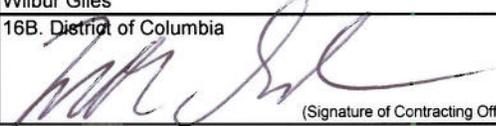


AMENDMENT OF SOLICITATION/MODIFICATION OF CONTRACT			1. Contract Number DCAM-2010-R-0147	Page of Pages 1 15
2. Amendment/Modification Number DCAM-2010-R-0147-002	3. Effective Date 9/1/2010	4. Requisition/Purchase Request No.		5. Solicitation Caption Citywide Janitorial Services
6. Issued By: Department of Real Estate Services Contracting and Procurement Division 2000 14th Street, N.W., 5th Floor Washington, DC 20009		Code	7. Administered By (If other than line 6)	
8. Name and Address of Contractor (No. Street, city, country, state and ZIP Code)			(X)	9A. Amendment of Solicitation No. DCAM-2010-R-0147
				9B. Dated (See Item 11) 19-Aug-10
				10A. Modification of Contract/Order No.
				10B. Dated (See Item 13)
Code	Facility			
11. THIS ITEM ONLY APPLIES TO AMENDMENTS OF SOLICITATIONS				
<input type="checkbox"/> The above numbered solicitation is amended as set forth in Item 14. The hour and date specified for receipt of Offers <input checked="" type="checkbox"/> is extended. <input type="checkbox"/> is not extended. Offers must acknowledge receipt of this amendment prior to the hour and date specified in the solicitation or as amended, by one of the following methods: (a) By completing Items 8 and 15, and returning <u>5</u> copies of the amendment; (b) By acknowledging receipt of this amendment on each copy of the offer submitted; or (c) By separate letter or fax which includes a reference to the solicitation and amendment number. FAILURE OF YOUR ACKNOWLEDGEMENT TO BE RECEIVED AT THE PLACE DESIGNATED FOR THE RECEIPT OF OFFERS PRIOR TO THE HOUR AND DATE SPECIFIED MAY RESULT IN REJECTION OF YOUR OFFER. If by virtue of this amendment you desire to change an offer already submitted, such change may be made by letter or fax, provided each letter or telegram makes reference to the solicitation and this amendment, and is received prior to the opening hour and date specified.				
12. Accounting and Appropriation Data (If Required)				
13. THIS ITEM APPLIES ONLY TO MODIFICATIONS OF CONTRACTS/ORDERS, IT MODIFIES THE CONTRACT/ORDER NO. AS DESCRIBED IN ITEM 14				
(X)	A. This change order is issued pursuant to: (Specify Authority) The changes set forth in Item 14 are made in the contract/order no. in item 10A.			
	B. The above numbered contract/order is modified to reflect the administrative changes (such as changes in paying office, appropriation date, etc.) set forth in item 14, pursuant to the authority of 27 DCMR, Chapter 36, Section 3601.2.			
	C. This supplemental agreement is entered into pursuant to authority of:			
	D. Other (Specify type of modification and authority)			
E. IMPORTANT: Contractor <input type="checkbox"/> is not, <input checked="" type="checkbox"/> is required to sign this document and return <u>5</u> copies to the issuing office.				
14. Description of amendment/modification (Organized by UCF Section headings, including solicitation/contract subject matter where feasible.) The following solicitation is hereby amended as follows: 1. Site Visit is schedule for Thursday, September 2, 2010 at the following locations: a. 8:30 a.m. - Youth Services Center (YSC) 1000 Mt. Olivet Road, N.E., Washington, DC b. 10:00 a.m. - New Beginnings Youth Development Center (NBYDC) 8400 River Road, Laurel, MD 2. Delete CLIN #0018, 10018, 20018, 30018 & 40018 in its entirety. 3. Section L.4 - Delete September 1, 2010 and Substitute September 8, 2010. 4. Delete: Due date for receipt of proposals from September 8, 2010 at 2:00 p.m. to September 16, 2010 at 2:00 p.m.				
Except as provided herein, all terms and conditions of the document referenced in Item (9A or 10A) remain unchanged and in full force and effect				
15A. Name and Title of Signer (Type or print)			16A. Name of Contracting Officer Wilbur Giles	
15B. Name of Contractor (Signature of person authorized to sign)	15C. Date Signed	16B. District of Columbia  (Signature of Contracting Officer)		16C. Date Signed 9/1/10

