
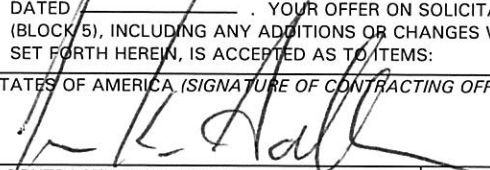


SOLICITATION/CONTRACT/ORDER FOR COMMERCIAL ITEMS OFFEROR TO COMPLETE BLOCKS 12, 17, 23, 24, & 30				1. REQUISITION NUMBER HQCE5W-0275-1509	PAGE 1 OF 18	
2. CONTRACT NO. HQC010-19-P-0095	3. AWARD/EFFECTIVE DATE 1 October 2019	4. ORDER NUMBER	5. SOLICITATION NUMBER HQC010-19-Q-0039	6. SOLICITATION ISSUE DATE 17 July 2019		
7. FOR SOLICITATION INFORMATION CALL: 		a. NAME Mr. Jari Aaltonen	b. TELEPHONE NUMBER (No collect calls) Mobile: +49 162 297 2984	8. OFFER DUE DATE/ LOCAL TIME 9 Aug/1300 hrs		
9. ISSUED BY Defense Commissary Agency-European Region Kapaun Air Station, Bldg 2780 67661 Kaiserslautern, Germany Email: jari.aaltonen@deca.mil		CODE HQC010	10. THIS ACQUISITION IS <input checked="" type="checkbox"/> UNRESTRICTED OR <input type="checkbox"/> SET ASIDE: % FOR: <input type="checkbox"/> SMALL BUSINESS <input type="checkbox"/> EMERGING SMALL BUSINESS <input type="checkbox"/> HUBZONE SMALL BUSINESS <input type="checkbox"/> SERVICE-DISABLED VETERAN-OWNED SMALL BUSINESS <input type="checkbox"/> 8(A) NAICS: SIZE STANDARD:			
11. DELIVERY FOR FOB DESTINATION UNLESS BLOCK IS MARKED <input type="checkbox"/> SEE SCHEDULE	12. DISCOUNT TERMS 30 DAYS NET	13a. THIS CONTRACT IS A RATED ORDER UNDER DPAS (15 CFR 700) <input type="checkbox"/>		13b. RATING		
15. DELIVER TO DeCA Aviano Commissary 33081 Aviano, Italy		16. ADMINISTERED BY Same as in block# 9.				
17a. CONTRACTOR/OFFEROR All SERVICE SERVIZI S.R.L. SEMPLIFICATA Via Nuovaluce 66/H 95030 Tremestieri Etneo (CT) Italy TELEPHONE NO. 095 3780163-0 347/3311470	CODE AP692	FACILITY CODE	18a. PAYMENT WILL BE MADE BY Defense Finance and Accounting Service Kleber Kaserne, Geb. 3208 ATTN: CO Mannheimer Str. 218/219 67657 Kaiserslautern Germany			
<input type="checkbox"/> 17b. CHECK IF REMITTANCE IS DIFFERENT AND PUT SUCH ADDRESS IN OFFER		<input type="checkbox"/> 18b. SUBMIT INVOICES TO ADDRESS SHOWN IN BLOCK 18a UNLESS BLOCK BELOW IS CHECKED <input type="checkbox"/> SEE ADDENDUM				
19. ITEM NO.	20. SCHEDULE OF SUPPLIES/SERVICES		21. QUANTITY	22. UNIT	23. UNIT PRICE	24. AMOUNT
	Custodial Services at Aviano Commissary as detailed in the Statement of Work. Services to begin 1 October 2019.  NAICS: 561720 NCAGE: AP692 DUNS: 429905022  <i>(Use Reverse and/or Attach Additional Sheets as Necessary)</i>					
25. ACCOUNTING AND APPROPRIATION DATA See page 3.			26. TOTAL AWARD AMOUNT (For Govt. Use Only) €94,128.84			
<input checked="" type="checkbox"/> 27a. SOLICITATION INCORPORATES BY REFERENCE FAR 52.212-1, 52.212-4. FAR 52.212-3 AND 52.212-5 ARE ATTACHED. ADDENDA <input checked="" type="checkbox"/> ARE <input type="checkbox"/> ARE NOT ATTACHED			<input type="checkbox"/> ARE <input type="checkbox"/> ARE NOT ATTACHED			
<input type="checkbox"/> 27b. CONTRACT/PURCHASE ORDER INCORPORATES BY REFERENCE FAR 52.212-4. FAR 52.212-5 IS ATTACHED. ADDENDA <input type="checkbox"/> ARE <input type="checkbox"/> ARE NOT ATTACHED			<input type="checkbox"/> ARE <input type="checkbox"/> ARE NOT ATTACHED			
<input checked="" type="checkbox"/> 28. CONTRACTOR IS REQUIRED TO SIGN THIS DOCUMENT AND RETURN COPIES TO ISSUING OFFICE. CONTRACTOR AGREES TO FURNISH AND DELIVER ALL ITEMS SET FORTH OR OTHERWISE IDENTIFIED ABOVE AND ON ANY ADDITIONAL SHEETS SUBJECT TO THE TERMS AND CONDITIONS SPECIFIED			<input type="checkbox"/> 29. AWARD OF CONTRACT: REF. _____ OFFER DATED _____ YOUR OFFER ON SOLICITATION (BLOCK 5), INCLUDING ANY ADDITIONS OR CHANGES WHICH ARE SET FORTH HEREIN, IS ACCEPTED AS TO ITEMS:			
30a. SIGNATURE OF OFFEROR/CONTRACTOR			31a. UNITED STATES OF AMERICA (SIGNATURE OF CONTRACTING OFFICER) 			
30b. NAME AND TITLE OF SIGNER (Type or print)		30c. DATE SIGNED	31b. NAME OF CONTRACTING OFFICER (Type or print)		31c. DATE SIGNED	
			JARI K. AALTONEN		19 Aug 2019	

19. ITEM NO.	20. SCHEDULE OF SUPPLIES/SERVICES	21. QUANTITY	22. UNIT	23. UNIT PRICE	24. AMOUNT
	Banking/Payment Information:  IBAN: IT35V0 6175 16904 000000 489780  BIC: CRGEITGG  Name of Bank: BANCA CARIGE SPA				

