

1. JANITORIAL SERVICES

The U.S. Embassy Helsinki is looking to enter into a contractual agreement in a fixed price contract to obtain janitorial services for real property owned or managed by the U.S. Embassy Helsinki, Finland. The properties are located at Itäinen Puistotie 14 (Embassy) in Helsinki, Finland. The Contractor shall perform janitorial services in all designated spaces including, but not limited to halls, offices, restrooms, work areas, entrance ways, lobbies, storage areas, elevators and stairways. This contract will be for a one year period.

The contractor shall furnish all managerial, administrative, and direct labor personnel that are necessary to accomplish the work in this contract. The Embassy will provide the required equipment and supplies to be used by the contractor personnel performing the necessary tasks. Contractor employees shall be on site only for contractual duties and not for other business purposes.

1.1. General Instructions

The Contractor shall prepare general instructions for the work force based on this scope of work and discussions with the Contracting Officer's Representative (COR). The Contractor shall provide drafts to the COR for review and approval before issuance.

1.2. Duties and Responsibilities

- 1.2.1. Certain areas listed in paragraph No. 3 require a cleared American escort and can only be entered during scheduled times (Two times per week). The General Instructions shall emphasize security requirements so that accidental security violations do not occur.
- 1.2.2. The Contractor shall schedule routine cleaning requirements to ensure that these are done in the order and time frame that are most efficient and have the least impact on normal operations.
- 1.2.3. The Contractor shall schedule periodic cleaning requirements so that it causes minimal disruption to the normal operation of the facility. The COR shall determine the schedules presented which meet the needs of the individual facility.
- 1.2.4. Temporary Additional Services are services that are defined as Standard Services but are required at times other than the normal workday. These services shall support special events at the Post. The Contractor shall provide these services in addition to the scheduled services specified in this contract. The COR shall order these services as needed basis. This work shall be performed by Contractor trained employees, and shall not be subcontracted. The COR may require the Contractor to provide temporary additional services with a minimum of 24 hour advance notice.

- 1.2.5. The Contractor shall include in its next regular invoice details of the temporary additional services and, if applicable, materials, provided and requested under temporary additional services. The Contractor shall also include a copy of the COR's written confirmation for the temporary additional services.
- 1.2.6. In the event of an accident or illness, hazardous material containment kits will be available and contracted employees will be required to use them to contain the release of bodily fluids.
- 1.2.7. The contractor is required to use the provided ecofriendly/non-abrasive cleaning products.
- 1.2.8. Cleaning products will be provided by the embassy and the appropriate Material Safety Data Sheet (MSDS) will be available.
- 1.2.9. When not in use, all cleaning products and cleaning equipment shall be properly stored in one of the utility rooms.
- 1.2.10. Contractor employees will be allowed to use the locker room and day lockers located in the Facility Management Shops.
- 1.2.11. Individual cooking appliances such as coffee pots, water kettles and microwaves are not allowed in the locker rooms or utility rooms.
- 1.2.12. If a contract cleaner scheduled to work at the Embassy becomes either ill or unable to attend work on a regularly scheduled work day, it is the responsibility of the contractor to provide a substitute cleaner. If a substitute is not provided in the case of an absence, the monthly payment to the contractor will be deducted accordingly to reflect that reduction of service. The daily deduction amount will be based on the total cost of the contract and established as a part of the contract.

1.3. Types of Services

Standard Services shall include the following work:

- 1.3.1. **Daily** Cleaning Requirements shall consist of the following in the Innovation Center and Access Centers. The same services shall be provided **weekly** at the warehouse:
 - 1.3.1.1. Sweeping all floor areas including damp mopping of areas such as tile, linoleum, stone, marble floors, staircases and public areas. Floors shall be free of dust, mud, sand, footprints, liquid spills, and other debris. Chairs, trash receptacles, and easily moveable items shall be tilted or moved to clean underneath. The frequency may be higher than once per day when it is rainy or snowy. When completed, the floor and halls shall have a uniform appearance

with no streaks, smears, swirl marks, detergent residue, or any evidence of remaining dirt or standing water.

