

2. AMENDMENT/MODIFICATION NO. 002	3. EFFECTIVE DATE February 20, 2001	4. REQUISITION/PURCHASE REQ. NO.	5. PROJECT NO. (If applicable)
6. ISSUED BY Bureau of Reclamation Lower Colorado Region P.O. Box 61470 Boulder City NV 89006-1470	CODE LC-3116	7. ADMINISTERED BY (If other than Item 6) CODE	

8. NAME AND ADDRESS OF CONTRACTOR (No., street, county, State, and ZIP code)	(T)	9A. AMENDMENT OF SOLICITATION NO. 00-SP-30-0031
	T	9B. DATED (SEE ITEM 11) January 23, 2001
		10A. MODIFICATION OF CONTRACT/ORDER NO.
		10B. DATED (SEE ITEM 13)
CODE	FACILITY CODE	

**11. THIS ITEM ONLY APPLIES TO AMENDMENTS OF SOLICITATIONS**

[T] The above numbered solicitation is amended as set forth in Item 14. The hour and date specified for receipt of Offers [T] is extended, [ ] is not extended.

Offerors 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 1 copy 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.**

(T)	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 [ ] is not, [ ] is required to sign and return \_\_\_\_\_ copies to the issuing office.

14. DESCRIPTION OF AMENDMENT/MODIFICATION (Organized by UCF section headings, including solicitation/contract subject matter where feasible)

**Project Title:** Janitorial Services, Hoover Dam Visitor Facilities and Administrative Offices, Boulder Canyon Project, Arizona - Nevada

**Purpose of Amendment:** The purpose of this amendment is to revise the solicitation and work statement, and provide additional drawings.

**Receipt of Offers:** The date for receipt of offers is hereby extended from February 22, 2001 to March 2, 2001. The time for receipt of offers remains 3:00 p.m., local time. The place for receipt of offers remains the Bureau of Reclamation, Lower Colorado Regional Office, Annex Building, Room AA-104, Nevada Highway and Park Street, Boulder City, Nevada.

**Acknowledgment:** See block 11 above regarding how to acknowledge this amendment. The acknowledgment must be received at the place designated for receipt of offers (see block 9 of the "Solicitation/Contract/Order for Commercial Items," Standard Form 1449).

**Offer Modification:** See block 11 above if you have submitted your offer and now desire to modify it or withdraw it.

(Continued on the following page)

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)		
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)	

Description of the Changes:

1. In Part 2 - Contract Clauses, the clause 52.217-8, Option to Extend Services, was added at subparagraph 1.1. The succeeding subparagraphs were renumbered accordingly and the Contents were revised to reflect the change.
2. In Part 3 - Contract Documents, Exhibits or Attachments, various sections of the Performance Work Statement were revised.
3. In Technical Exhibit 2, the listing of drawings was revised.
4. Nine (9) drawings were added to Technical Exhibit 10. The List of Drawings on page 3A-1 was revised accordingly.
5. Pen-and-Ink Change: The page numbers on four of the replacement pages of Technical Exhibit 3 from Amendment No. 001 are wrong. Please change them from "TE 3-5" through "TE 3-8" to "TE 3-6" through "TE 3-9".

**Instructions:** Remove the following pages and replace with the attached revised pages:

<b>Remove page(s)...</b>	<b>Insert revised/new page(s)...</b>
Contents: iii and iv	Contents: iii and iv
Part 2: 2-1 and 2-2	2-1 through 2-2a
Part 3, PWS: 3-1 and 3-2; 3-5 and 3-6; 3-8 through 3-11; 3-13 through 3-16; 3-18 and 3-19	3-1 and 3-2; 3-5 and 3-6; 3-8 through 3-11; 3-13 through 3-16; 3-18 and 3-19
3A-1 and 3A-2	3A-1 and 3A-2
Technical Exhibit 2: TE 2-1	TE 2-1
N/A	Technical Exhibit 10: Drawing Nos. 45-D-17160, -17296 through -17300, -17302 and -17303, and 45-301-6372 (total of 9)

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## **PART 2 - CONTRACT CLAUSES**

### **1. Addendum to 52.212-4, Contract Terms and Conditions--Commercial Items** (Incorporated by reference in block 27a of the SF-1449)

% **1.1 52.217-8 Option to Extend Services (Nov 1999)**

% The Government may require continued performance of any services within the limits and at  
% the rates specified in the contract. These rates may be adjusted only as a result of revisions to  
% prevailing labor rates provided by the Secretary of Labor. The option provision may be  
% exercised more than once, but the total extension of performance hereunder shall not exceed  
% 6 months. The Contracting Officer may exercise the option by written notice to the Contractor  
% within 30 calendar days prior to expiration of the contract.

% **1.2 52.217-9 Option to Extend the Term of the Contract (Mar 2000)**

(a) The Government may extend the term of this contract by written notice to the Contractor  
within 30 calendar days prior to expiration of the contract; provided that the Government gives  
the Contractor a preliminary written notice of its intent to extend at least 60 days before the  
contract expires. The preliminary notice does not commit the Government to an extension.

(b) If the Government exercises this option, the extended contract shall be considered to  
include this option clause.

(c) The total duration of this contract, including the exercise of any options under this clause,  
shall not exceed 5 years.

% **1.3 WBR 1452.217-902 Option for Additional Numbered Line Items--Bureau of  
Reclamation--Lower Colorado Region (Nov 1996)**

(a) The Government may require the performance of work required under the additional  
numbered line items identified in Schedules 1 through 5 of Part 1 as Schedule 1A through 5A  
(Optional Line Items 1-7, 2-7, 3-7, 4-7 and 5-7) in the quantity and at the price stated in each  
Option.