32a. QUANTITY IN COLUMN 21 HAS BEEN

RECEIVED   
  INSPECTED   
  ACCEPTED, AND CONFORMS TO THE CONTRACT, EXCEPT AS NOTED: \_\_\_\_\_

32b. SIGNATURE OF AUTHORIZED GOVERNMENT REPRESENTATIVE	32c. DATE	32d. PRINTED NAME AND TITLE OF AUTHORIZED GOVERNMENT REPRESENTATIVE
--	-----------	---

32e. MAILING ADDRESS OF AUTHORIZED GOVERNMENT REPRESENTATIVE	32f. TELEPHONE NUMBER OF AUTHORIZED GOVERNMENT REPRESENTATIVE
	32g. E-MAIL OF AUTHORIZED GOVERNMENT REPRESENTATIVE

33. SHIP NUMBER <input type="checkbox"/> PARTIAL <input type="checkbox"/> FINAL	34. VOUCHER NUMBER	35. AMOUNT VERIFIED CORRECT FOR	36. PAYMENT <input type="checkbox"/> COMPLETE <input type="checkbox"/> PARTIAL <input type="checkbox"/> FINAL	37. CHECK NUMBER
--	--------------------	---------------------------------	--	------------------

38. S/R ACCOUNT NO.	39. S/R VOUCHER NUMBER	40. PAID BY
---------------------	------------------------	-------------

41a. I CERTIFY THIS ACCOUNT IS CORRECT AND PROPER FOR PAYMENT	42a. RECEIVED BY ( <i>Print</i> )	
41b. SIGNATURE AND TITLE OF CERTIFYING OFFICER	41c. DATE	42b. RECEIVED AT ( <i>Location</i> )
		42c. DATE REC'D ( <i>YY/MM/DD</i> )
		42d. TOTAL CONTAINERS

SCHEDULE OF SERVICES

ITEM NO	SUPPLIES/SERVICES	QUANTITY	UNIT	UNIT PRICE	TOTAL AMOUNT
0001		12	Month	€ 7,844.07	€ 94,128.84

CUSTODIAL SERVICES

\*\*\*

NON-PERSONAL SERVICES: CONTRACTOR TO PROVIDE ALL LABOR, TOOLS, EQUIPMENT, AND TRANSPORTATION REQUIRED TO PERFORM CUSTODIAL SERVICES AT THE AVIANO COMMISSARY, ITALY IN ACCORDANCE WITH THE ATTACHED STATEMENT OF WORK.

\*\*\*

PERFORMANCE PERIOD: 1 OCTOBER 2019 – 30 SEPTEMBER 2020

ITEM NO	SUPPLIES/SERVICES	QUANTITY	UNIT	UNIT PRICE	TOTAL AMOUNT
1001		12	Month	(b)(3) 41 U.S.C. 2102	

CUSTODIAL SERVICES – FIRST OPTION YEAR

\*\*\*

NON-PERSONAL SERVICES: CONTRACTOR TO PROVIDE ALL LABOR, TOOLS, EQUIPMENT, AND TRANSPORTATION REQUIRED TO PERFORM CUSTODIAL SERVICES AT THE AVIANO COMMISSARY, ITALY IN ACCORDANCE WITH THE ATTACHED STATEMENT OF WORK.

\*\*\*

PERFORMANCE PERIOD: 1 OCTOBER 2020 – 30 SEPTEMBER 2021

ITEM NO	SUPPLIES/SERVICES	QUANTITY	UNIT	UNIT PRICE	TOTAL AMOUNT
2001		12	Month	(b)(3) 41 U.S.C. 2102	

CUSTODIAL SERVICES – SECOND OPTION YEAR

\*\*\*

NON-PERSONAL SERVICES: CONTRACTOR TO PROVIDE ALL LABOR, TOOLS, EQUIPMENT, AND TRANSPORTATION REQUIRED TO PERFORM CUSTODIAL SERVICES AT THE AVIANO COMMISSARY, ITALY IN ACCORDANCE WITH THE ATTACHED STATEMENT OF WORK.

\*\*\*

PERFORMANCE PERIOD: 1 OCTOBER 2021 – 30 SEPTEMBER 2022

TOTAL AMOUNT CLINS 0001 THRU 2001: (b)(3) 41 U.S.C. 2102

HQC010-19-P-0095

Accounting and Appropriation Data:

Fund Cite: 97X49304J000004609 94930000002527UDB00HQCE5W0274BASELKN600033181

Flux Cite: 97X49304J000004609 95301000002579ADC00FLUX20LKN2579ALKN600033181

€94,128.84 (\$109,681.71; Exchange Rate \$ 1.00 = € 0.8582

“Funds are subject to the enactment of the FY20 DOD Appropriation Act” or “the passage of the FY20 Continuing Resolution Authority” and are subject to the provisions of whichever act becomes applicable.”

The Contractor shall submit monthly invoices (original) to:

DeCA-Europe Aviano Commissary  
Attn: Mr. Louis Awalt  
Building 1411, Aviano Air Base  
33081 Aviano, Italy

Tel. +39 0434948783, Email: [louis.awalt@deca.mil](mailto:louis.awalt@deca.mil)

The above individual is responsible for coordination with the contractor, final acceptance of services and issuance of proper receiving report.

Procedure for VAT form submission. The contractor is to send their original monthly invoice per email to the COR (no VAT form attached). The VAT form is to be sent with a copy of the monthly invoice (needs to be marked as copy!) directly to DFAS. DFAS will sign the VAT form and return it back to the contractor.

IMPORTANT NOTE: Certification of Invoices shall read as follows:

„I certify supplies/services were received and accepted on \_\_\_\_\_ (date) \_\_\_\_\_ as conforming to specifications on the contract HQC010-19-P-0095.“

Signature \_\_\_\_\_ Date \_\_\_\_\_  
Typed/printed name:  
Title:  
Address:  
Email:

The payment POC will submit the invoice/receiving report to DFAS office, Email: [dfas-europe-submission-vpco@mail.mil](mailto:dfas-europe-submission-vpco@mail.mil) and copies to [euearning@deca.mil](mailto:euearning@deca.mil) and [Jari.Aaltonen@deca.mil](mailto:Jari.Aaltonen@deca.mil).

NOTE: see <http://www.dfas.mil/contractorpay.html> for further guidance, payment POC and status of invoice (Commercial Pay/Vendor Pay Inquiry System/Non-MOCAS System).