5. **Add the following to Section B.7.2“Aggregate Group 2”**

- a. **Base Year:**
CLIN 0019A – 2311 MLK Junior Ave., SE, Washington, DC – Square Feet – 2592
- b. **Option Year 1:**
CLIN 10019A – 2311 MLK Junior Ave., SE, Washington, DC – Square Feet - 2592
- c. **Option Year 2:**
CLIN 20019A – 2311 MLK Junior Ave., SE, Washington, DC – Square Feet - 2592
- d. **Option Year 3:**
CLIN 30019A – 2311 MLK Junior Ave., SE, Washington, DC – Square Feet - 2592
- e. **Option Year 4:**
CLIN 40019A – 2311 MLK Junior Ave., SE, Washington, DC – Square Feet - 2592

6. **Add the following to Section B.7.3 “Aggregate Group 3”**

- a. **Base Year:**
CLIN 10050A - MPD Residential Branch 4665 Blue Plains Dr., SW, Washington, DC – Square Feet - 15,126

CLIN 10050B - Summer Mobile Task Force 4665 Blue Plains Dr., SW, Washington, DC - Square Feet - 3,622
- b. **Option Year 1:**
CLIN 10050A - MPD Residential Branch 4665 Blue Plains Dr., SW, Washington, DC – Square Feet - 15,126

CLIN 10050B - Summer Mobile Task Force 4665 Blue Plains Dr., SW, Washington, DC - Square Feet - 3,622
- c. **Option Year 2:**
CLIN 20050A - MPD Residential Branch 4665 Blue Plains Dr., SW, Washington, DC – Square Feet - 15,126

CLIN 20050B - Summer Mobile Task Force 4665 Blue Plains Dr., SW, Washington, DC - Square Feet - 3,622
- d. **Option Year 3:**
CLIN 10050A - MPD Residential Branch 4665 Blue Plains Dr., SW, Washington, DC – Square Feet - 15,126

CLIN 10050B - Summer Mobile Task Force 4665 Blue Plains Dr., SW,
Washington, DC - Square Feet - 3,622

e. **Option Year 4:**

CLIN 40050A - MPD Residential Branch 4665 Blue Plains Dr., SW, Washington,
DC – Square Feet - 15,126

CLIN 40050B - Summer Mobile Task Force 4665 Blue Plains Dr., SW,
Washington, DC - Square Feet - 3,622

7. **Add the following to Section B.7.4 “Aggregate Group 4”**

a. **Base Year:**

CLIN 0082A – DCG Campus MPD 1900 Mass Ave., Washington, DC – Square
Feet - 9120

b. **Option Year 1:**

CLIN 10082A – DCG Campus MPD 1900 Mass Ave., Washington, DC – Square
Feet - 9120

c. **Option Year 2:**

CLIN 10082A – DCG Campus MPD 1900 Mass Ave., Washington, DC – Square
Feet - 9120

d. **Option Year 3:**

CLIN 10082A – DCG Campus MPD 1900 Mass Ave., Washington, DC – Square
Feet - 9120

e. **Option Year 4:**

CLIN 10082A – DCG Campus MPD 1900 Mass Ave., Washington, DC – Square
Feet - 9120

8. **Add the following to Section C.3 “Definitions”**

C.3.50 Quality Service Tenant Survey - survey questionnaires put together every quarter by the District with the objective of ascertaining how the customer/building tenants rate contractor performance. The Contractor shall provide the measurement factors the District will utilize to develop and administer the tenant surveys.