(b) The Contracting Officer may exercise Schedule 1A by written notice to the Contractor no  
later than 30 calendar days prior to October 1, 2001, which is the date work would commence  
under the option.

(c) The Contracting Officer may exercise Schedules 2A through 5A by written notice to the  
Contractor at the same time Schedules 2 through 5, Option Years 1 through 4, are exercised.

(d) The performance period for each option, if the Contracting Officer exercises the option(s),  
shall be as specified in Part 1, paragraph 2.

**2. 52.212-5 Contract Terms and Conditions Required to Implement Statutes or Executive Orders--Commercial Items (Aug 2000)**

(a) The Contractor shall comply with the following FAR clauses, which are incorporated in this contract by reference, to implement provisions of law or executive orders applicable to acquisitions of commercial items:

- (1) 52.222-3, Convict Labor (E.O. 11755).
- (2) 52.233-3, Protest After Award (31 U.S.C 3553).

(b) The Contractor shall comply with the FAR clauses in this paragraph (b) which the contracting officer has indicated as being incorporated in this contract by reference to implement provisions of law or executive orders applicable to acquisitions of commercial items or components:

- W (1) 52.203-6, Restrictions on Subcontractor Sales to the Government, with Alternate I (41 U.S.C. 253g and 10 U.S.C. 2402).
- \_\_\_\_\_ (2) 52.219-3, Notice of Total HUBZone Small Business Set-Aside (Jan 1999)
- \_\_\_\_\_ (3) 52.219-4, Notice of Price Evaluation Preference for HUBZone Small Business Concerns (Jan 1999) (if the offeror elects to waive the preference, it shall so indicate in its offer).
- \_\_\_\_\_ (4) (i) 52.219-5, Very Small Business Set-Aside (Mar 1999) (Pub. L. 103-403, section 304, Small Business Reauthorization and Amendments Act of 1994).
- \_\_\_\_\_ (ii) Alternate I to 52.219-5.
- \_\_\_\_\_ (iii) Alternate III to 52.219-5.
- W (5) 52.219-8, Utilization of Small Business Concerns (15 U.S.C. 637 (d) (2) and (3));
- \_\_\_\_\_ (6) 52.219-9, Small Business Subcontracting Plan (15 U.S.C. 637 (d)(4));
- W (7) 52.219-14, Limitations on Subcontracting (15 U.S.C. 637(a)(14)).
- \_\_\_\_\_ (8) (i) 52.219-23, Notice of Price Evaluation Adjustment for Small Disadvantaged Business Concerns (Pub. L. 103-355, section 7102, and 10 U.S.C. 2323) (if the offeror elects to waive the adjustment, it shall so indicate in its offer).
- \_\_\_\_\_ (ii) Alternate I of 52.219-23.
- \_\_\_\_\_ (9) 52.219-25, Small Disadvantaged Business Participation Program--Disadvantaged Status and Reporting (Pub. L. 103-355, section 7102, and 10 U.S.C. 2323).
- \_\_\_\_\_ (10) 52.219-26, Small Disadvantaged Business Participation Program--Incentive Subcontracting (Pub. L. 103-355, section 7102, and 10 U.S.C. 2323).
- W (11) 52.222-21, Prohibition of Segregated Facilities (Feb 1999).
- W (12) 52.222-26, Equal Opportunity (E.O. 11246).
- W (13) 52.222-35, Affirmative Action for Disabled Veterans and Veterans of the Vietnam Era (38 U.S.C. 4212).
- W (14) 52.222-36, Affirmative Action for Workers With Disabilities (29 U.S.C. 793).
- W (15) 52.222-37, Employment Reports on Disabled Veterans and Veterans of the Vietnam Era (38 U.S.C. 4212).
- W (16) (i) 52.223-9, Estimate of Percentage of Recovered Material Content for EPA-Designated Products (42 U.S.C. 6962(c)(3)(A)(ii)).

- \_\_\_\_\_ (ii) Alternate I of 52.223-9 (42.U.S.C.6962(i)(2)(C)).
- \_\_\_\_\_ (17) 52.225-1 Buy American Act–Balance of Payments–Supplies (41 U.S.C. 10a -10d).
- \_\_\_\_\_ (18) (i) 52.225-3, Buy American Act--North American Free Trade Agreement–Israeli Trade Act--Balance of Payments Program (41 U.S.C. 10a - 10d, 19 U.S.C. 3301 note, 19 U.S.C. 2112 note).
- \_\_\_\_\_ (ii) Alternate I of 52.225-3.
- \_\_\_\_\_ (iii) Alternate II of 52.225-3.
- \_\_\_\_\_ (19) 52.225-5, Trade Agreements (19 U.S.C. 2501, et seq., 19 U.S.C. 3301 note).

## **PART 3 - CONTRACT DOCUMENTS, EXHIBITS OR ATTACHMENTS**

### **Performance Work Statement**

#### **1.0 GENERAL**

Hoover Dam receives approximately 1.25 million visitors annually on the official guided tour and many thousands more stop in passing to view the dam and use its facilities.

The tour day begins at 8:00 a.m. and ends at 6:00 p.m. The Contractor shall perform the following tasks on a daily basis:

- (1) Unlock restroom doors located on top of the dam, in the Exhibit Building, and in the Parking Structure by 7:30 a.m.;
- (2) Close restroom doors by 7:30 p.m., unless notified otherwise by the Contracting Officer's Representative (COR); and
- (3) Perform all required cleaning tasks per Contractor's schedule.