## 52.252-2 Clauses Incorporated By Reference (Feb 1998)

This contract incorporates one or more clauses by reference, with the same force and effect as if they were given in full text. Upon request, the Contracting Officer will make their full text available. Also, the full text of a clause may be accessed electronically at this/these address(es):

<http://farsite.hill.af.mil>

<https://www.acquisition.gov/comp/far/index.html>

<http://www.acq.osd.mil/dpap/dars/dfarspgi/current/index.html>

(End of clause)

## CLAUSES INCORPORATED BY REFERENCE

52.203-3	Gratuities	APR 1984
52.203-6	Restrictions on Subcontractor Sales to the Government With Alternate I (Oct 1995)	SEP 2006
52.203-13	Contractor Code of Business Ethics and Conduct	OCT 2015
52.204-4	Printed or Copied Double-Sided on Recycled Paper	MAY 2011
52.204-7	System for Award Management	JUL 2013
52.204-9	Personal Identity Verification of Contractor Personnel	JAN 2011
52.204-10	Reporting Executive Compensation and First-Tier Subcontract Awards	OCT 2015
52.209-6	Protecting the Government's Interest when Subcontracting with Contractors	OCT 2015
	Debarred, Suspended or Proposed for Debarment	
52.212-1	Instructions to Offerors – Commercial Items	OCT 2015
52.212-2	Evaluation – Commercial Items	OCT 2014
52.212-4	Contract Terms and Conditions – Commercial Items	MAY 2015
52.212-5	Contract Terms and Conditions Required to Implement Status or Executive Orders-Commercial Items (Deviation)	DEC 2015
52.222-19	Child Labor – Cooperation with Authorities and Remedies	JAN 2014
52.222-50	Combating Trafficking In Persons	MAR 2015
52.223-5	Pollution Prevention & Right-to-Know	MAY 2011
52.223-18	Encouraging Contractor Policies to Ban Text Messaging While Driving	AUG 2011
52.225-13	Restrictions on Certain Foreign Purchases	JUN 2008
52.228-5	Insurance-Work on a Government Installation	JAN 1997
52.232-17	Interest	MAY 2014
52.232-33	Payment by Electronic Funds Transfer – Central Contractor Register	JUL 2013
52.233-3	Protest after Award	AUG 1996
52.233-4	Applicable Law for Breach of Contract Claim	OCT 2004
52.242-13	Bankruptcy	JUL 1995
52.251-1	Government Supply Sources	APR 2012
52.252-6	Authorized Deviations in Clauses	APR 1984
252-201-7000	Contracting Officer's Representative	DEC 1991
252.203-7000	Requirements Relating to Compensation of Former DoD Officials	SEP 2011
252.203-7002	Requirement to Inform Employees of Whistleblower Rights	SEP 2013
252.203-7003	Agency Office of Inspector General	DEC 2012
252.203-7005	Representation Relating to Compensation of Former DoD Officials	NOV 2011
252.204-7004	Alternate A, System for Award Management	FEB 2014
252.209-7004	Subcontracting With Firms That are Owned or Controlled By The Government Of A Terrorist Country	OCT 2015
252.222-7002	Compliance with Local Labor Laws (Overseas)	JUN 1997
252.225-7012	Preference for Certain Domestic Commodities	FEB 2013





252.229-7003 TAX EXEMPTIONS (ITALY) (JAN 2002)

(a) The Contractor represents that the contract price, including the prices in subcontracts awarded under this contract, does not include taxes from which the United States Government is exempt.

(b) The United States Government is exempt from payment of Imposta Valore Aggiunto (IVA) tax in accordance with Article 72 of the IVA implementing decree on all supplies and services sold to United States Military Commands in Italy.

(1) The Contractor shall include the following information on invoices submitted to the United States Government:

(i) The contract number.

(ii) The IVA tax exemption claimed pursuant to Article 72 of Decree Law 633, dated October 26, 1972.

(iii) The following fiscal code(s): [Contracting Officer must insert the applicable fiscal code(s) for military activities within Italy: 80028250241 for Army, 80156020630 for Navy, or 91000190933 for Air Force].

(2)(i) Upon receipt of the invoice, the paying office will include the following certification on one copy of the invoice:

“I certify that this invoice is true and correct and reflects expenditures made in Italy for the Common Defense by the United States Government pursuant to international agreements. The amount to be paid does not include the IVA tax, because this transaction is not subject to the tax in accordance with Article 72 of Decree Law 633, dated October 26, 1972.”

An authorized United States Government official will sign the copy of the invoice containing this certification.

(ii) The paying office will return the certified copy together with payment to the Contractor. The payment will not include the amount of the IVA tax.

(iii) The Contractor shall retain the certified copy to substantiate non-payment of the IVA tax.

(3) The Contractor may address questions regarding the IVA tax to the Ministry of Finance, IVA Office, Rome (06) 520741.

(c) In addition to the IVA tax, purchases by the United States Forces in Italy are exempt from the following taxes:

(1) Imposta di Fabbricazione (Production Tax for Petroleum Products).

(2) Imposta di Consumo (Consumption Tax for Electrical Power).

(3) Dazi Doganali (Customs Duties).

(4) Tassa di Sbarco e d’Imbarco sulle Merci Transportate per Via Aerea e per Via Maritima (Port Fees).

(5) Tassa de Circolazione sui Veicoli (Vehicle Circulation Tax).

(6) Imposta di Registro (Registration Tax).

(7) Imposta di Bollo (Stamp Tax).

(End of clause)

52.204-4500 INSTALLATION ACCESS REQUIREMENTS (JAN 2012)

The contractor shall be responsible for ensuring full compliance with all installation access procedures. Installation access includes, but is not limited to, obtaining applicable installation passes and inspections for vehicles and personnel. Contractor employees may also be subject to background security checks/clearances in order to obtain credentials for passes. Some installations are using programs, such as RAPID Gate, which may result in a cost to the contractor. Any costs associated with such programs or with obtaining passes, will not be reimbursed separately and should be included in the contractor's proposed pricing for the product or services being acquired.

52.228-4500 Liability to Third Persons (APR 1997)

The contractor shall be responsible for and hold the Government harmless from all claims on the part of persons not a party to this contract for personal injury, death, and property loss or damage caused in whole or in part by the fault or negligence of the contractor, his officers, agents, or employees in the performance of work under this contract.