C.3.51 Facility Inspection - Scheduled and/or unannounced but documented inspection of facilities by the District to monitor level of contractor delivery of janitorial and related services to District facilities. The areas of facilities that will be inspected shall be randomly selected by the Contracting Officer’s Technical Representative (COTR).

9. **Under C.3.42.3 “Response Time” add the following:**

A 15-day mobilization is allowed for DYRS.

10. **Under C.5.4.2.6 “Stripping and Finishing”**

Delete: “The Contractor shall perform full scale stripping, waxing and finishing standard planned services on a monthly basis.”

Substitute: “The Contractor shall perform full scale stripping, waxing and finishing standard planned services twice per year (November and April).”

11. **Under C.5.4.2.7 “Buff and Shine”**

Delete: “The Contractor shall perform buffing in high traffic areas standard planned services on a daily basis and low traffic areas on weekly basis.”

Substitute: “The Contractor shall perform buffing in high traffic areas standard planned services twice a week and low traffic areas on weekly basis.”

12. **Add the following under C.5.4 “Interior Cleaning”**

C.5.4.2.11 “Scrub and Recoat”

The Contractor shall perform scrubbing and recoating standard planned services twice per year (February and August).

13. **Add the following under C.6 “DYRS”**

C.6.21 The Contractor shall provide janitorial services for the Youth Services Center (YSC) located at 1000 Mt. Olivet Road, N.E., Washington, DC 20002, daily, Sunday through Saturday, except as otherwise stated by the COTR, according to the following shifts Monday through Friday:

1. 7:30 a.m. to 4:00 p.m.
2. 2:30 p.m. to 11:00 p.m.

C.6.21.1 The Contractor shall provide janitorial services on Saturdays, Sundays and on Holidays from 10:00 a.m. until 7:00 p.m. The requirements include the following essential services necessary to deliver comprehensive janitorial services and related services:

1. Provide labor, management and supervision
2. Provide and maintain equipment, materials, and supplies

3. Perform cleaning services
4. Maintain staff attendance records
5. Prepare and submit janitorial service schedules and reports
6. Attend meetings
7. Develop and implement a quality assurance plan
8. Provide a floor care cleaning schedule
9. Provide a routine janitorial cleaning schedule

C.6.21.2 Cleaning Schedule for the Youth Services Center (YSC), 1000 Mt. Olivet Rd, NE Washington, DC

The Contractor shall provide janitorial services at the Youth Services Center according to the following cleaning requirements.

C.6.21.3 Clean Exterior Grounds, Entranceways and Parking Areas -

The Contractor shall clean exterior grounds around the facility to include but not limited to removal of litter, trash, cigarette butts and debris to ensure that no trash or debris accumulates on the interior outdoor compound, parking lot and entrance ways once daily. The exterior grounds and compound shall present a clean appearance, free from litter, dirt, trash, debris and discarded items. No trash and debris shall be allowed to accumulate on grounds. There shall be no obvious signs of liquid spillage, stains or foreign matter on concrete, brick or other surfaces.

C.6.21.4 Clean and Maintain Corridors, Lobbies, Entrances, Stairwells and Common Areas

The Contractor shall clean and maintain corridors, lobby entrances and common areas including glass and walls. Glass and doors shall present a uniformly clean appearance. Corridor, lobby entrances and common areas shall present a clean appearance free from litter, dirt, dust, debris and discarded items. Cleaned corridors and entrances shall show no obvious signs of liquid spillage, stains or foreign matter.

C.6.21.5 Cleaning All Interior Space – Conference Rooms, Auxiliary Rooms, Kitchenettes, Office Spaces, Education Wing, Residential Wing and both MPD & YSC Intake Areas

The Contractor shall clean the interior space of all the building daily. The interior spaces shall present a uniformly clean appearance. Glass, Doors, Furniture, Rooms and Office Spaces shall present a clean appearance free from litter, dirt, dust, debris and discarded items. Cleaned corridors and entrances

shall show no obvious signs of liquid spillage, stains or foreign matter. The Contractor shall spot clean walls daily.