The facility will be closed Christmas Day. The facility may be closed Thanksgiving Day. The Contractor will be notified at least 24 hours in advance if the facility will be closed Thanksgiving Day.

The major heavy cleaning (see Technical Exhibits 2 and 3) shall be performed between 6:30 p.m. and 7:30 a.m. unless notified otherwise by the COR. Since the Government will have maintenance personnel working in the Visitor Center from 6:00 p.m. until 2:30 a.m., the Contractor will need to coordinate work areas with Government personnel.

Occasionally, activities will be held at the Visitor Center and Parking Structure during non-tour hours. During these occasions, portions of the Visitor Center and Parking Structure may not be available for cleaning until after 11:00 p.m. In addition, there will also be times when the Government will have maintenance activities that will affect the contractor's schedule (for example, annual testing of fire alarms). When possible, the COR will provide at least 48-hour notification of those occasions.

The Contractor shall keep the facilities clean, free of litter, and ensure that restrooms are stocked with adequate quantities of the necessary supplies throughout the tour day, 7 days per week, 364 days per year. Heavily used areas, such as restrooms, shall be cleaned and restocked several times per day. Restrooms are to be kept open at all times during tour hours except for minimum time required for restocking or cleaning. Trash containers shall be emptied frequently and general litter in the Parking Structure, plaza area, escalators, outside stairs, and viewing deck shall be swept and/or picked up as it collects and shall be placed in designated dumpsters. Specific cleaning requirements are listed in Section 7.0.

A Contractor's representative wearing a Government-furnished pager shall be on call for prompt response to the COR or requests from the Visitor Services office throughout the tour day for cleaning up special and/or unexpected messes which may occur anywhere in the area covered by the contract.

The Contractor or its employees shall notify immediately the COR or Security of any emergency (e.g., broken water pipes, suspicious packages, etc.).

### **1.1 Scope of Work**

The Contractor shall provide all management, supervision, labor, subcontractors, materials, supplies and equipment, and shall plan, schedule, coordinate, and assure effective completion of all services described herein. The Contractor shall be fully responsible for providing customer service, janitorial cleaning, quality control and all other services as listed herein. The Contractor will determine how often the work is to be performed, how much labor is needed to perform the tasks, what methods will be used to complete the job and which supplies, materials and equipment are needed. These performance-based specifications express the Government's requirements in the form of General Work Quality Standards (GWQS), Section 7.0. General Work Quality Standards are provided as the Government's best gauge of the minimum quality standards to be met. The results of the work performed under this contract will conform to GWQS, and the Government expects that upon daily or periodic inspections these minimum standards will be met or exceeded.

### **1.2 Work Site**

The work is located at Hoover Dam, on the Colorado River, approximately 8 miles northeast of Boulder City, Nevada, and 32 miles from Las Vegas, Nevada, in Clark County, Nevada, and Mohave County, Arizona. The contract is spread over several areas of the dam's facilities:

- (1) Parking Structure and plaza leading to Visitor Center and flagpole area;
- (2) Visitor Center;
- (3) Exhibit Building;
- (4) Top of dam - including sidewalks on both sides of highway, dam elevator lobbies, old ticket booth rooms, First-aid room, Pager equipment room, men's and women's tower  
% restrooms, abutment stairs (area behind closed wire gate down to closed entrance to stairway,  
% Arizona and Nevada sides), and Nevada Spillway Access Entrance and Parking Area;
- (5) Tour area inside of dam - including visitor galleries, generator balconies, powerhouse elevator lobbies (5th floor), generator balconies, 705 hallway, stairwells (3rd through 5th floors), adit tunnels and viewing platforms, transformer deck (outside ramps from sliding glass door on Arizona side to white line, crossover section including raised area, to white line on Nevada side then to sliding glass door on Nevada side); and
- (6) Optional Schedule which includes the Dam's Administration area - Floors 5 through  
% 8 ½. See Technical Exhibit (TE) 3, Minimum Requirements, and TE 10, Drawings.

## **1.8 Security and Identification of Employees**

The operation of Hoover Dam and Powerplant requires continuous and effective security measures. Such security is carried out by a Federal guard system, and the security regulations provide for controlled access to certain restricted areas including switchyards, powerplants, and other critical areas. These restricted areas are designated and may be modified or changed by the Contracting Officer. All necessary security measures required by this contract shall be subject to the approval of the Contracting Officer. The Contractor shall be responsible for initiating necessary measures to insure that its employees comply with all established security rules and regulations, including but not restricted to the following:

(1) Janitorial work areas: All areas where work is required under this contract are designated as janitorial work areas. The Contracting Officer will designate suitable accessways to janitorial work areas for use of janitorial personnel. Unless specifically authorized, Contractor personnel shall be restricted to these areas. It shall be the Contractor's responsibility to insure by appropriate and effective means that its personnel remain in these areas while on the jobsite.

(2) Restricted areas: Janitorial personnel will not be permitted to enter established or designated restricted areas unless so authorized by the Contracting Officer. Such entry shall be in accordance with and subject to the security regulations established in the area. It shall be the Contractor's responsibility to insure by appropriate and effective means that its personnel % shall not enter these areas unless authorized as set forth above. Restricted areas will be % identified by the COR.