ADDITIONAL REQUIREMENTS:

1. AUTHORIZATION TO PERFORM SERVICES IN ITALY

Contractors performing services in the Italy shall comply with Italian law. The Contractor shall determine whether performance requires registration with Italian authorities or authorization to do business in Italy and, if so, shall comply with all requirements. Whether or not registration or authorization to do business is required, the Contractor also shall determine what documents or authorization its employees and any subcontractor employees must possess to work in Italy. The Contractor shall ensure affirmatively that its employees and subcontractor employees possess such documents or authorizations.

Contractor employees who:

- (a) Are not nationals of Italy or other European Union countries, and
- (b) Are not members of the force, the civilian component or their dependents, and
- (c) Do not have assimilated status under Articles 71, 72, or 73 of the Supplementary Agreement to the NATO SOFA shall possess work and residence permits.

By acceptance of and performance under this contract and any task orders or delivery orders issued hereunder, the Contractor affirms that it has complied with the requirements above.

Compliance with this clause and Italian law is a material contract requirement. Noncompliance by the Contractor or Subcontractor at any tier shall be grounds for issuing a negative past performance evaluation and terminating this contract, task order, or delivery order for default.

3. PERMITS AND RESPONSIBILITIES

The Contractor shall, without additional expense to the Government, be responsible for obtaining any necessary licenses and permits, and for complying with any applicable laws, codes, and regulations applicable to the performance of the work. The Contractor shall also take proper safety and health precautions to protect the work, the workers, the public, and the property of others. The Contractor shall be responsible for all damages to persons or property that occur as a result of the Contractor's fault or negligence. The Contractor shall also be responsible for all materials delivered and work performed until completion and acceptance of the entire work, except for any completed unit of work that may have been accepted under the contract.

4. CONTRACTOR IDENTIFICATION REQUIREMENT

All contractor personnel attending meetings, answering Government telephones, and working in other situations where their contractor status is not obvious are required to identify themselves as such to avoid being mistaken for Government officials. Contractors performing work at Government workplaces will provide their employees with an easily readable identification (ID) badge indicating the employee's name, the contractor's name, the functional area of assignment, and a recent color photograph of the employee. Contractors shall require their employees wear the ID badges visibly when performing work at Government workplaces. Contractor personnel must also ensure that all e-mails, documents or reports they produce are suitably marked as contractor products or that contractor participation is appropriately disclosed.



**STATEMENT OF WORK**  
**Custodial Services -Aviano Commissary**  
**11 July 2019**

**1.1 Scope.** The Contractor shall furnish all personnel, supervision, supplies, equipment, tools, materials and other items and services as necessary to perform floor maintenance and custodial tasks in accordance with this contract at Aviano Commissary. The contractor shall maintain the facility to present a neat, clean and professional working environment at all times. In view of the need for sanitation and cleanliness at all time, the services require not only scheduled cleaning, but also daily stand-by janitorial services on all days which include US and Italy holidays, as stated herein. The contractor shall perform floor maintenance and custodial services as defined in this Statement of Work (SOW).

**1.2 Compliance with Standards.** The Contractor shall use only cleaning/sanitizing/degreasing agents which have been approved for specific use on food contact surfaces by the United States Department of Agriculture (USDA) or the Food and Drug Administration (FDA) in accordance with 21 CFR 178.1010, Sanitizing Solutions. These products must be used in accordance with Environmental Protection Agency (EPA) approved manufacturers' label use instructions and only for the specific purpose for which they have been approved. The Contractor shall use sanitizer test kits to determine that sanitizers meet the required strengths. The Contractor shall keep Material Safety Data Sheets (MSDSs) for all hazardous chemicals used under the contract on the premises and available for review by Contractor and Government personnel as required by Occupational Safety and Health Administration (OSHA) Standard 29 CFR 1910.1200, Hazard Communication.

**1.3 Day Custodial.** Day custodial refers to custodial tasks that are normally done during hours when the commissary is open for business, when custodial care is generally limited to rapid response and quick fix action necessary to maintain clean and safe conditions.

**1.4 Sales Floor Maintenance General.** Proper floor maintenance results from a program of care that includes: consideration of the age and type of floor covering and of specifications for care provided by manufacturers or industry groups; use of equipment, supplies, and procedures that are consistent with specifications for floor type; and employment of personnel trained in proper floor care procedures. Floor maintenance is defined to include moving or tilting furniture, trash receptacles, shopping carts, carry-out carts, handicapped carts, mobile merchandisers, display case bumper guards, and other easily moveable items to permit maintenance of the floor underneath; and returning all items moved to their original locations following completion of floor care operations. Merchandisers are defined as racks/ "off shelf" fixtures of various types situated throughout commissaries to display products usually purchased on impulse. Some merchandisers are designed to be mobile or easily moveable while some are not easily moveable because of their size, weight, etc. "Front end merchandisers" refer specifically to those merchandisers which are located next to the cash registers at the inside end of checkout lanes and are used to display items such as candies, chewing gums, batteries, razor blades, etc. The entire floor shall be free of debris, streaks or film, scuff or heel marks, dirt/wax build-up, food residue, scratches or other stains or discoloration. In addition, floor maintenance operations include removing splash marks, floor cleaning solutions and mop streaks from baseboards, furniture, trash receptacles, gondolas, display cases, shelf bases, checkout stands, display case bumper guards, and other store fixtures.

**1.5 Meat, Produce, Deli, Bakery Processing, Preparation and Wrapping Areas.** After evening Store closure and the contractor shall clean and sanitize the departments processing, preparation, and wrapping areas and equipment, using approved degreasers and sanitizers, and techniques that are consistent with the use of these chemicals. Cleaning and sanitizing applies to fixtures, equipment, and exposed surfaces inside the meat processing room: floor, walls, ceiling, exteriors of light fixtures, glass and mirrored surfaces, doors, sinks, tables, underneath non-movable structures, drains and grease traps, meat trays, pans, racks, knives, lugs and attachments, slicers, other equipment used in processing meat into retail cuts, ovens, hot display cases, rotisserie ovens, oven pans. A properly cleaned and sanitized department processing area is free of any particles, grease, or other residue to sight and touch, and most microorganisms. Contractor personnel shall not touch, move or handle edible products. Hot water with a minimum temperature of 60° C if foam type detergent is used and 78° C if other type is used. Cleaning brushes, tools, scouring and scrubbing equipment must be of synthetic or nylon base. No metal bristles', scouring devices or handles are allowed in the meat and deli processing areas.