- C.6.21.6** The Contractor shall clean the education wing daily to include but not limited to all administrative offices and classrooms, the library, all rooms, and computer lab areas.
- C.6.21.7** The Contractor shall clean and disinfect tables and furniture in the Residential pods and game space rooms with a disinfectant cleaner daily.
- C.6.21.8** The Contractor shall clean and disinfect both MPD and YSC Intake Areas once per day or as directed by the COTR.
- C.6.21.9** The Contractor shall high dust once per week throughout the facilities designated as interior space to include but not limited to ledges, blinds, signs, vents and lighting.
- C.6.21.10** The Contractor shall wash and wipe dry windowsills, doorframes, and telephones once per week. Surfaces shall be clean and free from obvious dust, dirt, debris and spots.
- C.6.21.11** The contractor shall disinfect all railing of stairwells on a daily basis.
- C.6.21.12** The Contractor shall daily clean and disinfect all kitchenette areas. The Contractor shall ensure all surfaces including exterior surfaces of microwaves and refrigerators shall present a clean, shining appearance, free from obvious dust, dirt, spots and odors.
- C.6.21.13** The Contractor shall clean interior surfaces of microwaves and refrigerators, on a monthly basis or when specified by the COTR.
- C.6.21.14** The Contractor shall clean and disinfect all drinking fountains daily. The contractor shall ensure that drinking fountains shall be cleaned and free of watermarks, debris, or encrustation and shall be maintained at a high level of sanitation.
- C.6.21.15** The Contractor shall provide additional cleaning services upon request. Services shall result from one or more of following:
- a. spills
 - b. leaks
 - c. floods
 - d. sickness due to medical emergencies
 - e. breakage or facility damage
 - f. special cleaning before, during or after special events

C.6.21.16 Clean and Disinfect Medical Unit

The Contractor shall clean and disinfect the medical unit including but not limited to the patient observation, isolation, and all examination rooms. The contractor shall clean and disinfect walls, partitions, countertops, wash bowls, sinks, exam tables, chairs, beds and trash cans once per day Sunday through Saturday and holidays starting at 8:00 p.m. or as requested by COTR.

The Contractor shall clean daily the pharmacy area. A medical staff person shall oversee cleaning in the Medical Unit while in progress.

C.6.21.17 Clean and Disinfect All Restrooms and Showers, Stock All including Residential Units Areas

The Contractor shall stock, clean, and disinfect all restrooms and all showers including floors, walls, partitions, wash bowls, sinks, urinals, toilet bowls, mirrors, dispensers, stainless steel, fixtures and trash cans throughout the facility. The restocking will include hand towels, soap, toilet tissues, toilet seat covers, deodorant air fresheners in designated areas in quantities adequate to ensure sufficiency between cleanings. Restrooms shall maintain a clean, odor free, shining appearance free from dust spots, stains, rust mildew, soap residues, mineral deposits, graffiti and organic materials.

C.6.21.18 The Contractor shall clean and disinfect public and staff and the resident restrooms once a day and police and maintain (2) times per day or as requested by the COTR.

C.6.21.19 The Contractor shall clean and disinfect showers in Residential Unit Areas to include but not limited to all stainless steel fixtures once a day

C.6.21.20 The Contractor shall notify the COTR as repair or replacements of restroom fixtures and dispensers are identified.

C.6.21.21 The Contractor is NOT required to stock residential units with deodorant air fresheners.