(3) Identification of Contractor employees: The Government will issue all Contractor personnel who will require access to secured areas of the Hoover Dam facilities a numbered identification badge clearly identifying the employee and its employer. Such identification shall be required for all employees on the jobsite and shall be worn at all times. If special badges holding the employee's photograph are required for restricted areas, such badges will be furnished by the Government.

1.8.1 Employee Background Check. In order to ensure the continued security of Hoover Dam and its facilities, the Contractor shall have a Shared Communication Operations for Protection and Enforcement (SCOPE), local criminal history background check, done by the Las Vegas Metro Police Department on all employees working on this jobsite. The report shall be provided to the Chief of Security at Hoover Dam, Att: LCD-3300, P.O. Box 60700, Boulder City NV 89006, with a copy of the submittal letter to Lower Colorado Region, Regional Engineer, Att: LC-6000, P.O. Box 61470, Boulder City NV 89006. The Chief of Security has the final authority on advising the COR regarding the information contained in the background check report.

## **1.9 Other Local Requirements**

1.9.1 Lost and Found Property. The Contractor shall ensure that all articles of personal or monetary value found by the Contractor's employees are turned over to the Security office.

**1.9.2 Broken and Damaged Property.** The Contractor shall ensure that no damage to property occurs while performing work. The Contractor shall be held liable for the cost of repair or replacement of Government or personal items within work areas damaged by Contractor employees.

### **1.10 Nonrecurring Services and/or Special Event Services**

These services are in addition to the services otherwise specified herein and are intended to be used to satisfy the Government's short-term nonrecurring need for services. Nonrecurring service requests are not covered in the regularly scheduled janitorial services. The Contractor will be reimbursed for all nonrecurring and/or special event services at the hourly rate offered therefor in the schedule. Examples of these events include weddings, movie productions, conferences, catered dinners, etc. Written notice will be provided to the Contractor no less than 24 hours prior to these services being required. The Contracting Officer or Contracting Officer's Representative are the only individuals authorized to require the Contractor to perform these services.

### **1.11 Miscellaneous Responsibilities**

- (1) Return chairs and waste baskets to proper position.
- (2) Water faucets or valves shall be turned off after the required usage has been accomplished.
- (3) Lights and fans shall be turned off when not in use in office areas.
- (4) Report hazardous conditions and items in need of repair to the Building Manager at 293-8528 for Visitor Center facilities.
- (5) Keep doors locked in Visitor Center while cleaning. Lock dam tower elevator doors each time entering or leaving.
- (6) Close doors and lock offices as required after cleaning.
- (7) Notify Operations or Security when an unauthorized or suspicious person is seen on the premises.

### **1.12 Employee Training**

All employees utilized by the Contractor shall be competent and skilled in performing janitorial work, using modern cleaning tools (buffers, etc.) and techniques.

### **1.13 Schedule**

Contractor's personnel shall be present throughout the day from 8:00 a.m. to 6:00 p.m. to perform four hour tasks as noted in TE 2, Minimum Requirements. The Contractor shall perform tasks noted as non-tour hour tasks between the hours of 6:30 p.m. and 7:30 a.m.

## **2.0 DEFINITIONS AND ACRONYMS**

### **2.1 Definitions**

Acceptable Quality Level (AQL): The maximum percentage defective or the maximum number of defects that can be considered satisfactory on the average. It is the allowable leeway from a standard before the Government will reject the specific service. An AQL does not imply that the Contractor may knowingly perform in an unsatisfactory way.

Contract Discrepancy Report (CDR): A report initiated by the Government, which the Contractor is required to complete, whenever performance is unsatisfactory. The CDR requires the Contractor to explain in writing why performance was unsatisfactory, how performance will be returned to satisfactory levels, and the corrective action that will be taken to prevent recurrence.

Customer Complaint Inspection: Unscheduled surveillance of Contractor's work prompted by people receiving the service. The COR may receive customer complaints about the Contractor's performance or quality of service. The COR may review the alleged unsatisfactory performance, verify the contract requirement and provide the Contractor notification of deficiencies, if applicable.

Defect: Each instance of non-compliance with a contract requirement. A defect may be caused by either non-performance or poor performance. Each defect is subject to deductions from the contractor's payment if the defect is not corrected in a timely manner as stated in paragraph 9.4.

Detergent: Term referring to any cleaning agent other than soap. Detergents include surfactants and may contain a variety of other ingredients such as builders, corrosion inhibitors, suds contact agents, enzymes, coloring agents, and fragrances.

Disinfectant: Chemical used to kill disease-causing bacteria and/or viruses on various surfaces.

Extraction: Method of carpet cleaning in which a cleaning solution is injected into the carpet and the soiled solution is quickly vacuumed back into the extraction machine.

Inspection: Surveillance of all the Contractor's work on scheduled and random bases.

Material Safety Data Sheet (MSDS): A document that chemical manufacturers supply with their products to describe the chemical's general properties, its hazards, and how to safely use, handle and store the product.

Neutral Cleaner: Mild cleaning chemical that is neither highly acidic nor alkaline.

Paragraph: For the purpose of the contract, all occurrences within the contract text of the term “paragraph” shall be understood to include the stated or referenced paragraph and all levels of subparagraphs below the stated or referenced paragraph.

~~Percent of Cleaning Areas Found Defective: Determined by dividing the number of cleaning areas by the number of defects noted in each area. When the reject number has been equaled or exceeded, this percentage is used to calculate an equitable deduction from the Contractor's payments.~~

Quality Assurance (QA): Those actions taken by the Government to determine that the services received meet the contract requirements. QA inspectors are Government employees responsible for checking Contractor performance.