1.3.1.2. Dusting and cleaning all furniture including desks, chairs, credenzas, computer tables, telephone tables, bookshelves with or without glass doors, coat racks, umbrella stands, pictures, maps, telephones, computers and CRT screens, lamps and other common things found in an office environment. All furniture shall be free of dust, dirt, and sticky surfaces and areas.

1.3.1.3. Vacuuming all clean rugs and carpets, runners, and carpet protectors so that they are free from dust, dirt, mud, etc. When completed, the area shall be free of all litter, lint, loose soil and debris. Any chairs, trash receptacles, and easily moveable items shall be moved to vacuum underneath, and then replaced in the original position.

Thorough cleaning of toilets, bathrooms, mirrors, and shower facilities, using suitable non-abrasive cleaners and disinfectants. All surfaces shall be free of grime, soap scum, mold, and smudges. The Contractor shall refill paper towels, toilet paper, and soap in all bathrooms. The Contractor shall check those areas used by personnel visiting the Embassy several times daily to ensure that the facilities are always clean and neat. The bathrooms should be visited three times a day to confirm cleanliness and if additional touch-up cleaning should be completed at that time. A log should be kept of the each time that the bathrooms are checked by the contractor and will be verified by the COR on a weekly basis.

1.3.1.4. Vacuuming all clean rugs and carpets, runners, and carpet protectors so that they are free from dust, dirt, mud, etc. When completed, the area shall be free of all litter, lint, loose soil and debris. Any chairs, trash receptacles, and easily moveable items shall be moved to vacuum underneath, and then replaced in the original position.

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1.3.1.5. Emptying all wastepaper baskets and washing or wiping them clean with a damp cloth, replacing plastic wastepaper basket linings and returning items where they were located.

1.3.1.6. Vacuuming all clean rugs and carpets, runners, and carpet protectors so that they are free from dust, dirt, mud, etc. When completed, the area shall be free of all litter, lint, loose soil and debris. Any chairs, trash receptacles, and easily moveable items shall be moved to vacuum underneath, and then replaced in the original position.

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1.3.1.7. Emptying all wastepaper baskets and washing or wiping them clean with a damp cloth, replacing plastic wastepaper basket linings and returning items where they were located.

1.3.1.8. Cleaning of dishware in conference facilities and in the office areas. The Contractor shall clean the items in hot soapy water and rinse, dry and polish so that a presentable appearance is maintained.

1.3.1.9. Removal of any grease marks or fingerprints from walls, doors, door frames, radiators, windows and window frames, glass desk protectors, reception booths and partitions.

1.3.1.10. At the end of each work day removing trash and debris to the trash rooms, and keeping trash area in clean condition.

1.3.1.11. At the end of each workday or as required, all recycling collection containers shall be sorted and the recycling materials placed in the appropriate containers in the trash collection areas.

1.3.1.12. Sweeping debris from the immediate exterior entrance walkways for each building to ensure building entrances maintain a neat clean appearance.

1.3.1.13. All surfaces within the kitchenettes such as sinks, countertops, cupboards, exterior and interior of appliances shall be wiped down and sanitized daily.

1.3.1.14. Exercise equipment such as bikes, treadmills and benches located in the exercise room shall be wiped down and sanitized daily. Moist paper towels should be provided by contractor.

1.3.3. **Monthly** Cleaning Requirements shall consist of:

1.3.3.1. Emptying, cleaning and sanitizing the interior of all kitchenette refrigerators and freezers.

1.3.3.2. Vacuuming of all furniture and vacuuming or polishing the floor under the furniture as appropriate.

1.3.3.3 Wiping window blinds and curtains with a damp cloth to ensure that all smudges are removed.

1.3.2.1. Polishing of all brass and stainless steel surfaces including door and window handles, plaques to ensure a neat professional appearance including the elevator cab.