**1.6 Underneath Cleaning Store/Sales Area.** The contractor shall sweep and mop the undersides and floor areas beneath shelves/gondolas, end cap and other off shelf displays and non-mobile merchandisers. Gondola is defined as a shelf or group of shelves upon which merchandise is displayed. The Government checks these areas at fixed frequencies; but the Contractor shall also clean these areas as breakage or spillage occurs in these areas. After cleaning, underneath areas shall be free of debris, standing water, dust and other soiling materials.

**1.7 End Cap and Other off Shelf Displays.** The Contractor shall move empty end caps or display pieces, sweep and mop underneath, wax if needed to maintain floor care standard, return empty end/display pieces to their original locations, and clean outer surfaces of end caps/display pieces. This applies to all end caps, display pieces, and racks used to display items for sale.

**1.8 Cleaning.** This task involves techniques of dusting and damp wiping. A properly cleaned surface is free of dirt, dust, food residue, grease, smudges, marks, streaks, spots, water residue, or other soiling materials. Any polished metal surfaces shall have a shiny appearance.

**1.9 Structural Components and Equipment.** This cleaning task applies to ceilings, walls, wall-mounted fixtures, venetian blinds, pillars, display case bumper guards (non-removable), corner guards, bollards, partitions, doors, including frames and jambs; gondolas, exteriors of all display cases (except any glass or mirrored surfaces), and fronts and sides of check stands. In the RSHA, this includes overhead doors. Low cleaning includes cleaning all areas/items identified within 2.4 meters of the floor. High cleaning includes cleaning all areas/items identified above 2.4 meters up to 6 meters. Areas 6 meters or more above floor level are excluded from this contract.

**1.10 Refrigerator/Microwave Cleaning (Break Room).** Outside surface cleaning of refrigerator(s) and microwave(s) are to be: free of dirt, dust, grease, food particles, streaks, spots, water residue, or other matter. The contractor is not responsible for cleaning the inside of refrigerator(s) and microwave(s) or any dishes.

**1.11 Restroom Cleaning, Maintenance, and Resupply.** At the start of the Contractor's day custodial shift and at least every 2 hours thereafter, throughout the Contractor's day custodial shift, the Contractor shall clean, maintain, and resupply restrooms as needed. Clean, maintain, and resupply means emptying trash receptacles to prevent overflow; removing debris and litter from floors and furnishings, spot cleaning fixtures, floors and walls; replenishing paper products, soap and other supplies to prevent outages, and reporting facility or equipment defects to the COR/Store Director.

**1.12 Emergency Cleaning Notification.** When the COR/Store Director finds unclean or unsafe conditions in store entrance, exit, front end, cart storage, sales floor areas, or in break rooms, locker rooms, or restrooms the COR/Store Director will notify the cleaning crew supervisor of such conditions. These conditions may be the result of broken merchandise containers, spills, patron traffic, and accumulation of debris or trash of any sort, inclement weather, or personal injury, which may involve blood or other potentially infectious materials. During these cleanup operations, the Contractor shall take appropriate precautions, such as blocking off unsafe areas, or posting "wet floor" signs as needed.

**1.13 Cleaning Without Notification.** When Contractor personnel find an unclean or unsafe condition in any of the areas described above, they shall take whatever action may be necessary to clean up or remove the condition without notification by the COR/Store Director.

**1.14 Clean and Sanitize Drinking Fountains.** The Contractor shall use only cleaning agents, degreasers, and sanitizers that are FDA/USDA or EU approved for use in food preparation facilities. This task involves applying approved disinfectant solves to clean porcelain and polished metal surfaces, including the orifices and drain. After cleaning, the entire drinking fountain shall be free from streaks, stains, spots, smudges, scale, and other obvious soil. Polished metal shall have a shiny appearance.

**1.15 Walk-off Mats/Runners/Cashier and Display Case Mats.** The Contractor shall clean (remove soil and grit) and restore resiliency of the pile to carpet-type mats/runners. Rubber or polyester mats/runners shall be swept, vacuumed, or hosed-down outside to remove soil and grit. Floor mats and runners located in front of entrance areas, display cases, cashier areas, and other store/sales areas shall be removed to allow cleaning of the sales floor, cleaned

as described above, based on the type of mats used in the store, and replaced in their original location after the sales floor is cleaned.

**1.16 Trash Removal and Cleaning.** Trash receptacles shall be emptied and damp wiped. Trash receptacles shall be free of visible dirt, dust, cleaning aids, or other matter. Trash receptacles shall be emptied at designated waste pick-up stations. Contractor personnel shall close lids or doors of dumpsters and other trash collection containers when these are not in immediate use. Trash receptacles shall be lined with a plastic bag. The bag should fit the container with sufficient excess to securely close the bag when full.

**1.17 Aisle Markers.** This cleaning task includes dusting and/or damp wiping. A properly cleaned aisle marker is free of dust, grease, stains, spots, or other soiling materials.

**1.18 Light Fixtures.** The contractor shall open or remove covers and clean both the inside and outside of covers. A properly cleaned light fixture is free of insects, dirt, dust, grease, stains, spots, or other matter. Light fixtures in excess of 6 meters (20 feet) from the floor are excluded from this contract.

**1.19 Glass and Window Cleaning.** The contractor shall clean all exterior and interior windows, glass partitions, glass in doors (to include entry/exit doors), directory boards, mirrors, or any additional items needing glass and window cleaning. Except for glass/mirrors in meat and produce display cases, both exterior and interior glass surfaces and mirrors on display cases are included as a part of glass cleaning in the store/sales areas. Glass and window cleaning includes adjacent trim, screens, frames, transoms, structural glass, and ledges. In the meat processing area, Glass and window cleaning applies to all glass and mirrored surfaces that are part of doors that open into this area or that are part of walls or other structures that enclose this area. A properly cleaned glass surface/mirror is free of dirt, dust, grease, streaks, spots, fingerprints, or other soiling materials. Where present, screens are to be removed, cleaned of all foreign matter, and replaced. Low cleaning includes all glass and windows to a height of 2.4 meters (8 feet) above floor level. Any glass surface or structure that begins lower than 2.4 meters (8 feet) above the floor is defined to be low glass even if the glass surface or structure continues above 2.4 meters (8 feet). High cleaning includes all glass and windows to a height of between 2.4 meters (8 feet) and 6 meters (20 feet) above floor level. Areas 6 meters (20 feet) or more above floor level are excluded from services under this contract.