Quality Control (QC): Those actions taken by the Contractor to ensure that the standards and requirements of the contract are met.

Spot: A temporarily discolored, marked, soiled area, or stain caused by a foreign substance presently or previously on the surface.

## **2.2 Acronyms**

ACOR = Alternate Contracting Officer's Representative  
AQL = Acceptable Quality Level  
CDR = Contract Discrepancy Report  
CO = Contracting Officer  
COR = Contracting Officer's Representative  
CR = Contractor's Representative  
GWQS = General Work Quality Standards  
MSDS = Material Safety Data Sheet  
PRS = Performance Requirement Summary  
PWS = Performance Work Statement  
RSHS = Reclamation Safety & Health Standards  
QA = Quality Assurance  
QC = Quality Control  
SF = Square Feet or Square Footage  
TE = Technical Exhibit

### **3.0 SAFETY**

#### **3.1 General**

To protect the life and health of employees and other persons; to prevent damage to property, materials, supplies and equipment; and to avoid work interruptions, the Contractor shall comply with the 1993 edition of Reclamation's publication "Reclamation Safety and Health Standards" (RSHS). See contract clause WBR 1452.223-901, Safety and Health, for information on ordering the RSHS and submitting a safety program.

#### **3.2 Safety Measures**

Workers shall be instructed in appropriate safety measures and shall not place mops, brooms, machines, or other equipment in traffic lanes or other locations that could create safety hazards. Appropriate signs shall be provided and placed by the Contractor to mark areas that are slippery or unsafe due to custodial work operations.

#### **3.3 Emergency Response**

Emergency operations may require immediate custodial attention. In such cases the Contracting Officer may require the Contractor to divert its force, or such part as necessary, from normal duties to emergency operations in building areas covered by the Contract. Upon completion of emergency work, the Contractor's employees shall return to their assigned work % and areas. Payment for these services shall be made at the unit price offered in the Schedules % for Item No. 6, Nonrecurring and/or Special Events ~~no additional cost to the Government;~~ however, the Contractor will not be held liable for neglect of normal duties that may result from this action.

#### **3.4 Warning Signs**

The Contractor shall provide and place appropriate warning signs for wet or slippery floor areas and shall remove the warning signs after the area has been restored to a safe and orderly condition. Mops, brooms, trash containers, and cleaning equipment shall not be stored, used, or placed in locations or utilized in such a manner that a safety hazard(s) is created.

#### **3.5 Safety Hazards**

The Contractor shall report all perceived safety hazards to the COR immediately upon discovery, including, but not limited to, broken glass and fluorescent bulbs placed in trash receptacles.

#### **3.6 Equipment**

The Contractor's equipment shall meet Occupational Safety and Health Administration (OSHA) standards at all times while on this Project.

#### **3.7 Personnel**

The Contractor's employees shall operate equipment in compliance with all Federal, State, and local safety codes, and in accordance with the manufacturer's guidelines and manuals.

#### **3.8 Safety Meeting**

The Contractor or its representative shall meet monthly with the COR to discuss safety issues.

### **3.9 Safety Program**

The Contractor shall submit a detailed safety program at the Postaward Conference which provides specific information or procedures. The safety program should include the following information as a minimum:

- (1) The names of employees who are FA/CPR trained and certified;
- (2) When the weekly tool box meetings will be held;
- (3) What type of personal protection equipment is available to the employees and when/where they are required to wear it;
- (4) What arrangements have been made for emergency medical care in addition to the care provided by the Hoover Dam nurses station (which is open only during four hours);
- (5) The Drug-Free Workplace program;
- (6) Safety procedures that are in place related to working in an area alone at night;
- (7) Procedures for managing and disposing of hazardous waste; and
- (8) Job Hazard Analysis.

### **3.10 Evacuation Plan**

The Contractor shall provide an evacuation plan which shows where employees are to meet immediately upon notification of an emergency of any nature that would require the employees to vacate the facilities. The plan must take into account the various locations in which employees will be performing work and that the elevators can not be used during an emergency. Meeting locations can be near the top of the dam or parking structure or on the powerplant ramps at N3 or A3.

### **3.11 Emergency Drills**

The Contractor's employees shall cooperate with and participate in random emergency drills held by the Government at Hoover Dam.

### **3.12 Reporting Emergencies**

The Contractor shall call the Control Room immediately to report such incidents as fires, bomb threats, chemical spills, or suspicious packages. The Control Room will then provide instructions on whether any action should be taken. Hoover Dam policies and phone numbers may be updated periodically. The Government will provide a copy of all updated policies and phone numbers to the Contractor.

### **3.13 Reporting Injuries and Illnesses**

The Contractor shall investigate and report accidents, injuries, or illnesses in accordance with RSHS section 2.13. If a contractor employee is injured, the Contractor shall complete Form

## **4.0 CONTRACTOR PERSONNEL**

### **4.1 General**

The Contractor shall furnish an adequate number of people skilled in all trades necessary to fulfill Contract requirements. Contractor personnel shall be able to speak, read and write the English language.

### **4.2 Contractor's Representative (CR)**

The Contractor shall provide in writing the names, telephone numbers and addresses of onsite supervisor(s) to the COR at the Postaward Conference. The term "onsite supervisor" is defined as the person(s) designated in writing by the Contractor who has the authority to represent the Contractor on a day-to-day basis in all matters under this contract. The CR shall be onsite at all times that Contractor employees are present ~~available by telephone during normal commercial business hours and shall be available at the worksite within four hours of notification that such presence is required onsite.~~

The Contractor shall designate an alternate onsite supervisor to act in the absence of the designated onsite supervisor. The alternate shall have full responsibilities and authorities under the contract to allow satisfactory performance.

