

AMENDMENT OF SOLICITATION/MODIFICATION OF CONTRACT			1. CONTRACT ID CODE J	PAGE OF PAGES 1 11
2. AMENDMENT/MODIFICATION NO. 0001	3. EFFECTIVE DATE 21-Sep-2004	4. REQUISITION/PURCHASE REQ. NO. W58XUW-4244-2638		5. PROJECT NO.(If applicable)
6. ISSUED BY USACE, KANSAS CITY FEDERAL BLDG 601 E 12TH ST CT-C RM 757 KANSAS CITY MO 64106-2896	CODE W912DQ	7. ADMINISTERED BY (If other than item 6) See Item 6		
8. NAME AND ADDRESS OF CONTRACTOR (No., Street, County, State and Zip Code)		X	9A. AMENDMENT OF SOLICITATION NO. W912DQ-05-T-0005	
		X	9B. DATED (SEE ITEM 11) 12-Sep-2004	
			10A. MOD. OF CONTRACT/ORDER NO.	
			10B. DATED (SEE ITEM 13)	
CODE	FACILITY CODE			
11. THIS ITEM ONLY APPLIES TO AMENDMENTS OF SOLICITATIONS				
<input checked="" type="checkbox"/> The above numbered solicitation is amended as set forth in Item 14. The hour and date specified for receipt of Offer <input checked="" type="checkbox"/> is extended, <input type="checkbox"/> is not extended. Offer 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>1</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 telegram which includes a reference to the solicitation and amendment numbers. FAILURE OF YOUR ACKNOWLEDGMENT 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 telegram or letter, provided each telegram or letter 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.				
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 FAR 43.103(B).				
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 type="checkbox"/> is required to sign this document and return _____ copies to the issuing office.				
14. DESCRIPTION OF AMENDMENT/MODIFICATION (Organized by UCF section headings, including solicitation/contract subject matter where feasible.) The purpose of this amendment is to include REVISED Performance Work Statement, dated 21 September 2004. The offer due date has been extended to 04 October 2004. IMPORTANT INFORMATION TO VENDORS: Hand carried proposals should be brought to Room760, Federal Building. Offers submitted earlier than designed closing time, should also be delivered to Room 760, Federal Building. If you are mailing your offer, (allow time to be delivered in timely manner) mail it to: US Army Corps of Engineers W912DQ-05-T-0005 Attn: Emma J. Nevins 601 E. 12th Street, Room 760 Kansas City, MO 64106-2896				
Except as provided herein, all terms and conditions of the document referenced in Item 9A or 10A, as heretofore changed, remains unchanged and in full force and effect.				
15A. NAME AND TITLE OF SIGNER (Type or print)		16A. NAME AND TITLE OF CONTRACTING OFFICER (Type or print)		
		TEL: _____ EMAIL: _____		
15B. CONTRACTOR/OFFEROR	15C. DATE SIGNED	16B. UNITED STATES OF AMERICA	16C. DATE SIGNED	
_____ (Signature of person authorized to sign)		BY _____ (Signature of Contracting Officer)	21-Sep-2004	

SECTION SF 30 BLOCK 14 CONTINUATION PAGE

SUMMARY OF CHANGES

SECTION SF 1449 - CONTINUATION SHEET

The following have been modified:

PERFORMANCE WORK STATEMENT

REVISED
September 21, 2004

JANITORIAL SERVICES
LONGVIEW VISITOR CENTER

PERFORMANCE WORK STATEMENT

C.1 GENERAL INFORMATION

C.1.1 Background Longview Reservoir is a small flood control reservoir in Missouri, operated as a multipurpose project for flood control, recreation, fish and wildlife. Recreational usage is extensive, with Longview Reservoir offering a wide variety of recreation facilities including boat launching ramps, campground, full service marina, picnic areas, swimming beach, and a visitor center. Many routine maintenance items are contracted to the private sector. Mowing, and refuse collection are some of the activities that are performed by private contractors for the Corps.