**1.20 Duct and Louver Cleaning.** The outer surfaces of exposed ducts, louvers, and vents are cleaned to remove all visible dust, dirt, streaks, and other foreign matter. Cleaning of the interior of ducts or conduits is excluded from this contract. Low cleaning includes cleaning ducts and louvers within 2.4 meters (8 feet) of the floor. High cleaning includes cleaning ducts and louvers above 2.4 meters (8 feet) from the floor. Ducts and louvers above 6 meters (20 feet) from the floor are excluded from this contract.

**1.21 Outside Areas.** The Contractor shall clean the front and back areas of the Commissary up to 16 meters (50 feet) from the store. This area when properly cleaned, shall be free of debris, to include cigarette butts & ashes, food residue and gum.

**1.22 Preparation, Precautions, and Trash Removal.** As a preliminary to the cleaning operations, the Government will lockout/tag out electrical power and completely dismantle all processing equipment that the Contractor is required to clean. To protect items from contamination or damage, prior to starting the cleaning operations, the Contractor shall remove or protect trays and other packaging materials, and shall protect sensitive equipment such as electronic scales, wrapping machines, or any additional items the contractor is required to protect from contamination or damage, designated by the Government. The Contractor is not required to clean any of this sensitive equipment. Before beginning cleaning operations, the Contractor shall remove all trash and cardboard from the departments processing area and dispose of these in designated locations. During the cleaning process, the Contractor shall take precautions to prevent clogging drains, such as leaving drain covers in place during cleaning operations and removing drain covers and grease traps for cleaning only after larger chunks of debris that collect during the cleaning process have been removed.

**1.23 Store Operational Hours.** During the hours indicated below, the Contractor shall have personnel available to perform the required services. The Contractor shall perform necessary work to have the sales floor area ready as indicated below.

Store Operational Hours					
DAY	Commissary Hours		Sales Floor Area		
	Start	End	Must be done by:		
SUN	1000	1800			0800
MON	0900	2000			0700
TUE	0900	2000			0700
WED	0900	2000			0700
THU	0900	2000			0700
FRI	0900	2000			0700
SAT	0900	2000			0700

**1.23.1 Contractor Access:** The contractor will have access into the facility beginning at 0600 hours, cleaning of floors need to be completed as indicated above.

**1.23.2 Stand-by Service:** Stand-by service cleaning is required during all store operational hours.

**1.24 Changes in Operating Hours.** The Government may change the commissary operating schedule to accommodate patron requirements. These changes may dictate corresponding changes to the Contractor's work schedule. The Contracting Officer will give the Contractor a minimum two calendar weeks' notice prior to implementation of any change to the commissary operating schedule. Opening and closure due to emergencies and weather conditions will be conveyed to the Contractor as soon as possible.

**1.25 Quality Control.** The contractor shall develop and maintain a quality control program to ensure custodial services are performed in accordance with commonly accepted commercial practices and services identified in this Statement of Work. The contractor shall develop and implement procedures to identify, prevent, and ensure non-performance and continual repeat of defective service does not occur. As a minimum, the contractor shall develop quality control procedures addressing the areas identified in this Statement of Work.

**1.26 Quality Assurance.** The Government shall inspect and evaluate the contractor's performance to ensure services are received in accordance with requirements set forth in this contract. The Contracting Officer's Representative (COR) will use the contractor's work schedule or modified version thereof, to record validation results. Results of the validation then become the official DeCA-Europe record of the Contractor's performance. When a performance standard has not been met or contractor performance has not been accomplished, the COR will initiate and provide the Contracting Officer a Contract Discrepancy Report (CDR) for issuance to the contractor. The contractor shall respond to the CDR IAW instructions provided and return it to the Contracting Officer within 10 calendar days of receipt.

**1.27 Joint Inspections.** As part of the quality control plan, the contractor shall conduct joint inspections with the COR/Store Director monthly after contract start date. The contractor shall coordinate with the COR on a set day and time for the inspections. A common inspection sheet will be used to check inspection points and signed-off by both parties, see attached Inspection-QC form. A copy of the monthly completed forms will be sent to the DeCA Contracting Officer and retained in the contract documentation.

**1.27.1 Inspection Deficiencies.** The Contractor shall establish methods for correcting and preventing deficiencies identified during the joint inspections.

**2.0 Government Furnished Facility Related Services.**

**2.1** Utilities necessary to perform all operations required by this contract.

**2.2** The Contractor shall notify the COR when insect, pest or rodent activity is discovered.

**2.3** The Government will provide bulk refuse disposal/pickup. The contractor shall adhere to all Aviano base level recycling programs.

**2.4** The COR will provide local telephone numbers for Police, Fire and Medical Services.

**2.5** Storage to Store Equipment/Supplies. The Government will provide space in which the Contractor can store equipment and operating supplies needed to perform work under this contract. This area will be securable, but the Contractor shall be responsible for maintaining the security of the area, e.g., keeping doors locked, providing locks and keeping them locked, etc.

**3.0 General Information.**

**3.1 Holidays.** The contractor is not required to perform services on US Federal and Italian holidays as listed below:

**3.1.2 US Holidays.** If these holidays fall on Saturday, the preceding Friday will be observed. If these holidays fall on Sunday, the following Monday will be observed. If a holiday falls on a scheduled service day, the Contractor will be responsible for rescheduling services for the first day post the holiday observance.

New Year's Day - 1 January  
Thanksgiving Day - 4th Thursday in November  
Christmas Day - 25 December

**3.1.3 Italian Holidays.**

New Year's Day - 1 January  
Christmas Day - 25 December

**3.2 Base Closures.** Work scheduled but not accomplished because of base closure due to weather, exercises, or actual alert, will be accomplished as soon as possible after reopening the base.

**3.3 Contractor/Employee Base Pass and Identification, Special Clearances and Vehicle Passes.** The contractor shall comply with all requirements and procedures, Contractor Access to Base Installations. All documentation shall be submitted at the pre-performance conference.