### **4.3 Employee Identification Badges**

See paragraph 1.8.

### **4.4 Employee Appearance and Conduct**

While on duty, the Contractor's employees shall present a neat appearance, carry out a reasonable public demeanor, wear Government-furnished identification and wear a uniform bearing the name of the company. Unsanitary dress or grooming standards shall not be tolerated.

When on duty, the contractor's employees shall be required to wear a neat, well-fitting uniform with the contractor's name clearly visible from the front. The uniform shall, at a minimum, consist of full-length pants and short-sleeved shirt or tee shirt with at least a 4-inch-long sleeve. Cutoffs, tank tops or modified shirts are not acceptable wearing apparel. Employees shall not be allowed to perform their duties if improperly dressed. The cost of providing employee's uniforms shall be included in the unit prices offered in the schedules for providing custodial services.

### **4.5 High Visibility Apparel**

All employees exposed to vehicular traffic shall wear high visibility orange apparel during daylight hours and reflective high visibility apparel after dark with a minimum reflective area of 400 square inches.

## **5.0 GOVERNMENT-FURNISHED PROPERTY**

### **5.1 General**

The following Government facilities, equipment, materials, and services will be available to the Contractor for use in the performance of work under these specifications:

5.1.1 Equipment and Supplies Storage Space. The Government will provide the Contractor storage space for supplies and equipment. The exact locations will be identified during the preproposal site visit.

5.1.2 Entrance mats. The Contractor will be supplied entrance mats needed during inclement weather. Some areas have entrance mats that are in use at all times.

5.1.3 Identification badges. The Contractor will be supplied identification badges for all employees (see paragraph 1.8).

5.1.4 Keys and Cardkeys. Contractor personnel will be issued keys and cardkeys (see paragraph 1.4).

5.1.5 Pagers. Initially the Contractor will be issued two pagers which shall be worn by onsite % personnel at all times for the purpose of being on call for prompt response to the COR. If a pager is lost or stolen, the Contractor shall notify the COR as soon as possible. The Government will then replace the pager and deduct the cost of the pager from the next invoice submitted by the Contractor.

5.1.6 Water, Sanitary Facilities, Electrical Power. The location of these facilities will be shown during the preproposal site visit or after award of the contract. Facilities are provided on an as-is, where-found basis. The Contractor is responsible for being cognizant of the location of the utilities.

No other supplies or services will be furnished by the Government.

## **6.0 CONTRACTOR-FURNISHED PROPERTY**

### **6.1 General**

The Contractor shall furnish all labor and equipment necessary to perform the work required under this contract. The Contractor shall also furnish all equipment repair accessories and attachments, i.e., vacuum parts, bags, etc., necessary to repair and maintain all Contractor-furnished equipment in good operating condition. The minimum required equipment shall be present at the required location and in good operating condition at all times during the performance of work. All equipment shall have adequate bumpers and guards to prevent marking or scratching fixtures, furnishings or building surfaces. All electrical equipment used by the Contractor or the contractor's employees shall meet all applicable safety requirements, as outlined by OSHA. The Contractor shall provide an automatic scrubber to scrub sidewalks, % access ramps, plaza decks and Parking Structure pedestrian ramps and floors. The Contractor shall provide personal protective equipment as listed in the RSHS.

The Contractor shall furnish all cleaning supplies which normally are used for typical custodial services. This includes, but is not necessarily limited to, floor wax, disinfectants, trash liners, and cleaners. The Contractor shall also furnish all restroom supplies, i.e., soap, paper towels, toilet seat liners, toilet paper, feminine hygiene products, etc.

It shall be the Contractor's responsibility to have sufficient supplies at the jobsite to ensure that the restrooms are always stocked with adequate quantities of the necessary supplies, and that all tasks are accomplished on schedule.

### **6.2 Equipment Weight Restrictions**

The Contractor is advised that weight restrictions exist for machines and/or equipment to be operated on the framed decks at the Visitor Center, Parking Structure and Plaza areas. The loads imposed by the Contractor's machines and equipment shall be limited to the maximum allowable loads which can be safely supported by the existing structures. The weights and configurations of all machines and equipment proposed by the Contractor for use on the framed decks shall be subject to the prior review and approval of the COR.

It is anticipated that equipment and machine weights will be of primary concern on the framed decks of the Parking Structure. The maximum allowable loads for Parking Structure Levels 2 and 3 are as follows:

Maximum Allowable Gross Vehicle Weight:	18,000 LB (18 Kips)
Maximum Allowable Axle Load:	14.4 Kips
Maximum Allowable Wheel Load:	7.2 Kips

The maximum allowable loads for Parking Structure Levels 3A, 4, 4A, 5 and 5A are as follows:

Maximum Allowable Gross Vehicle Weight:	5.0 Kips
Maximum Allowable Axle Load:	4.0 Kips
Maximum Allowable Wheel Load:	2.0 Kips
Wheel Spacing:	Not less than 5 feet on centers

The Contractor shall submit, for review and approval prior to use of the machines or equipment, catalog data sheets for all machines and/or equipment which may approach the allowable loads for the existing structures.