C.6.21.22 Clean and Maintain All Floor Surfaces to include but not limited to Corridors, Unit Pods, Medical Unit, MPD and YSC Intake Units, Game Space, Break Rooms, Conference Rooms, Class Rooms, Barber Shop, Commissary and Educational Wing

C.6.21.22.1 The Contractor shall clean and maintain all floor surfaces including but not limited to ceramic tile, carpet, wood, brick pavers, and concrete according to the

type of floor surface and its care as described in **Section C.3.25, Floor Surfaces and Their Care**. Surfaces shall be free from obvious trash, debris, dirt, dust, marks or foreign matter.

- C.6.21.22.2** All hard surface floors shall be dust mopped and machine washed daily, weekly, monthly or as specified by the COTR. The Contractor shall use a neutral cleaner for daily and weekly washing of floors. Floor surfaces requiring a finish shall have a uniformly clean appearance without obvious unsightly build-up. Floors requiring floor finish shall be stripped at a minimum twice per year. The Contractor shall resurface the floors using a floor glaze restorer and burnish floors requiring finish once a week or burnish floors within 72 hours of new floor finish being applied. Between stripping, the Contractor shall top scrub and refinish the floors as needed or as requested by the COTR. All treated surfaces shall be slip resistant. Walk-off mats shall be used at entrances during inclement weather.
- C.6.21.22.3** The Contractor shall dust mop and damp mop floors daily and machine wash floors once a week in the medical unit with disinfectant cleaner to include but not limited to patient observation, isolation and all examination rooms. Surfaces shall be free from obvious trash, debris, dirt, dust, marks or foreign matter.
- C.6.21.22.4** The Contractor shall dust mop and damp mop floors daily and machine wash floors once a week in all restrooms and shower floors in public, staff and residential areas with disinfectant cleaner. Surfaces shall be free from obvious trash, debris, dirt, dust, marks or foreign matter.
- C.6.21.22.5** The Contractor shall dust mop and damp mop floors daily and machine wash floors once a week in the unit pods, game spaces, education wing and classrooms with a neutral cleaner. Surfaces shall be free from obvious trash, debris, dirt, dust, marks or foreign matter.
- C.6.21.22.6** The Contractor shall dust mop and machine wash all individual resident room floors with a disinfectant cleaner every 60 days.
- C.6.21.22.7** The Contractor shall sweep and clean the outdoor recreation area within the Pod's taking caution not to put debris down drain line.
- C.6.21.22.8** The Contractor shall dust mop and damp mop with a neutral floor cleaner, the dining area floor, after each meal.
- C.6.21.22.9** The Contractor shall dust mop and damp mop floors daily and machine wash floors once a week in the kitchen. Floor Surfaces shall be free from obvious trash, debris, dirt, dust, grease, marks or stains.

C.6.21.22.10 The Contractor shall dust mop and damp mop floors daily and machine wash all floors including but not limited to Holding Cells once a week in the MPD and YSC Intake Units with a disinfectant cleaner. Surfaces shall be free from obvious trash, debris, dirt, dust, marks or foreign matter.

C.6.21.22.11 The Contractor shall dust mop and machine wash twice per month the floors in the laundry room and basement level, including the two workshops areas.

C.6.21.23 **Vacuum Spot Clean and Deep Clean Carpet**

The Contractor shall vacuum and spot clean all carpet floors including cubicle spaces daily. Carpet shall be free of obvious spots, stains, chewing gum, tar, grease, litter etc., and shall present a uniformly clean appearance.

C.6.21.23.1 The Contractor shall vacuum and spot clean private office spaces once a week as specified by the COTR.

C.6.21.23.2 The Contractor shall deep clean all carpets on a regularly scheduled basis every 30 days for high traffic areas or as needed as specified by the COTR.

C.6.21.23.3 The Contractor shall inspect all powered equipment daily before operation for signs of wear as well as potential safety hazards. The Contractor shall immediately remove from service on the jobs sites all equipment including extension cords which are, potentially unsafe, damaged, inoperable and/or do not meet the manufactures operation specifications. The Contractor shall ensure that all electrical cords shall be properly sized for the job and placed away from vehicular or pedestrian traffic. All connections between the extension cords and relayed equipment (e.g. tools, machines, or additional extension cords) shall be tightly fastened with no exposed electrical contacts. All extension cords shall have, and use, a proper electrical grounding plug. Power tools and/or extension cords used in damp areas shall be plugged into ground fault circuit interrupter (GFCI) switches to immediately shut down when a short to ground is detected.