C.1.2 Scope of Work

The Contractor shall provide, labor, supervision, materials, and equipment as necessary to maintain the facilities described in this Performance Work Statement (PWS) and elsewhere in the contract at the Longview Visitor Center, near Lee's Summit, Missouri in an and orderly condition. The Contractor shall perform tasks listed in Section C-5. Acceptable performance standards and current regulations are provided for each task. The Contractor shall monitor performance and ensure compliance in accordance with the terms and conditions.

C.1.3 All refuse and debris collected during performance of services shall be deposited in a designated dumpster.

C.1.4 Dates of Performance

This contract shall begin 1 Oct 2004, or date of award if later, and continue through 31 Sep 2005.

This contract contains renewal options (if exercised).

C.1.5 Hours of Operation

C.1.5.1 All janitorial services shall be performed at such times and in such manner as not to interfere with the Visitor Center operations, as directed by the Contracting Officer's Representative. Normal operation hours for the Visitor Center area are as follows:

Hours of Operation

8:00 a.m. thru 4:30 p.m.

C.1.5.1 Time of Performance: Janitorial services, other than window washing, shall be performed after 6:00 p.m., but prior to 11:00 p.m., unless specifically waived by the Contracting Officer or his authorized representative. The visitor center is often used as a meeting place for community events. During a normal day the contractor may expect to be allowed in the facility to begin the janitorial services by 6:00 p.m. The government does reserve the right to alter this start time to no later than 8:00 p.m. upon 24 hours advanced notice to the contractor.

C.1.5.3 Visitor Center:

- (a) Services for the Visitor Center shall be performed once daily three (3) days per week, (Monday, Wednesday, and Friday).
- (b) Schedule services shall be performed as stated in C.5.

C.1.6 Post-award Conference: After award but prior to commencement of work, the contractor shall contact the Contracting Officer's Representative to arrange a mutually agreeable time to meet at the Longview Project Office to review the requirements and details of the work.

C.1.7 Required Insurance: The contractor shall provide and maintain during the entire performance of this contract, at least the kinds and minimum amounts of insurance required in the schedule below. Before commencing work under this contract, the contractor shall present to the Contracting Officer proof of the required insurance.

REQUIRED INSURANCE SCHEDULE

TYPE	AMOUNT
Worker's Compensation Employer's Liability	Coverage complying with applicable State Statute
General Liability on Comprehensive form of policy Which includes, but is not limited to, insurance for all work required herein.	Minimum limits of \$300,000.00 per occurrence of bodily injury
Comprehensive Automobile Liability	Coverage complying with applicable State Statute

NOTE: Coverages required above are minimums. If higher limits of coverage are required by State Statute, the contractor shall be responsible for obtaining such additional coverage. Information regarding State requirements may be obtained by contacting:

IOWA:	Iowa Insurance Division, 515-281-3089
KANSAS:	Insurance Commissioner, Toll Free, 1-800-432-2484 Division of Worker's Compensation, 785-296-3071
MISSOURI:	Division of Insurance, 573-751-3365
NEBRASKA:	State Insurance Department, 402-471-2201

C.1.8 Quality Control**C.1.8.1 Quality Control**

The Contractor shall develop a Quality Control Plan designed to demonstrate how the contractor will meet the needs of the project. The Quality Control Plan shall contain a list of disinfectants and supplies to be used in performing the contract duties. The plan shall identify the contractor-furnished equipment and state how the work will be accomplished. Specific dates/days shall be scheduled for all weekly, monthly and quarterly duties that are listed in C5. The schedule shall be submitted in writing to the contracting Officer or his authorized representative for approval no later than the first week of work. Changes in the approved schedule shall be submitted for approval prior to implementing the change. The Plan shall document how the contractor will identify and correct performance shortfalls. Complete records of all inspections performed by the contractor must be maintained and made available to the government throughout the term of the contract .