**3.4 Language Proficiency.** All contractor supervisory personnel to include the contract/project manager and any other contractor personnel assigned to interact with the government must be able to read, write, speak and understand the English language sufficiently to facilitate the performance of this SOW. All written correspondence from the contractor shall be in English.

**3.5 Alcohol and Drugs.** The consumption of and/or being under the influence of alcohol (to include smelling of alcohol) or drugs while on duty is strictly prohibited. At the direction of the COR, contractor personnel found or suspected to be under the influence of alcohol or drugs during duty will be immediately suspended from duty and a qualified replacement provided immediately at no additional cost to the government.

**3.6 Removal of Employees for Cause.** The Contracting Officer will require, in writing that the Contractor immediately bar any contractor employee from performing further work under this contract for any of the following actions. Willful destruction or mishandling of Government, patron, or vendor owned items; loitering; use of tobacco products (to include cigarettes, chewing tobacco and snuff) in other than designated areas; unauthorized eating, grazing, or theft; acceptance of samples and gratuities; use of alcoholic beverages, illegal drugs or illegal use of



controlled substances while on duty; execution of work in other than a skillful manner, displaying disruptive/unacceptable behavior (e.g., abusive, demeaning, foul or threatening language and fighting), and willful violations of safety standards by Contractor personnel. Removal of any employees for such cause shall not constitute a valid basis for nonperformance of contract services or a claim for additional compensation.

**3.7 Criminal Investigations.** The Contractor shall provide all available information to assist law enforcement authorities in any investigations.

**3.8 Installation Access.** The Contractor shall be responsible for obtaining installation access as required for all Contractor employees authorized to work at the site. Any Government furnished identification shall be returned to the Government when the Contractor employee no longer works for the Contractor at this installation.

**3.9 Denial of Installation Access.** Contractor employees may be denied access to the military installation by the installation law enforcement officials if it is determined that such entry may be contrary to good order, discipline or the security of the installation. The installation may bar Contractor employees from entering the military installation under the provisions of Title 18, United States Code Section 1382.

**3.10 Motor Vehicle Registration.** Prior to commencing work Contractor employees shall register their vehicles IAW the installation motor vehicle registration regulations.

**3.11 Bomb Threats.** The Government will post a copy of DeCA Bomb Threat Data Card, DeCAF 30-98, Apr 96, in a prominent position at each active telephone. The Contractor shall instruct Contractor personnel to use this form and immediately report to the contractor supervisor if a bomb threat is received. If Contractor personnel receive a bomb threat for the commissary, the Contractor shall immediately call the installation law enforcement authorities, advise the COR or a department manager, and evacuate Contractor personnel from the threatened building(s) IAW the Emergency Evacuation Plan posted in commissary facilities.

**3.12 Safety.** Contractor's personnel shall comply with all applicable OSHA, DOD, DeCA, Installation, EU, and host country safety regulations. The Contractor shall take or cause to be taken such additional measures as the Contracting Officer may determine to be reasonably necessary for the purpose of safety. The Contractor shall familiarize his/her employees with the Emergency Evacuation Plan posted in the commissary locations and with the operation of fire-fighting equipment and locations of emergency exits. In the event of an emergency, Contractor personnel performing work during times that entrance/exit doors are locked shall exit through "emergency" or "panic doors" as depicted in the Emergency Evacuation Plan. Contractor personnel performing work during times that entrance/exit doors are unlocked, shall leave the facility through the nearest available exit or emergency exit.

**3.13 Parking.** The Contractor employees shall park only in areas designated by the COR.

**3.14 Shopping Privileges.** Contractor employees who are authorized to make purchases in commissaries shall show appropriate identification before purchasing commissary items and shall immediately remove the item(s) purchased from the Commissary through the main exit door. Contractor employees with commissary privileges shall shop in the commissary only when they are off duty. As an exception, the employees with commissary privileges may purchase items for consumption during their lunch breaks. Items purchased during a lunch break shall be consumed in an authorized area. The sales receipt shall be retained with the merchandise until the item is consumed or removed from the premises. Contractor personnel with commissary privileges shall not purchase merchandise for consumption by other personnel or organizations not authorized to shop in the commissary.

#### **4.0 Personnel Issues.**

**4.1 Employment of DeCA/Government Personnel.** DeCA management personnel, COR, and family members of personnel in these positions are prohibited from working under this contract. All other DeCA personnel, or their family members, who may wish to work under this contract, are prohibited from doing so until they have obtained approval in writing from DeCA General Counsel. In the event of a strike by Contractor employees, the Contractor is prohibited from employing any federal civilian employee or active duty military member.



**4.2 Supervisor.** The Contractor shall designate an on-site supervisor at the Aviano Commissary with full authority for the Contractor on all contract matters relating to the daily operation of this contract and be responsible for the overall management and coordination of work. The supervisor shall be designated in writing (to include mobile number) to the COR/Store Director prior to the contract start date and as changes occur, and shall be the central point of contact for this contract with the Government. The supervisor shall be in the store during cleaning services being performed (except during stand-by services) and shall be available telephonically to discuss any problem areas. The contractor supervisor must be able to understand English. The supervisor must notify the COR of any absence of regular cleaning person & replacement personnel.

**4.3 Dress Requirements.** Contractor personnel shall at all times be clean, neat and present a professional appearance. Contractor personnel shall be easily recognizable while on the installation in conjunction with this contract. This shall be accomplished through the wear of distinctive clothing, overcoats, or hats, bearing the company name or logo. The coloring or design of the items selected should be such that identifies personnel easily and quickly for reasons of safety and personal protection.

### **5.0 Contractor Furnished Equipment and Supplies.**

**5.1 Compliance with Equipment Standards.** All Contractor furnished equipment shall comply with all applicable OSHA, DeCA, and other nationally recognized consensus standards, as well as EU and Host country standards. The Government reserves the right to require the Contractor to remove from the commissary premises any Contractor owned property that does not meet such standards; or that is not being used for its intended purpose; or that the Government determines may cause damage or destruction to commissary facility or property. In case of discrepancies between the individual standards, the most stringent standard shall apply.

**5.2 Loss or Damage to Contractor Property.** The Government will not be responsible in any way for loss or damage occasioned by fire, theft, accident, or otherwise to the Contractor's materials, supplies or equipment stored on Government property, unless the Contracting Officer determines that the loss or damage is due to gross negligence on the part of the Government. Any damage to the Contractor's property/equipment caused as a result of Government usage must be reported immediately to the COR and Contracting Officer.