1.3.2.2. Dusting tops of tall furniture, tops of picture frames and areas not covered in daily dusting.

1.3.2.3. Thorough of cleaning baseboards, walls and ceilings.

1.3.2.4. Waxing and polishing floors as needed.

1.3.2.5. Shampooing (small area spot clean; as needed) carpets.

1.3.2.6. Washing window sills and blinds.

1.3.2.7. Cleaning and dusting window shades as required.

1.3.4. **Semi-Annual** Cleaning Requirements shall consist of:

1.3.4.1. Washing all interior windows located on the Embassy and Warehouse Compound. When completed the windows surfaces shall be free of smudges, lint, or streaks. Embassy staff will assist cleaning of window surfaces that are not reached from ground level.

1.3.4.2. Dusting and washing window blinds and thoroughly cleaning blinds holders and covers.

1.3.4.3. N/A

1.3.4.4. Cleaning and sanitizing the indoor trash holding areas.

1.3.4.5. Cleaning of all light fixtures and defuses to ensure they are free from bugs, dirt, grime, and dust.

1.3.4.6. Dusting and wiping all air-condition vents.

1.3.4.7. Deep cleaning and polishing of linoleum and stone flooring with application of cleaning and protection agents following the manufacturers' instructions. When completed, the floors shall be shiny and free all accumulated dirt.

1.3.6. Controlled Access Areas (CAA) and Escorts:

1.3.6.1. The Chancery Office Building is considered Controlled Access Areas (CAA). Cleaning crews must be escorted at all times when inside a CAA. Due to the limited availability of escort personnel, the maximum number of cleaning staff in the CAA at any one time is set at two.

1.3.6.2. Cleaning schedule of the CAA will take place in accordance with the following schedule:

CAA common areas, Executive Suite and offices: twice weekly cleaning will take place between 09:00 and 16:30 under the escort of a cleared American escort.

1.3.6.3. Periodic, monthly, quarterly and semi-annual clearing requirements of CAA will be completed under a schedule agreed upon between the contractor and the COR.

2.0. MANAGEMENT AND SUPERVISION

2.1. The contractor shall designate a company representative who shall be responsible for the regular supervision of the Contractor's workforce at all times. This supervisor shall be the focal point for the Contractor and shall be the point of contact with U.S. Government personnel. The supervisor shall have sufficient English language skill to be able to communicate with members of the U.S. Government staff. The supervisor shall have supervision as his or her sole function and provide monthly reports to COR

2.2. The Contractor shall be responsible for coordinating the schedule to maintain a presence from 8:30am to 5:00pm daily. For those items other than routine daily services, the contractor shall provide the COR with a detailed plan as to the personnel to be used and the time frame to perform the service.

2.3. The Contractor shall be responsible for first level quality control and work with US government personnel to maintain quality standards.

- 2.4. The Contractor shall control overtime through efficient use of the work force. Individual work schedules shall not exceed 37.5 hours per week to preclude overtime being part of the standard services provided under the contract. Overtime may be necessary under Temporary Additional Services and must be pre-approved by the COR of this contract.

3.0. LOCATIONS FOR JANITORIAL SERVICES

All standard services are to be delivered on regular Embassy working days.

- 3.1. All work is to be completed at the Embassy of the United States of America (at Itäinen Puistotie 14, 00140 Helsinki, Finland). All standard services are to be delivered on regular Embassy working days.

- 3.2. General Descriptions and Conditions:

Innovation Center, Controlled Access Areas and Atrium/Lobby:

- 1 Health Unit
- 2 elevators
- 2 full height stairwells
- 14 tile floor bathrooms
- 1 exercise room with rubber type flooring
- 2 gym locker rooms with showers

Pedestrian Access Center:

- 1 tile floor bathroom

Consular Controlled Access Center.