C.1.8.2 The Contractor shall designate, in writing, a responsible member of each work crew who shall serve as the contact for matters involving quality and performance or nonperformance of the required work assigned to that crew. The employee(s) designated in accordance with the above requirement shall be qualified and fully competent

and shall insure that the work described herein is performed in accordance with these specifications. The Contractor shall furnish the above written designation to the Contracting Officer's Representative at the project the first day that an individual is a "responsible party." The designation shall include the name(s), address(es), and telephone number(s) of the responsible individual(s).

C.1.8.3 The Contractor shall furnish the Project manager, a telephone number attended during normal business hours (8:00 a.m. – 4:00 p.m., CST) to which calls concerning performance or other contractual matters can be placed. For the purpose of time and date, a message will be deemed delivered to the contractor, at such time as it is delivered to the number provided by the contractor.

C.1.9 Quality Assurance

C.1.9.1 Quality Assurance Surveillance Plan.

A Quality Assurance Surveillance Plan (QASP) will be used during the life of the contract to ensure that the contractor is performing the services required by this PWS in an acceptable manner. The Government develops the QASP and the Project Office administers the Plan through Quality Assurance Evaluators (QAE)s.

C.1.9.2 The government will monitor the contractor's performance under this contract using quality assurance procedures developed by the Government. Typical procedures might include periodic sampling, checklists and customer complaints. This should not be considered an exhaustive list. A primary objective of government Quality Assurance will be to determine the effectiveness of the contractor's quality control system.

C.1.9.3 The government has the right to inspect and test all services called for by the contract to the extent practicable at all times and places during the term of the contract. The government shall perform inspections and tests in a manner that shall not unduly delay the work.

C.1.9.4 If any of the services do not conform to contract requirements, the government may require the contractor to perform the services again in conformity with contract requirements, at no increase in contract amount. Failure of the Contractor to perform the work as specified, or to re-perform work as directed, will result in withholding of payment for the portion(s) of the work not accomplished. Amounts to be withheld will be determined by prorating the amount of services satisfactorily performed against the amount of services required. When the defects in services cannot be corrected by re-performance, the government may (1) require the contractor to take necessary action to ensure that future performance conforms to contract requirements and (2) reduce the contract price to reflect the reduced value of the services performed. Payment will not be made for work not performed to standard.

C.1.9.5 If the contractor fails to promptly perform the services again or to take the necessary action to ensure future performance in conformity with contract requirements, the government may (1) by contract, or otherwise, perform the services and charge to the contractor any cost incurred by the government that is directly related to the performance of such service or (2) terminate the contract in whole or in part.

C.1.9.6 Performance by Third Party or Government Personnel: In addition to the above remedies for nonperformance, the Government reserves the right to cause the specified work to be performed by a third party or Government personnel and the cost incurred thereby will be levied against the contractor. Any time government personnel are used because of the contractor's non-performance; the cost levied against the contractor will include all direct costs associated with the performance of the specified work. Such inefficiencies are determined on an hourly basis at the applicable wage rate. Government personnel will be used only when time is of the essence and the interests of the Government would not be served by securing a third party to perform the specified work.

C.1.10 Coordination with the Project Office

C.1.10.1 Day to day contact with Government personnel, and telephone communication shall normally provide adequate information exchange. The Government reserves the right to schedule meetings at the Project Office as necessary to insure strict compliance with the terms of this contract. Such meetings shall be scheduled, to the extent possible, at mutually convenient times. However, upon notice, the contractor shall attend meetings regarding matters affecting this contract.

C.1.10.2 To assist the visiting public in reclaiming lost articles, all property left by visitors and found during cleanup operations shall be turned in to the Project Office.

C.1.10.3 Any evidence of vandalism, instances of facilities not operating properly, or are in need of repair, shall be promptly reported to project personnel.

C.1.11 Contractor Personnel

C.1.11.1 All Contractor personnel shall be fully clothed at all times, while performing these services. Clothing shall be clean and neat in appearance.

C.1.11.2 Contractor personnel shall utilize tact, diplomacy and courtesy at all times during contact with the public.