C.6.21.24 **Collect and Remove Trash and Recyclables**

C.6.21.24.1 The Contractor shall collect and remove trash and recyclables at minimum 2 times daily through out the facility. The Contractor shall collect and remove trash and recyclables 3 times daily in the Residential Pods (after each meal) or as directed by the COTR. The contractor shall ensure that all facility trash and recyclables shall be collected throughout the entire building. The Contractor shall ensure that trash or paper does not accumulate or overflow receptacles. Each wastepaper basket shall be lined with appropriate plastic liner of sufficient strength, durability, and thickness (Minimum 1.3 Mil) and trash and recycle liners shall have a minimum thickness (Minimum 2.0 Mil) to prevent leakage from liner. The

contractor shall ensure all trash receptacles and wastebaskets shall be cleaned daily, free from dirt, food, beverage spoilage and odors.

C.6.21.24.2 Contractor shall not be responsible for removing Medical Hazardous waste (RED trash liners) from the Medical Unit.

C.6.21.24.3 The Contractor shall ensure that collected trash liners from wastebaskets and trash receptacles are sealed and placed in a rubber or plastic tilt trash cart provided by and maintained in a sanitary manor in preparation for removal from the building by the Contractor daily.

C.6.21.24.4 The Contractor shall ensure that when filled or at the end of the evening trash collection, trash carts are taken to trash containers located at the loading dock, emptied and cleaned daily.

The contractor shall ensure dumpster sites shall be kept clean and orderly and trash shall not be allowed to blow around the grounds twice daily.

C.6.21.24.5 The Contractor shall collect recyclables separately weigh and store daily in designated labeled containers. The Contractor shall empty recyclables daily from offices where large and mid-sized centralized containers are located. Centralized containers may be large white corrugated boxes approximately 42" high holding white ledger paper and/or mixed paper and smaller corrugated boxes approximately 18" high holding newspaper. Centralized containers may be cardboard or plastic.

The contractor shall ensure all recycling receptacles shall be wiped down daily, free from dirt, food, beverage spoilage and odors.

C.6.21.24.6 The Contractor shall (daily) ensure the centralized containers shall be emptied into marked plastic recycling containers (with wheels) designed for recycling use only.

C.6.21.24.8 The Contractor shall ensure daily the recycling containers shall be taken to the loading dock or pick up point within the building to be replaced by the same size and type of container for recycling transport only. The Contractor shall ensure the recyclables are emptied into another larger container for the recyclable hauler to remove from the site.

C.6.21.24.9 The Contractor shall separate and weigh the recycling materials (white paper, mixed paper, newspaper, bottles, cans and corrugated boxes) twice daily from the regular trash. The Contractor shall ensure the recyclable commodities are kept in containers that are different from the trash containers. The Contractor shall ensure the commingled bottles and cans are NOT mixed with recycled paper but placed

in a separate container for collection by the recyclable hauler. If such container is not available the Contractor shall place the clear plastic bags containing the bottles and cans next to the other recycling containers for open hauling collection.

