no later than a month after the end of each six-month period of the contract year)
Laboratory Area Cleaning Services Request Report	The Contractor shall provide informal electronic (e-mail) reports to the ACOR and the CS. The report shall include the laboratory room number and date of the request.	Submitted Annually (report submitted no later than a month after the end of each contract year)

13.0 PERFORMANCE STANDARDS

13.1 The following performance standard definitions shall be utilized to determine the minimum level of acceptable performance:

13.1.1 *Asbestos-Containing Materials (ACM):* Any material that is known to contain asbestos fibers shall require special controls to minimize potential impacts to flooring materials. Contact the Asbestos Program Manager for additional requirements.

13.1.2 *Bright Metal Polishing:* Bright metal surfaces shall have a polished and lustrous appearance.

13.1.3 *Carpet/Rug Shampooing*: All carpets/rugs shall be clean, free of spots, gum, crusted material, spillages, and removable stains. There shall be no evidence of fuzzing caused by harsh rubbing or brushing.

13.1.4 *Carpet Spot Cleaning:* Buildup, spillages or crusted material shall be removed along with spots, smears and stains. There shall be no evidence of fuzzing caused by harsh rubbing or brushing or carpet. Cleaned areas shall blend with adjacent areas.

13.1.5 *Cleaning Ash Receptacles:* Cigarette butts, matches and other discarded material shall be removed from the receptacle and the receptacle wiped so that it is free of dust, ashes, odors, tar streaks and nicotine stains.

13.1.6 *Cleaning Drinking Fountains:* The porcelain or stainless-steel surfaces shall be clean and free of dust, spots, stains and streaks. Drinking fountains shall be kept free of trash, ink, coffee grounds, etc., and nozzles free from encrustations.

13.1.7 *Cleaning Elevator Floor Track:* Floor track shall be clean and free of debris, dirt and grime.

13.1.8 *Cleaning Floor Mats:* Mats shall be clean and free of dirt, grime, gum, stains and any buildup and crusted material.

13.1.9 *Cleaning of Outdoor Areas:* Areas shall be clean of all dirt and trash on an ongoing inspection and subsequent cleaning operation basis to the extent that all dust and debris is removed to a substantial degree.

13.1.10 *Cleaning Telephone Areas:* Vertical and horizontal surfaces shall be clean and free of dirt, streaks and spots.

13.1.11 *Cleaning Thresholds:* Thresholds shall be clean and free of oil, grease, dirt and grime.

13.1.12 *Cleaning Wastebaskets:* Wastebaskets shall be free of spillage, dust, debris and residue. Plastic liners shall not be torn, worn or contain residue.

13.1.13 *Cleaning Wood Paneling:* Paneling shall be free of soil substances, dust, streaks and spots.

13.1.14 *Crystallization:* Floor shall have a durable, slip-resistant finish with a uniform gloss that resists scuffs and black marks.

13.1.15 *Damp Mopping and Spray Buffing:* Floors shall be slip resistant, free of marks, skipped areas, streaks, and mop strands. Walls, baseboards and other surfaces shall be free of splashing and markings from the equipment. The finished area should have a uniform luster. There shall be no buildup of finish in corners or crevices.

13.1.16 *Damp Wiping:* All dirt, dust, water stains, spots, streaks and smudges shall be removed from the surfaces.

13.1.17 *Drapery Cleaning:* Drapes shall be clean and free from direct dirt and other debris. Drapery material

shall remain free of rough areas and/or snags.

13.1.18 *Dusting:* There shall be no obvious dust streaks. Corners, crevices, molding and ledges shall be free of all obvious dust. There shall be no oils, spots or smudges on desk glass or dusted surfaces.

13.1.19 *Edging:* Grass adjacent to asphalt or concrete walks or driveways shall be controlled to remain within the boundaries of the lawn. Edging of the shrub beds shall occur in the spring and be neat with clean lines.

13.1.20 *Finishing:* Walls, baseboards and other surfaces shall be free of finished residue and marks from equipment. Floors shall be free of streaks, mop strand marks and skipped areas. The finished area shall have a uniform luster and be slip resistant.

13.1.21 *Fixture Cleaning:* Wash basins shall be clean and bright; there shall be no dust, spots, stains, rust, green mold, encrustation or excess moisture. Bright metal surfaces shall have a polished and lustrous appearance.

13.1.22 *Glass Cleaning:* Glass shall be clean and free of dirt, dust, streaks, watermarks, spots and grime and shall not be cloudy.

13.1.23 *High Cleaning:* Surfaces shall be clean and free of dust, cobwebs, etc. Where glass is present, both sides shall be clean and free of streaks.

13.1.24 *Mowing:* All grass shall present a commercial grade appearance (i.e. consistent with the commercial practices of professional lawn care applications throughout the local area, maintaining grass levels between 1 ½ to 3 inch height for class A areas and 2 to 4 inches in height for Class B areas except for the exception noted above, clear of debris and residue at all times, and consistent color, thickness and texture). Each lawn shall be mowed to a uniform height and shall maintain the commercial appearance, clear of debris and residue at all times. Mowing equipment shall be adjusted to produce a cutting height from 1 ½ to 3 inches.

13.1.25 *Mulch Spreading:* All mulch spreading shall be as uniform as possible to a depth of about 2-3 inches unless directed by the COR. Landscaping fabric will be repaired where and when needed. Edging of the beds shall take place before the mulch is spread.