C.1.12 Safety & Security Requirements

C.1.12.1 The Contractor shall immediately report any situation that could affect the health or safety of visitors, including maintenance needs, utility problems, accidents or violations of laws and regulations.

C.1.12.2 The Contractor shall comply with all pertinent provisions of the Federal, State, and local regulations and shall take or cause to be taken such additional measures as the Contracting Officer may determine to be reasonable and necessary for the purpose.

C.1.12.3 The Contractor shall take reasonable measures to safeguard keys issued to them to perform the services required by this contract. All keys shall be returned to the government upon request and/or completion of the contract. Failure to return keys can result in withholding of payment.

C.1.12.4 The Contractor shall be responsible for opening and closing the security gates and opening and closing the Visitor Center and maintenance building. The Contractor shall securely lock the Visitor Center and maintenance building in accordance with project policy. This policy will be provided to the contractor at the post-award conference. The Visitor Center and maintenance building are protected by an intrusion alarm system. This system shall be activated when leaving the buildings. Security codes shall be kept confidential.

C.1.13 Other Contractors: The Government may undertake or award other contracts for additional work and the contractor shall fully cooperate with such other contractors and Government employees. All work must be carefully planned and fitted not to interfere with such other work. The Contractor shall not commit or permit any act that will interfere with the performance of work by other contractors or by Government employees.

C.2. DEFINITIONS AND ACRONYMS: The following definitions and descriptions apply wherever the word, phrase, or acronym is used in this performance work statement.

Clean: As used generally, means free of all foreign matter, film, spots, streaks, dirt or impurities. As used for acceptance of work means gleaming, free from dirt, contamination, or impurities, unsoiled, unstained, neat and tidy.

Contracting Officer's Representative: Means an individual designated and authorized in writing by the Contracting Officer to perform specific technical or administrative functions.

Debris: Any articles, or parts thereof, such as paper, gum, litter, strings, cigarette butts, leaves, and sand.

Dirt: Particles of sand, soil, grit, or pebbles; mud, dust, tar, liquid stains, vomit, and/or ashes.

Foreign Matter: Any articles, or parts thereof, not belonging to the place found.

Fully-Clothed: Deemed to mean that a sleeved shirt (or T-shirt), trousers and shoes shall be worn at all times: except that these requirements shall not be construed to replace or eliminate the necessity for the wearing of appropriate protective clothing or devices as many be require for the application of various chemicals.

PWS: Performance Work Statement

Performance-Based Contract: (FAR2.101) Structuring all aspects of an acquisition around the purpose of the work to be performed with the contract requirements set forth in clear, specific, and objective terms with measurable outcomes as opposed to either the manner by which the work is to be performed or broad and imprecise.

Performance Requirements Summary (PRS): The PRS shows contract requirements, the component requirements related to each contract requirement, the price of each work requirement as a percentage of the associated contract requirement (Fixed Price Contracts), the standard of performance, and the acceptable quality level (AQL) for each work requirement.

Quality Assurance Surveillance Plan (QASP): An organized written document used by the government for quality assurance surveillance. Document contains sampling/evaluation guides, checklist and the performance requirements summary (PRS).

Acceptable Level of Performance (ALP): The maximum percent defective, the maximum number of defects per hundred units, or the number of defects in a lot that can be considered satisfactory on the average. The allowable leeway or variance from a standard before the government will reject the specific service.

Quality Control (QC): A method used by the contractor to control the quality of goods and services provided.

Quality Assurance (QA): A method used by the government to provide some measure of control over the quality of purchased goods and services received.

Service Contract: A contract that directly engages the time and effort of a contractor whose primary purpose is to perform an identifiable task rather than to furnish an end item of supply. A service contract may cover services performed by either professional or nonprofessional personnel whether on an individual or organizational basis. Some of the areas in which services contract are found include the following: Housekeeping and base services.

Shall: Imperative

C.3. GOVERNMENT-FURNISHED EQUIPMENT, MATERIALS AND SUPPLIES. Government-Furnished materials and supplies are provided to the contractor only for use in performing work specified in this Contract.