- C.6.21.24.10** The Contractor shall pull corrugated containers from the trash stream twice daily weigh and place them in designated dumpster for recycling. The Contractor shall flatten all cardboard boxes to permit the placing of corrugated boxes into the dumpster to facilitate transport by the recycling hauler.
- C.6.21.24.11** The Contractor shall weigh the recycling materials twice daily using scales provided by the District. The Contractor shall complete and submit a Weekly Recyclable Weight form to the Contracting Officer's Technical Representative (COTR).
- C.6.21.24.12** The Contractor shall collect and remove trash and recyclables four times a day, after each meal has been served and the end of the second shift as well as maintain the trash and recyclables requirements as described in Section C.6.13.
- C.6.21.24.13** The Contractor shall clean and maintain floor surfaces daily in all areas of the residential pods.
- C.6.21.24.14** The Contractor shall provide a Project Manager to report all contractual issues and concerns to the COTR via email or telephone. The Project Manager and assigned personnel shall be capable of conversing in English
- C.6.21.24.15** The Contractor shall within one (1) business day upon award have all necessary staff, equipment and supplies to begin performing services.
- C.6.21.24.16** The Contractor shall provide to the COTR within TWO days after award of contract a official stamped copy of the background checks for all personnel assigned to this project
- C.6.21.24.16** The District will provide training of the YSC building fire and alarm system to the assigned contractor's staff within thirty days (30) after award of contract. The contractor's employees shall be familiar with the building fire alarm system and trained on the procedures to follow in the event of fire or other emergency. Contractor shall coordinate this training with the COTR. Contract employees are to receive this training no later than 30 days after assignment to duty.
- C.6.21.24.17** Upon arrival to and prior to departure from the facility, Contractor's personnel shall complete a sign-in/sign-out log, (at the front desk lobby). This log shall contain columnar line entries for such information as Date/Time of Arrival/Departure, Hours Worked, type of work performed etc. All employees shall make entries to the log on-site. There shall be no exceptions to this requirement. The

Contract employees shall sign out a set of keys for each employee from Control and that employee must sign the keys backing upon leaving the facility. Under no circumstances are the keys to be removed from the premises.

C.6.21.24.18 The Contractor shall provide a detailed written itemized equipment inventory, upon award of contract, showing the manufacturer type, model, serial #, age, and storage location of all equipment the Contractor will use to fulfill the requirements of this contract.

C.6.21.24.19 The Contractor shall ensure that all equipment (s) remains in a good work ready condition.

C.6.21.25 **Optional Supplemental Services**

C.6.21.25.1 Utility and Emergency Cleaning Services

The Contractor shall perform utility and emergency cleaning services from time to time as requested. Utility and emergency services shall result from one or more of the following:

- a. Spills
- b. Leaks
- c. Floods
- d. Sickness due to medical emergencies
- e. Breakage or facility damage
- f. Special cleaning before, during or after special events

C.6.21.26 ***Hazardous Materials***

All cleaning chemicals and equipment brought into the facility for use shall be approved first by DYRS. The Contractor shall provide DYRS with all Material Safety Data Sheets (MSDS) within 10 days of contract being awarded.

C.6.21.27 **Trained Staff, Management and Supervision**

C.6.21.27.1 The Contractor shall employ competent supervisory personnel and provide adequate trained staff and supervision and management to fulfill the requirements of the contract. The Contractor's supervisors, at a minimum, shall have completed a supervisory training course. All staff shall be adequately trained in blood borne pathogens, occupational safety, and hazardous communications, preparation, mixing, and using of cleaning and disinfecting chemicals. The personnel employed by the contractor shall be trained and qualified in custodial green cleaning. At the discretion of the Contracting Officer, experience may be

substituted for formal training. The on-site supervisor is required to be fully conversant in English. The Contractor's supervisory staff shall at a minimum:

- C.6.21.27.2** Perform the required services in a skillful and workmanlike manner;
- C.6.21.27.3** Maintain a familiarity with acceptable green and non-green industry standards;
- C.6.21.27.4** Maintain certification in training and safety including the proper use of equipment and adherence to all safety rules and regulations and shall not create any hazardous or unsafe conditions while performing work under the contract; and
- C.6.21.27.5** Possess a valid government issued identification at all times when performing work under this contract.
- C.6.21.27.6** The Contractor's Supervisor shall be available at all times while the work associated with the contract requirements is in progress. Cellular telephone numbers shall be furnished to the Contracting Officer's Technical Representative (COTR), as described in **Section G.9**, for use in contacting the supervisor should the need occur when the supervisor is not on the work site.