Vehicular Controlled Access Center:

- 1 tile floor bathroom

4.0 OFFERS AND PAYMENT

- 4.1. U.S. firms.

U.S. Firms are eligible to be paid in U.S. dollars. U.S. firms desiring to be paid in U.S. dollars should submit their offers in U.S. dollars. A U.S. firm is defined as a company which operates as a corporation incorporated under the laws of a state within the United States.

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4.2. Foreign Firms.

Any firm, which is not a U.S. firm, is a foreign firm. Any firm that does not meet the above definition of U.S. firm shall submit its prices and receive payment in local currency.

5.0 PERSONNEL

5.1. General. The Contractor shall maintain discipline at the site and shall take all reasonable precautions to prevent any unlawful, riotous or disorderly conduct by Contractor employees at the site. The Contractor shall preserve peace and protect persons and property on site. The Government reserves the right to direct the Contractor to remove an employee from the worksite for failure to comply with the standards of conduct. The Contractor shall immediately replace such an employee to maintain continuity of services at no additional costs to the Government.

5.2. Standard of Conduct

5.2.1. Uniforms and Personal Equipment. The Contractor's employees shall wear clean, neat and complete uniforms when on duty. All employees shall wear uniforms approved by the Contracting Officer's Representative (COR).

5.2.2. Neglect of duties shall not be condoned. The Contractor shall enforce no sleeping while on duty, unreasonable delays or failures to carry out assigned tasks, conducting personal affairs during duty hours and refusing to render assistance or cooperate in upholding the integrity of the worksite security.

5.2.3. Disorderly conduct, use of abusive or offensive language, quarreling, intimidation by words, actions, or fighting shall not be condoned. Also included is participation in disruptive activities, which interfere with normal and efficient Government operations.

5.2.4. Intoxicants and Narcotics. The Contractor shall not allow its employees while on duty to possess, sell, consume, or be under the influence of intoxicants, drugs or substances that produce similar effects.

5.2.5. Criminal Actions. Contractor employees may be subject to criminal actions as allowed by law in certain circumstances. These include but are not limited to the following actions:

- falsification or unlawful concealment, removal, mutilation, or destruction of any official documents or records or concealment of material facts by willful omission from official documents or records;
- unauthorized use of Government property, theft, vandalism, or immoral conduct;
- unethical or improper use of official authority or credentials;
- security violations; or,
- organizing or participating in gambling in any form.

5.2.6. Key Control. The Contractor shall receive secure, issue and account for any keys issued for access to buildings, offices, equipment, gates, etc., for the purposes of this contract. The Contractor shall not duplicate keys without the COR's approval. Where it is determined that the Contractor or its agents have duplicated a key without permission of the COR, the Contractor shall remove the individual(s) responsible from this contract. If the Contractor has lost any such keys, the Contractor shall immediately notify the COR. In either event, the Contractor shall reimburse the Government for the cost of rekeying that portion of the system.

5.3. Notice to the Government of Labor Disputes

The Contractor shall inform the COR of any actual or potential labor dispute that is delaying or threatening to delay the timely performance of this contract.

5.4. Personnel Security

5.4.1. After the award of the contract, the Contractor shall provide the following list of data on each employee who will be working under the contract. The Contractor shall include a list of workers and supervisors assigned to this project. The Government will run background checks on these individuals. It is anticipated that security checks will take 15-45 days to perform. For each individual the list shall include:

Full Name
Place and Date of Birth
Current Address
Identification number
Copy of Passport

5.4.2. The Government shall issue identity cards to Contractor personnel, after they are approved. Contractor personnel shall display identity card(s) on the uniform at all times while providing services under this contract. These identity cards are the property of the US Government. The Contractor is responsible for their return at the end of the contract, when an employee leaves Contractor service, or at the request of the Government. The Government reserves the right to deny access to U.S.-owned and U.S.-operated facilities to any individual.