13.1.26 *Painting:* Painting shall be performed in a manner to prevent streaking, smudging, and visible brush lines. Paint shall be applied uniformly to prevent shading or light spots.

13.1.27 *Policing (Grounds and Sidewalks):* Areas shall be free of all paper, gum, trash, empty bottles and other discarded material. Empty trash cans if full and replace plastic bag if used. Smoking urns shall be cleaned and cigarette butts and debris discarded.

13.1.28 *Policing (Janitorial):* Applicable areas shall be free of all paper, trash and other discarded materials. Ash receptacles shall be neat and presentable in appearance. There shall be no evidence of wads of gum, spots of tar, wet areas or other foreign substances on floors. Drinking fountains and glass surfaces shall present a clean appearance.

13.1.29 *Polishing:* Surfaces shall be free of smears, stains and finger marks. They shall be clean and bright and polished to a uniform luster.

13.1.30 *Raking:* Fence areas, shrub beds, flower beds, turf areas, sidewalks, gutters, roadways and other surfaces shall be free of leaves.

13.1.31 *Recyclable Materials:* Materials in containers earmarked for recycling shall be removed and placed in an area designated by the Contracting Officer's Representative. Recyclable materials shall not be mixed with trash. Recyclable material shall be stored in containers clearly marked and identified for those specific materials. Materials shall be picked up at a minimum on a weekly basis.

13.1.32 *Recycling Reports:* The Quarterly written recycling report shall be submitted by the 15th day of the month following the reporting period. This report shall contain information on the amount of paper, aluminum cans, and other recycled materials collected, and the cost involved the recycling program.

13.1.33 *Servicing:* All dispensers shall be filled with provided supplies; soap must be compatible with the provided dispenser. Waste receptacles shall be emptied. Sanitary napkin receptacles shall be emptied, disinfected, and a new bag inserted.

13.1.34 *Solid Waste Collection:* All solid wastes generated shall be collected and removed to storage areas designated for trash by the Contracting Office's Representative. Ashtrays shall be free of residue, streaks and spots.

13.1.35 *Spot Cleaning Walls:* Wall surface shall be free of smudges, marks, dirt and spots. These shall have been removed without obvious discoloration.

13.1.36 *Storage Space:* Floors shall be clean and free of trash and foreign matter. No dirt shall be left in corners, behind radiators, under furniture or behind doors.

13.1.37 *Stripping:* All old finish or wax shall have been removed. There shall be no evidence of gum, rust, burns or scuff marks. There shall be no buildup in corners or crevices. *NOTE: UNDER NO CIRCUMSTANCES SHALL DRY STRIPPING METHODS BE USED.*

13.1.38 *Surface and Fixture Cleaning*: All fixtures and surfaces shall be clean, bright and there shall be no dust, spots, soil substances, discolorations, rust, green mold, encrustations, or excess moisture.

13.1.39 *Sweeping, Wet Mopping or Scrubbing:* The floors shall be clean and free of dirt, water streaks, mop marks, string, gum, grease, tar, etc., and present an overall appearance of cleanliness. All surfaces, crevices, tracks, baseboards, and corners shall be clean and dry.

13.1.40 *Sweeping (Outside Areas):* Areas shall be clean of all dirt and trash. No dirt shall be left where sweepings were picked up.

13.1.41 *Thorough Dusting:* There shall be no dust streaks. Corners, crevices, moldings and ledges shall be free of all dust. There shall be no oils, spots or smudges on dust surfaces caused by dusting tools

13.1.42 *Thorough Sweeping*: Floors shall be clean and free of trash and foreign matter. No dirt shall be left in corners, behind radiators, under furniture or behind doors.

13.1.43 *Thorough Vacuuming*: Carpets shall be clean and free from dust balls, dirt and other debris; nap on carpets shall generally lie in one direction upon completion of the vacuuming task

13.1.44 *Trimming of Grass:* All grass growth shall have been removed from areas and trimmed to the same height as for grass cutting noted in the Mowing section above.

13.1.45 *Trimming of Shrubs, Trees, Bushes:* All shrubs and Bushes shall be trimmed to maintain a professionally landscaped appearance.

13.1.46 *Venetian Blind Dusting:* All surfaces shall be free of dust.

13.1.47 *Wall Spot Cleaning:* Smudges, marks or spots shall have been removed without causing unsightly discoloration.

13.1.48 *Wall Surfaces:* Walls such as masonry, wood, vinyl, cloth fabric and painted wall surfaces shall be uniformly cleaned free of dust, spots, stains and discolorations.

13.1.49 *Watering:* Lawns, shrubs, and planted areas shall show no signs of excess dryness with the watering task carried out on an as needed basis contingent on the environmental conditions.

13.1.50 *Wood Polishing:* Wood surfaces shall be clean and free of smudges and residue.

13.2 Child Care Center Requirements

13.2.1 The contractor shall provide janitorial services to the Child Care Center in accordance with the National Association for the Education of Young Children (NAEYC) standards for child care center cleaning (see standards and standards checklist at: http://www.naeyc.org/files/academy/file/Cleaning_and_Sanitation_Chart.pdf).

13.2.2 The contractor shall perform all cleaning referenced in the standards except for those noted to be performed by the "CC Provider" (CC Provider is the operator of the Child Care Center (e.g., teachers or daycare provider). Operations involving machinery shall be coordinated with the Child Care Provider to assure safety for both the children and the workers.

NOTE: All cleaning employees must use NETL-provided electronic access cards to sign in and sign out of the