C.6.21.28 **Qualifications of Other Contractor Personnel**

- C.6.21.28.1** The Contractor's employees shall be familiar with the facility's fire alarm system and trained on the procedures to follow in the event of fire or other emergency. Contractor shall coordinate the emergency procedures training with the COTR. Contract employees are to receive this training no later than 30 days after assignment to duty.

C.6.21.28.2 **Key Staff**

The Site Supervisor shall serve as the Contractor's primary point of contact and shall maintain responsibility on-site for oversight and supervision that ensures the successful performance of the contractor's requirements.

C.6.21.29 **Reports, Records, Documents and Meetings**

The Contractor shall submit within 10 days after award the Facility Cleaning Schedule and the Floor Care Cleaning Schedule. The Contractor shall submit a list of equipment and materials prior to bringing into the facility. The Contractor shall perform weekly inspections and submit to the COTR upon request. The managing supervisor shall meet with the COTR at minimum once per month or upon request by the COTR.

C.6.21.30 Personnel/Contact Information

C.6.21.30.1 The Contractor shall provide the name(s) of the Contractor's employees as well as subcontractors and their employees who will fulfill the requirements of this contract to the COTR in accordance with **Section F.3**. For each, identify their name, social security, function/job title, and scope of their work, experience and job-site location.

C.6.21.30.2 The Contractor shall provide the name(s) of the Contractor's on-site supervisor(s), together with the telephone numbers or other communication devices assigned to them on the job site(s) by the Contractor to the COTR in accordance with **Section F.3**. Access to the on-site supervisor(s) by the COTR is a necessary prerequisite to satisfactory performance of Section C.

C.6.21.31 Materials

All cleaning chemicals and equipment brought into the facility for use shall be approved first by DYRS. The Contractor shall provide DYRS with all Material Safety Data Sheets (MSDS) within 10 days of contract being awarded. The Contractor shall not use any equipment or materials owned by DYRS unless authorized by the COTR.

C.6.21.32 Quality Assurance, Inspections and Performance Requirements

C.6.21.32.1 The Contractor shall develop and implement a quality assurance plan to ensure and document that the requirements of the contract are performed.

C.6.21.32.2 The quality assurance plan shall at a minimum include routine monitoring to identify performance deficiencies, follow-up to ensure successful resolution of deficiencies and procedures to address emergency requests.

C.6.21.32.3 The contractor shall provide a quality control (QC) plan that indicates the capability to provide quality services and to monitor and measure the effectiveness of those services. Contractor should note, however, the Quality Assurance Program implemented by the District and described in **Subsection E** is not a substitute for quality control (manpower supervision/ control) by the Contractor.

C.6.21.32.4 The Contractor shall meet with the COTR once a month or as specified by COTR for the duration of the contract period at a mutually agreed time and place to discuss pertinent contract administration issues including but not limited to implementation of the contractor Quality Control program, quality of implementation of contract requirements, tenant observation and/or complaints.

At these meetings the Contractor shall demonstrate to the District the extent to which the Contractor has fulfilled all the requirements this contract. The Contractor shall also advise the District of all instances where the Contractor has not fulfilled any of the requirements of this contract as well as all complaints received by the Contractor which relate to the implementation of this contract. The Contractor shall provide in writing to the District a plan and schedule (with critical milestones) to remedy all deficiencies that are identified at this meeting in accordance with the performance of this contract.

- C.6.21.32.5** The Contractor shall perform weekly quality assurance inspections and once a month with the COTR. The Contractor shall submit a copy of the weekly quality assurance inspection report to the COTR.
- C.6.21.32.6** The Contractor shall provide and maintain an inspection system acceptable to the Government covering the services under this contract. Complete records of all inspection work performed by the Contractor shall be maintained and made available to the District during contract performance and for as long afterwards as the contract requires.