### 6.3 Chemicals

The Contractor shall submit for approval Material Safety Data Sheets (MSDS) for all chemicals and potentially hazardous solids (i.e., cleaners, solvents, absorbents, petroleum products) anticipated to be used during performance of the contract. The MSDS shall be reviewed by Reclamation's Hazardous Materials Coordinator and approved in writing prior to onsite delivery and use. Any other chemicals or potentially hazardous solids intended for use onsite shall be approved by the Hazardous Materials Coordinator prior to onsite delivery and use. The Contractor shall be permitted to store a maximum of 20 gallons onsite of any potentially hazardous chemical that meets the characteristic criteria or is listed as a Resource Conservation and Recovery Act (RCRA) hazardous waste per 40 CFR Part 261. Use or onsite storage of chlorinated compounds and halogenated solvents (i.e., Trichloroethane, Methylene Chloride) shall not be permitted without the expressed written approval of the Hazardous Materials Coordinator. All chemicals and potentially hazardous solids stored onsite shall be in their original containers, clearly labeled, and with MSDS attached. Secondary containment is required for all potentially hazardous chemicals stored onsite. All chemicals and potentially hazardous solids shall be used and stored in accordance with manufacturer's recommendations.

In accordance with Section 8.0, a list of chemicals, their intended use, MSDS sheet, applicable specifications, trade name, and manufacturer shall be submitted to the Regional Engineer no later than 10 days prior to delivery and onsite use, with certifications that the chemicals meet or exceed the contract requirements.

### 6.4 Supplies

The Contractor shall provide, in accordance with Section 6.0, the following supplies.

(1) Toilet tissue. Toilet tissue must fit in T-Box Dispenser Model No. 2200 for T-Tork Standard toilet tissue, as manufactured by SCA Hygiene Products, and shall meet the requirements of ASTM D 3905 (1993), Toilet Tissue for Industrial and Institutional Use.

(a) White, single-ply, unscented, unglazed, single roll (uncompressed).

## **7.0 GENERAL WORK QUALITY STANDARDS**

### **7.1 General**

The COR and alternate COR will be designated in writing at the time of contract award. The COR will inspect work quality and bring any deficiencies to the Contractor's attention. The Contractor shall remedy such deficiencies within 24 hours for daily tasks, 2 days for weekly tasks, 4 days for all other tasks.

% The Contractor shall accomplish the specific janitorial tasks for all the areas listed in TE 2 and  
% 3, Minimum Requirements, in accordance with the specific tasks and frequencies, as described  
% below. The Contractor's Representative shall ~~designate a person to~~ coordinate with the COR regarding all aspects of these tasks. The Contractor shall provide all management, planning, supervision, administration, equipment, supplies and personnel necessary to ensure the tasks outlined below are performed in a manner that will maintain a satisfactory facility condition and present a clean, neat and professional appearance. The Contractor shall have both a female and male attendant present during tour hours to improve service and convenience to the public.

### **7.2 Restrooms**

Upon completion of cleaning restrooms, trash shall have been removed; all surfaces of restrooms shall be disinfected and there shall be no streaks, stains, urine, excess stagnant liquids, unpleasant odors, marks, detergent residue, dirt accumulations, mold, fungus, mineral deposits, gum, or soiling on any surface, including but not limited to: toilets, urinals, partitions, sinks, mirrors, windows and walls.

### **7.3 Floors and Thresholds**

Floor surfaces and baseboards shall be maintained clean and free of marks, dirt, gum, and other foreign matter. All resilient and hard floor areas shall be spray-buffed and/or stripped, sealed and refinished and have a uniform high luster without unsightly finish buildup on floor, baseboard or walls. Hard floor surfaces and grout shall be kept free of dirt build-up and shall be machine scrubbed and disinfected, when applicable, to maintain cleanliness. Stone floors must be maintained to industry and manufacturer standards.

### **7.4 Carpets**

7.4.1 General cleaning. After being vacuumed, the carpet shall be free of visible litter, soil, dust, and unpleasant odors. After shampooing or dry-cleaning carpet, the carpet shall be uniform in appearance and free of streaks, stains, spots, gum, discoloration and chemical or detergent residue. All cleaning solutions shall be removed from baseboards, furniture, trash receptacles, chairs and similar items. The carpet shall be dry and ready for use by start of tour hours.

7.4.2 Spot cleaning. All spillage, gum, dirt accumulation or crusted material shall be removed along with spots and stains. There shall be no evidence of fuzzing caused by harsh rubbing or brushing. Cleaned spots shall blend with adjacent areas of carpet.

## **7.5 Stairways**

Surfaces (horizontal and vertical) shall be swept, mopped or scrubbed and shall be free of dirt, dust, grime, cobwebs, debris and other foreign substances and shall present an overall appearance of cleanliness.

## **7.6 Aluminum, Brass/Bronze and Stainless Steel**

Surfaces shall be free of dirt, dust, grime, gum, debris and other foreign substances and shall have a polished lustrous appearance without any dry brass polish residue visible.

## **7.7 Mopping**

7.7.1 Dust mop. After dust mopping, floor surface shall be free of dust, dirt, streaks and stains. Dust (dry) mops shall be treated to prevent scattering of dust and build-up of static electricity. Products used to treat mops shall be nonflammable and nontoxic and shall not leave a slippery surface.

7.7.2 Wet/damp mop. All accessible areas shall be mopped. Chairs, trash receptacles, and easily moved items shall be moved to mop underneath. After being mopped, the floor shall have a uniform appearance, with no streaks, swirl marks, detergent residue or any evidence of soil, stains, film, debris on furniture, walls, baseboards or mop strands remaining in the area.