6.0. MATERIALS AND EQUIPMENT

The necessary materials and equipment will be provided by the U.S. Embassy. The contractor will be responsible for the safe and proper use of the equipment and supplies provided by the Embassy. Contractor personnel will be responsible for maintaining the expendable and non-expendable supply stock, and must inform the COR when supplies need to be replenished or replaced as appropriate. Contractor personnel must consider lead times when maintaining the expendable supply stock.

7.0. GOVERNMENT FURNISHED PROPERTY/EQUIPMENT

7.1. The Contractor has the option to reject any or all Government furnished property or items. However, if rejected, the contractor shall provide all necessary property, equipment or items, adequate in quantity and suitable for the intended purpose, to perform all work and provide all services at no additional cost to the Government. All Government furnished property or items are provided in an "as is" condition and shall be used only in connection with performance under this contract. The Contractor is responsible for the proper care, maintenance and use of Government property in its possession or control from time of receipt until properly relieved of responsibility in accordance with the terms of the contract. The Contractor shall pay all costs for repair or replacement of Government furnished property that is damaged or destroyed due to Contractor negligence.

7.2. The Contractor shall maintain written records of work performed via checklists that outline all duties required in this agreement, and report the need for major repair, replacement and other capital rehabilitation work for Government property in its control. These checklists shall be provided to the COR on a weekly basis.

7.3.1. The Contractor shall physically inventory all Government property in its possession. Physical inventories consist of sighting, tagging or marking, describing, recording, reporting and reconciling the property with written records. The Contractor shall conduct these physical inventories periodically, as directed by the COR, and at termination or completion of the contract.

8.0. INSURANCE

8.1. Amount of Insurance. The Contractor is required to provide whatever insurance is legally necessary. The Contractor shall, at its own expense, provide and maintain during the entire performance period the following insurance amounts:

8.1.1. General Liability (includes premises/operations, collapse hazard, products, completed operations, contractual, independent contractors, broad form property damage, personal injury)

1. Bodily Injury stated in US Dollars:
Per Occurrence *\$10,000.00*
Cumulative *\$50,000.00*

2. Property Damage stated in US Dollars:
Per Occurrence \$ 10,000.00
Cumulative \$50,000.00
- 8.1.2. The types and amounts of insurance are the minimums required. The Contractor shall obtain any other types of insurance required by local law or that are ordinarily or customarily obtained in the location of the work. The limit of such insurance shall be as provided by law or sufficient to meet normal and customary claims.
- 8.1.3. For those Contractor employees assigned to this contract who are either United States citizens or direct hire in the United States or its possessions, the Contractor shall provide workers' compensation insurance in accordance with FAR 52.228-3.
- 8.2. The Contractor agrees that the Government shall not be responsible for personal injuries or for damages to:
 - a) any property of the Contractor,
 - b) its officers,
 - c) agents,
 - d) servants,
 - e) employees, or
 - f) any other person,arising from and incident to the Contractor's performance of this contract. The Contractor shall hold harmless and indemnify the Government from any and all claims arising, except in the instance of gross negligence on the part of the Government.
- 8.3. The Contractor shall obtain adequate insurance for damage to, or theft of, materials and equipment in insurance coverage for loose transit to the site or in storage on or off the site.
- 8.4. Government as Additional Insured. The general liability policy required of the Contractor shall name "the United States of America, acting by and through the Department of State", as an additional insured with respect to operations performed under this contract.
- 8.5. Time for Submission of Evidence of Insurance. The Contractor shall provide evidence of the insurance required under this contract within ten (10) calendar days after contract award. The Government may rescind or terminate the contract if the Contractor fails to timely submit insurance certificates identified above.

9.0. LAWS AND REGULATIONS

- 9.1. Without additional expense to the Government, the Contractor shall comply with all laws, codes, ordinances, and regulations required to perform this work. In the event of

a conflict among the contract and requirements of local law, the Contractor shall promptly advise the Contracting Officer of the conflict and of the Contractor's proposed course of action for resolution by the Contracting Officer.