10.4 Compliance with Standards. The contractor shall use only cleaning/sanitizing/degreasing agents which have been approved for specific use on food contact surfaces by the United States Department of Agriculture (USDA) of Food and Drug Administration (FDA) IAW 21 CFR 178.1010, Sanitizing Solutions. These products must be used IAW Environmental Protection Agency (EPA) approved manufacturers' label use instructions and only for the specific purpose for which they have been approved. The Contractor shall use sanitizer test kits to determine that sanitizers meet the required strengths.

**5.3** The Contractor shall keep Material Safety Data Sheets (MSDSs) for all hazardous chemicals used under the contract on the premises and readily accessible for review by contractor and Government personnel as required by Occupational Safety and Health Agency (OSHA) Standard 29 CFR 1910.1200, Hazard Communication. In case of discrepancies between the individual standards, the most stringent standard shall apply.

**5.4 Contractor Furnished Supplies.** The Contractor shall furnish all supplies necessary to meet the requirements of this contract and the costs must be included in the monthly price for services provided. Supplies as listed below are for the toilets, to be furnished and maintained by the contractor:

- 2-Ply Toilet Paper;
- Liquid Hand Soap;
- Air Deodorizer;
- Single Fold Paper Towels;
- C-Fold Paper Towel;
- 40/80/120 Liter Plastic Garbage Bags;
- 48/48 Heavy Duty Garbage Bags

Note: The contractor shall provide solid hand soap bars when installed liquid soap dispensers are non-operational.

**6.0 Non-Performance of Work.** In the event that the Contractor does not perform services as outline in paragraph 7.0 Contractor Services & Frequencies, DeCA-Europe reserves the right to perform subject work; such actions will not constitute a breach of contract by the Government. Any Contractor employee absence without replacement and any/all services not being performed as outlined at paragraph 7.0 shall be adjusted accordingly on monthly billings by contract modification.

**7.0 Contractor Services & Frequencies.**

**AVIANO COMMISSARY**

TASK / SERVICE	SALES FLOOR AREA
SWEEP FLOORS	1 x Daily
MOP FLOORS	1 x Daily
LOW CLEAN (less than 2.4 meters)	1 x Daily
WALK-OFF MATS/RUNNERS/CASHIER MATS	1 x Daily
STAND-BY-SERVICES	Daily
SWEEP FLOORS (CART STORAGE)	1 x Weekly (Sunday)
MOP FLOORS (CART STORAGE)	1 x Weekly (Sunday)
SWEEP / MOP (UNDER GONDOLAS)	1 x Weekly (Tuesday)
SWEEP / MOP (UNDER END CAPS/DISPLAY)	1 x Weekly (Tuesday)
LOW GLASS/WINDOW CLEAN (including display cases)	1 x Weekly (Tuesday)
LOW DUCT AND LOUVER CLEANING (less than 2.4 meters)	1 x Monthly
HIGHT DUCT AND LOUVER CLEANING (above 2.4 meters)	4 x Yearly
LIGHT FIXTURES	4 x Yearly
HIGH GLASS/WINDOW CLEAN (above 2.4 meters)	2 x Yearly
HIGH CLEAN (above 2.4 meters)	2 x Yearly
AISLE MARKERS	1 x Yearly

TASK / SERVICE	CUSTOMER RESTROOMS
SWEEP FLOORS	1 x Daily & every 2 hours
MOP FLOORS	1 x Daily & every 2 hours
EMPTY WASTE CONTAINERS	1 x Daily (as needed)
RESTOCK SUPPLIES	1 x Daily (as needed)
MIRRORS	1 x Daily
DESCALE TOILETS & URINALS	1 x Weekly
CLEAN WALLS /PARTITIONS	1 x Weekly
CLEAN LIGHT FIXTURES	1 x Monthly

TASK / SERVICE	EMPLOYEE RESTROOMS
SWEEP FLOORS	2 x Daily
MOP FLOORS	2 x Daily
EMPTY WASTE CONTAINERS	1 x Daily (as needed)
RESTOCK SUPPLIES	1 x Daily (as needed)
MIRRORS	1 x Daily
DESCALE TOILETS & URINALS	1 x Weekly
CLEAN WALLS /PARTITIONS	1 x Weekly
CLEAN LIGHT FIXTURES	1 x Monthly

TASK / SERVICE	LOCKER ROOM/BREAKROOM
SWEEP FLOORS	2 x Daily
MOP FLOORS	2 x Daily
EMPTY WASTE CONTAINERS	1 x Daily (as needed)
LOW GLASS/WINDOW CLEAN	1 x Daily
LOW DUCT AND LOUVER CLEANING (less than 2.4 meters)	1 x Daily
LOW CLEAN (less than 2.4 meters)	1 x Daily
LIGHT FIXTURES	1 x Monthly
HIGH CLEAN (above 2.4 meters)	2 x Yearly

TASK / SERVICE	ADMINISTRATIVE OFFICES
SWEEP FLOORS	1 x Daily
EMPTY WASTE CONTAINERS	1 x Daily
MOP FLOORS	1 x Daily
WINDOWS INTERIOR	1 x Monthly
LOW DUSTING (less than 2.4 meters)	1 x Monthly
WINDOWS EXTERIOR	4 x Yearly
CLEAN LIGHT FIXTURES	4 x Yearly
HIGH DUSTING (above 2.4 meters)	2 x Yearly

TASK / SERVICE	DELI , PRODUCE, BAKERY AND MEAT PROCESSING PREPARATION AREAS
SWEEP FLOORS	1 x Daily
MOP FLOORS	1 x Daily
CLEAN, SANITIZE ALL EQUIPMENT	1 x Daily
EMPTY WASTE CONTAINERS	1 x Daily
LOW CLEAN (less than 2.4 meters)	1 x Daily
LIGHT FIXTURES	1 x Weekly
LOW DUCT AND LOUVER CLEANING (less than 2.4 meters)	2 x Yearly

TASK / SERVICE	OUTSIDE FRONT/REAR STORE
SWEEP FLOORS	1 x Daily
PICK UP DEBRIS	1 x Daily
ASHTRAY/SMOKING URNS	1 x Daily
CLEAN TRASH CANS	1 x Daily
LOW CLEAN (less than 2.4 meters)	1 x Daily
HIGH CLEAN (above 2.4 meters)	2 x Yearly