## **7.8 Dusting**

7.8.1. Surface level. There shall be no obvious signs of dust on any surface on all levels up to and including 6 feet in height. All horizontal, vertical and under surface areas shall be free of dust, smudges or spots. When dusting horizontal surfaces, particularly desk tops, items may be moved to dust under, but in no case shall papers be moved.

7.8.2 High dusting. Surfaces shall be free of obvious signs of dust and cobwebs.

## **7.9 Walls, Doors, Partitions, Dividers, etc.**

After cleaning, wall surfaces shall be uniform in appearance and free of grime, gum, marks, streaks, dirt and dust. These shall have been removed without obvious discoloration to the wall finish. In restrooms all signs of water stains, film or smudges shall be removed from all surfaces using a cleaner disinfectant deodorizer to insure sanitary conditions. The rolling door at the escalator plaza/reception entrance shall **NOT** be hosed down. After annual sealing, dam elevator tower walls shall be free of marks and smears after the sealing is accomplished.

## **7.10 Wood**

Wood surfaces shall be free of dirt, dust streaks, spots and film.

## **7.11 Fixtures and Bright Metal Surfaces**

Fixtures shall be clean and bright, free of streaks, and dried. There shall be no obvious dust, gum, trash, dirt, stains or encrustation. Drinking fountains shall be disinfected and kept free of debris, and nozzles free from encrustation. Metal surfaces shall have a polished lustrous appearance. There shall be no polish residue on walls or floors around fixtures.

**List of Contract Documents**

Technical Exhibits (TE)		
TE No.	Title	No. of pages
1	<b>Contractor Submittals</b>	1
% 2	<b>Minimum Requirements - Visitor Center, Parking Structure, Top of Dam and Tour Route</b>	31
% 3	<b>Minimum Requirements for Optional Line Item - Administrative Offices 5th through 8th Floors</b>	14
4	<b>Performance Requirements Summary</b>	6
5	<b>Examples of Contract Forms</b>	4
6	<b>Historical Data of Paid Tourists</b>	1
7	<b>Area Estimates</b>	10
8	<b>Quality Assurance Surveillance Plan and Contractor Payment Examples</b>	11
9	<b>Service Contract Act Wage Determination</b>	8
% 10	<b>Drawings</b> (see following List of Drawings)	20

List of Drawings	
Drawing No.	Drawing Title
<b>Information Drawings</b>	
% 45-D-17160	Visitor Center and Parking Structure - Site & Building Layout Plan
% 45-D-17218	Visitor Center and Parking Structure - Mechanical Finish Plan
45-D-17219	Visitor Center and Parking Structure - Reception Finish Plan
45-D-17220	Visitor Center and Parking Structure - Theater Finish Plan

List of Drawings	
Drawing No.	Drawing Title
45-D-17221	Visitor Center and Parking Structure - Catwalk & Mechanical/Storage Finish Plan
45-D-17222	Visitor Center and Parking Structure - Exhibit Finish Plan
45-D-17223	Visitor Center and Parking Structure - Office Finish Plan
45-D-17224	Visitor Center and Parking Structure - Overlook Finish Plan
% 45-D-17296	Visitor Center and Parking Structure - Parking, Level 1
% 45-D-17297	Visitor Center and Parking Structure - Parking, Level 2
% 45-D-17298	Visitor Center and Parking Structure - Parking, Level 3
% 45-D-17299	Visitor Center and Parking Structure - Parking, Level 3A
% 45-D-17300	Visitor Center and Parking Structure - Parking, Level 4
% 45-D-17302	Visitor Center and Parking Structure - Parking, Level 5
% 45-D-17303	Visitor Center and Parking Structure - Parking, Level 5A
<b>Design Drawings</b>	
% 45-301-6372	General Location Map
45-301-6804T	Elev. 705 - 5 <sup>th</sup> Floor Plan - Room Numbering
45-301-6805T	Elev. 717.67 - 6 <sup>th</sup> Floor Plan - Room Numbering
45-301-6806T	Elev. 730.33 - 7 <sup>th</sup> Floor Plan - Room Numbering
45-301-6807T	Elev. 743 - 8 <sup>th</sup> Floor Plan - Room Numbering

## 1.0 GENERAL

The Contractor shall provide the services outlined below for the areas shown on Drawing Nos. 45-D-17160, 45-D-17218, 45-D-17219, 45-D-17220, 45-D-17221, 45-D-17222, 45-D-17223, and 45-D-17224, 45-D-17296, 45-D-17297, 45-D-17298, 45-D-17299, 45-D-17300, 45-D-17302, 45-D-17303, and 45-301-6372 (see TE 10). The specific requirements listed shall be accomplished during the hours and at the minimum frequencies listed in the "Minimum Frequency" column of the table. **Performing the minimum required frequency does not alleviate the Contractor's responsibility to maintain the standard of quality as listed in Paragraph 7.0 of the PWS. The Contractor shall have both a female and male attendant present during four hours to improve service and convenience to the public and to prevent visitor complaints.**

**The weekly cleaning of the ticketing contractor's counting office and supervisor's office must be coordinated with the ticketing contractor to have those areas cleaned between 8:00 a.m. and 6:00 p.m. Monday through Friday.**

### 1.1 Facilities

There is a total of thirteen restrooms with the following facilities:

Item	Quantity
Urinals	19
Toilets	33
Sinks	37
Liquid soap dispensers	25
Box dispensers	12
Multi-fold towel dispensers	3
Single-fold towel dispensers	13
Toilet seat cover dispensers	41
Sanitary napkin disposal holders	16

## Drawings

(Not available online - Please contact our office at (702) 293-8779  
to request a set of drawings be mailed to you.)