C.3.1 The government will furnish the contractor keys to be used in performing the contract. When the keys are delivered, the contractor shall verify the quantity in writing to the Contracting Officer or his authorized representative on Memorandum Receipt ENG Form 4900 (See Section C.6).

C.3.2 The following consumable items, will be furnished to the contractor:

- (1) Toilet Tissue
- (2) Paper Towels (for dispenser only – NOT to be used for cleaning purposes)
- (3) Plastic liners for trash cans
- (4) Water for Cleaning
- (5) Contractor's Daily Worksheets
- (6) Hand Soap

C.4 CONTRACTOR FURNISHED EQUIPMENT AND SUPPLIES

C.4.1 The Contractor shall furnish all equipment and supplies not identified in section C.3 of this PWS as Government-Furnished supplies and equipment or as specifically identified in this section. All cleaning agent shall have an MSDS and containers shall be properly marked as to content and hazard /fire class.

C.4.2 Equipment breakdown shall not relieve the contractor of the responsibility of performing the work as specified. The Contractor shall assure that he has, or can obtain on short notice, sufficient backup equipment to continue the services as specified without interruption in the event of mechanical failure of his primary equipment.

C.5 SPECIFIC TASKS

C.5.1 General Information. Janitorial service is directly related to public health and sanitation; therefore, it is essential that all facilities be serviced as specified. Building and fixtures, baseboards, door trim, furniture, etc. shall not be scratched or disfigured by tools utilized in cleaning. Furniture and other items moved during cleaning shall be returned to their proper locations. Care shall be taken to insure that no staining of floors, baseboards, walls, furniture, woodwork, etc. results from water or chemicals used in performance of services. Upon completion, all areas shall appear orderly and well cared for.

C.5.2 Services shall be performed in the facilities and areas listed below. All quantities are estimated. The Contractor shall be responsible for determining exact quantities and conditions affecting performance of this work.

C.5.2.1 Visitor Center: consisting of 1 entryway, 1 lobby, 2 offices, 1 utility, 1 kitchenette, 1 display areas, and 2 restrooms.

C.5.2.2 Maintenance Building: consisting of 1 restroom and 1 office. NOTE: The remainder of building not in this contract.

C.5.3. As each item of the work is accomplished, the contractor's representative at the job-site shall enter the time that the time of work was completed on the contractor's Daily Worksheet. Completed worksheets shall be signed and delivered each day services are performed, as directed by the Contracting Officer or his authorized representative.

C.5.4. Scheduled Services: The following listed duties shall be performed as indicated in the "Frequency" column. The following legend will be used to indicate the frequency of services to be performed.

LEGEND

D=Daily - Each cleaning

M=Monthly – First Week

W=Once Weekly – First Cleaning

Q=Every Quarter – First Week – Mar, Jun, Sep, & Dec.

Requirement

Frequency

C.5.5 Floor Cleaning

C.5.5.1 Carpeted (approx. 864 sq. ft.) flooring shall be free of dirt, dust, trash, and foreign matter to include removal of spots and stains

D

C.5.5.2 Carpeted walls and around baseboard in carpeted areas shall be free of dirt, dust, lint, and foreign matter.

Q

C.5.5.3 Tiled (asphalt or vinyl, approx 175 sq. ft.) flooring shall be free of dirt, dust, foreign matter and present a clean, even-shine, well-cared-for appearance.

D

C.5.5.3. 1 Strip old wax, re-wax, and buff. Floors shall be free of old wax and re-waxed to establish a clean, even-shine, well-cared-for appearance.

Q

C.5.5.4 Tile (ceramic, quarry and other masonry type flooring, approx. 260 sq. ft.) flooring shall be disinfected and free of dirt, dust, foreign matter, spots, trash and excess water. Buff as needed to present a clean even-shine, well-cared-for appearance.