9.2. The Contractor shall comply with all local labor laws, regulations, customs and practices pertaining to labor, safety, and similar matters, to the extent that such compliance is not inconsistent with the requirements of this contract.

10.0. TRANSITION PLAN

Within seven (7) days after contract award, the Contracting Officer may request that the contractor develop a plan for preparing the contractor to assume all responsibilities for janitorial services. The plan shall establish the projected period for completion of all clearances of contractor personnel, and the projected start date for performance of all services required under this contract. The plan shall assign priority to the selection of all supervisors to be used under the contract.

11.0. DELIVERABLES

The following items shall be delivered under this contract:

<u>Description</u>	<u>Quantity</u>	<u>Delivery To</u>	<u>Date</u>
General Instructions	1	COR	With Offer.
Schedules	1	COR	With Offer.
List of Personnel	1	COR	10 days after award
Transition Plan	1	COR	7 days after award
Evidence of Insurance	1	COR	10 days after award
Licenses/Permits	1	COR	date of award

12.0. QUALITY ASSURANCE AND SURVEILLANCE PLAN (QASP).

This plan is designed to provide an effective surveillance method to promote effective contractor performance. The QASP provides a method for the Contracting Officer's Representative (COR) to monitor contractor performance, advise the contractor of unsatisfactory performance, and notify the Contracting Officer of continued unsatisfactory performance. The contractor, not the Government, is responsible for management and quality control to meet the terms of the contract. The role of the Government is to conduct quality assurance to ensure that contract standards are achieved.

Performance Objective	PWS Para	Performance Threshold
<p><u>Services.</u> Performs all janitorial services set forth in the performance work statement (PWS)</p>	<p>1 thru 10</p>	<p>All required services are performed and no more than one (1) customer complaint is received per month</p>

12.1. . SURVEILLANCE. The COR will receive and document all complaints from Government personnel regarding the services provided. If appropriate, the COR will send the complaints to the Contractor for corrective action.

12.2. STANDARD. The performance standard is that the Government receives no more than one (1) customer complaint per month. The COR shall notify the Contracting Officer of the complaints so that the Contracting Officer may take appropriate action to enforce the inspection clause (FAR 52.212-4, Contract Terms and Conditions- Commercial Items), if any of the services exceed the standard.

12.3. PROCEDURES.

(a) If any Government personnel observe unacceptable services, either incomplete work or required services not being performed they should immediately contact the COR.

(b) The COR will complete appropriate documentation to record the complaint.

(c) If the COR determines the complaint is invalid, the COR will advise the complainant. The COR will retain the annotated copy of the written complaint for his/her files.

(d) If the COR determines the complaint is valid, the COR will inform the Contractor and give the Contractor additional time to correct the defect, if additional time is available. The COR shall determine how much time is reasonable.

(e) The COR shall, as a minimum, orally notify the Contractor of any valid complaints.

(f) If the Contractor disagrees with the complaint after investigation of the site and challenges the validity of the complaint, the Contractor will notify the COR. The COR will review the matter to determine the validity of the complaint.

(g) The COR will consider complaints as resolved unless notified otherwise by the complainant.

(h) Repeat customer complaints are not permitted for any services. If a repeat customer complaint is received for the same deficiency during the service period, the COR will contact the Contracting Officer for appropriate action under the Inspection clause.

13.0 PRE-BID MEETING

A pre-bid meeting will be held at the U.S. Embassy Helsinki, Itäinen Puistotie 14 on Monday, June 20th at 10.30 hours.

All interested candidates should no later than Wednesday, June 15th state their intent to attend the meeting by sending an email to HelsinkiProcurement@state.gov. The following information is needed: name of company, name of person attending the meeting, date of birth and telephone number.