D

C.5.5.4.1 Strip old wax, re-wax, and buff. Floors shall be free of old wax and re-waxed to establish a clean, even-shine, well-cared-for appearance.

Q

C.5.5.5 Concrete floors (kitchenette, utility room, shower) shall be maintained free of dirt, dust, foreign matter, spots, trash, and excess water,

D

C.5.5.6 All floor mats (acrylic, carpeted, etc.) shall be maintained free of dirt, dust, foreign matter, spots and excess water. D

C.5.5.7 Tile (stone brick entry way) flooring (approx. 64 sq. ft.) shall be free of dirt, dust, foreign matter, spots, trash, and excess water. D

C.5.5.7.1 Tile (stone brick entry way) shall be sealed with stone sealer in accordance with best commercial practices. Q

C.5.6 Furniture (includes displays, cabinets, shelves, picture frames, etc). shall be free of dirt, dust, and foreign matter. D

C.5.6.1 Fabric upholstery shall be clean and free of dirt, dust and foreign matter to include removal of spots and stains on cushions and exposed surfaces. D

C.5.6.2 Vinyl upholstery and exposed frame, wooden furniture, and metal furniture shall be clean and free of dirt, dust and foreign matter. D

C.5.7 Windows and Accessories – Glass Cleaning (approx 415 sq. feet)

NOTE: At some locations, clear plastics or similar materials are used that may require special chemicals and cleaning methods.

C.5.7.1 Both sides of interior and exterior door glass shall be clean and free of dirt, dust, fingerprints and streaks. D

C.5.7.2 Exterior of glass display cases / panels / dividers shall be clean and free of dirt, dust, fingerprints and streaks. D

C.5.7.3 Interior of windows (when temperature is above freezing) shall be clean and free of dirt, dust, fingerprints and streaks. W

C.5.8 Doors, Door Frames, Window Frames, Sills and Walls

Doors and doorframes, window frames and sills; and painted, papered, tiled, paneled, and fabric covered walls (approx. 100 sq. feet), shall be clean and free of dirt and, dust, fingerprints, cobwebs, and streaks.

W

C.5.9 Light Fixtures (15)

C.5.9.1 Exterior grill work shall be clean and free of cobwebs, dust and foreign matter. D

C.5.9.2 Interior grill work / bulbs / globes shall be clean and free of cobwebs, dust and foreign matter. Q

C.5.10 Kitchenette / Utility

C.5.10.1 Sinks, Counter Tops and Appliances; All areas shall be disinfected and be free of dirt, dust, film, fingerprints and foreign matter. D

C.5.10.2 Exterior surfaces of the refrigerator shall be free of dirt, dust, fingerprints and foreign matter. D

C.5.10.3 The microwave shall be cleaned on the inside and outside. D

C.5.11 Waste Removal

C.5.11.1 All wastebaskets / sanitary napkin receptacles shall be emptied, cleaned and plastic liner (paragraph C.3.2) replaced. D

C.5.11.2 All refuse and debris collected during performance of duties shall be deposited in a Government-furnished trash receptacle, as directed by the Contracting Officer's Representative. D

C.5.12 Electronic Equipment (computers, radios, calculators, telephones) shall be free of dust. No cleaning agent will be used on electronic equipment. D

C.5.13 Water Fountain and Restroom Fixtures

C.5.13.1 Water fountain, lavatories, stools, urinals, partitions, mirrors, chrome fixtures, etc. shall be, disinfected, clean and free of streaks, stains, film, fingerprints, water spots, and shiny surfaces buffed to restore sheen. D

C.5.13.2 Toilet tissue, paper towels, and soap shall be fully stocked and replenished as needed. D

C.5.14 Ceilings

C.5.14.1 Ceilings shall be free of spots, dust, cobwebs, and other foreign matter. D

C.5.14.2 Air vent grills shall be free of dust, cobwebs, and foreign matter W

C.6 Applicable Publications and Forms

C.6.1 MAP: Information on Longview Lake can be found on the Internet at http://www.nwk.usace.army.mil/Longview/Longview_home.htm

C.6.2 Engineer Safety Manual (EM) 385-1: On-line version may be found on the Internet at <http://www.nwk.usace.army.mil>

C.6.3 Performance Requirements Summary (PRS)

Section (Para)	Contract Requirement	Performance Standard	Lot Description	ALP %	Method of Surveillance
C.5.5	Floor Cleaning	Free of dirt, dust, trash and foreign matter in accordance with definition in Section C.2 and C.5.5	Daily as per schedule	4%	Periodic Sample, Validated Customer Complaint

Section (Para)	Contract Requirement	Performance Standard	Lot Description	ALP %	Method of Surveillance
C.5.5	Carpeted walls	Free of dust, lint and foreign matter in accordance with definition in section C.2 and C.5.5	One service per quarter	4%	Periodic Sample, Validated Customer Complaint
C.5.5	Strip wax, re-wax and buff	Clean free of old wax and waxed to present a clean, even-shine, well-cared for appearance in accordance with definition in section C.2 , C.5.5.3.1 and C.5.5.4.1	One service per quarter	4%	Periodic Sample, Validated Customer Complaint
C.5.5	Tile entry way	Apply stone sealer	One service per quarter	4%	Periodic Sample Validated Customer Complaint
C.5.6	Furniture	Free of dirt, dust and foreign matter in accordance with definition in section C.2 and C.5.6	Daily as per Schedule	4%	Periodic Sample, Validated Customer Complaint
C.5.7	Glass Cleaning	Clean, free of streaks in accordance with definition in section C.2 and C.5.7	Daily as per schedule	4%	Periodic Sample, Validated Customer Complaint
C.5.7	Windows	Clean, free of streaks in accordance with the definition in section C.2 and C.5.7	One service per week	4%	Periodic Sample, Validated Customer Complaint
C.5.8	Doors, Door Frames, Window Frames, Sills and Walls	Clean and free of dirt, dust, fingerprints, and streaks, etc. in accordance with definition in section C.2. and C.5.8	One service per week	4%	Periodic Sample, Validated Customer Complaint
C.5.9	Light Fixtures External	Maintain free of cobwebs, dust and foreign matter in accordance with definition in section C.2. and C.5.9	Daily as per schedule	4%	Periodic Sample, Validated Customer Complaint
C.5.9	Light Fixtures Interior	Maintain free of dust, cobwebs and foreign matter in accordance with definition in section C.2. and C.5.9	One service per quarter	4%	Periodic Sample, Validated Customer Complaint

Section (Para)	Contract Requirement	Performance Standard	Lot Description	ALP %	Method of Surveillance
C.5.10	Kitchen / utility Sinks, Counter Tops and Appliances	Clean to be free of dirt, film, fingerprints, and foreign matter in accordance with definition in section C.2 and C.5.10	Daily as per schedule	4%	Periodic Sample, Validated Customer Complaint
C.5.11	Waste Removal	All wastebaskets / napkin receptacles free of trash, clean & liner replace, in accordance with section C.5.11	Daily as per schedule	4%	Periodic Sample, Validated Customer Complaint
C.5.12	Electronic Equipment	Maintain free of dust and fingerprint in accordance with Section C.5.12	Daily as per schedule	4%	Periodic Sample, Validated Customer Complaint
C.5.13	Water Fountains and Restroom Fixtures	Disinfect, clean and free of streaks, stains, film, fingerprints, and water spots in accordance with definition in section C.2 and C.5.13	Daily as per schedule	4%	Periodic Sample, Validated Customer Complaint
C.5.14	Ceilings	Clean to be free of spots, dust, cobwebs and foreign matter in accordance with definition in section C.2 and C.5.14	Daily as per schedule	4%	Periodic Sample, Validated Customer Complaint
C.5.14	Air Vents	Clean to be free of dust, cobwebs and foreign matter in accordance with definition in section C.2 and C.5.14	Once per week	4%	Periodic Sample, Validated Customer Complaint

(End of Summary of Changes)