

American Postal Workers Union, AFL-CIO

1300 L Street, NW, Washington, DC 20005

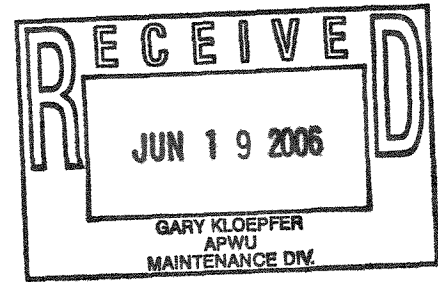
To: Steve Raymer
Director, Maintenance Division

From: Gary Kloepper
Assistant Director

Date: June 26, 2006

Re: Janitorial Services Frequently Asked Questions

The attached question and answers address the Postal Service's subcontracting administrative process once a cleaning service contract has been determined necessary. I have reviewed the questions and answers and they do not conflict with Cleaning Service MOU or Article 32.



June 12, 2006

Gary Kloepper
Assistant Director A
Maintenance Division
American Postal Workers Union, AFL-CIO
1300 L Street NW
Washington DC 20005-4128

Certified Mail Number:
7005 1160 0001 5015 7922

Re: Information Request IR06-81

Dear Gary:

Please find enclosed, pursuant to your request, a copy of the *Janitorial Services Frequently Asked Questions*.

If you have any questions concerning this matter, please do not hesitate to contact me at (202) 268-5421.

Sincerely,

Patrick M. Devine
Labor Relations Specialist
Contract Administration (APWU)

Enclosure

The Q + A's address the subcontracting mechanism(s) to be used
to secure a cleaning service contract after compliance with MOU.
No conflict with ~~LMU~~ MOU or Art. 32

JANITORIAL SERVICES

FREQUENTLY ASKED QUESTIONS (FAQ's)

1. For janitorial services, what is the difference between a local agreement and a contract?

A local agreement is required when you spend less than \$10,000 per year for janitorial services with a self-employed cleaning person or less than \$2,500 per year with a cleaning service company. *Local agreements are created and managed locally by the Postmaster or other designated EAS employee at your facility.*

Notes:

1. A blank Local Cleaning Service Agreement form (PS Form 7355) is available at <http://blue.usps.gov/forms>. Once completed, the signed Local Agreement stays with the Postmaster for his or her records.
2. For a cleaning contractor to receive payment, the "Cleaning Services Agreement and Payment Authorization" form must also be completed. This document is Attachment 5 in the Local Cleaning Services Agreement Guidelines and is located on the USPS Blue Page at http://acs/pubs/pdf/cleaning_agreement.pdf. Send all completed authorization forms to the San Mateo Accounting Service Center.

A contract is required when you spend over \$10,000 per year for an individual cleaning person or over \$2,500 per year for a cleaning service company. *Contracts are created and managed by the Western Services CMC – Chicago/San Francisco.*

2. What steps do I need to follow for acquiring NEW janitorial services from an outside contractor?

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The first step to obtaining NEW janitorial services from an outside contractor is to **create an eBuy requisition** for funding a local agreement or contract.

Before doing so, however, consider the following:

- eBuy is the **only** approved method for creating and approving funds for janitorial services. PS Form 7381 Requisition for Supplies, Services, or Equipment is no longer accepted.
- For local agreements, the Postmaster or other designated EAS employee is usually the primary contact for each postal facility (or group of facilities, if applicable) covered by the local agreement.
- For contracts, a Contracting Officer's Representative (COR) must be designated for each postal facility (or group of facilities, if applicable) covered by the contract. A COR is usually a Postmaster or other designated EAS employee. Be sure to state the COR's name, title, phone number and email address in the 'Comments' section of the requisition.

- Once the eBuy requisition is approved, it will automatically route to the Western Services CMC. The CMC will then download the eBuy requisition and email the designated COR (and/or eBuy requisitioner) a receipt acknowledgement and an estimated award timeline.

3. What do I need to do for exercising an option to **EXTEND** my existing cleaning services contract?

The first step to exercising an option to **EXTEND** an existing contract is to **create an eBuy requisition** for funding the next 2-year contract period.

Before doing so, however, consider the following:

- eBuy is the **only** approved method for creating and approving funds for janitorial services. *PS Form 7381 Requisition for Supplies, Services, or Equipment is no longer accepted.*
- For local agreements, the Postmaster or other designated EAS employee is usually the primary contact for each postal facility (or group of facilities, if applicable) covered by the local agreement.
- For contracts, a Contracting Officer's Representative (COR) must be designated for each postal facility (or group of facilities, if applicable) covered by the contract. A COR is usually a Postmaster or other designated EAS employee. Be sure to state the COR's name, title, phone number and email address in the 'Comments' section of the requisition

Exercising an option to **EXTEND** a contract:

- In eBuy, select "Create a New Off Catalog eBuy Requisition". *Be sure to record the eBuy requisition number immediately for future reference.*
- In the Header field, for 'Purchasing Method,' select "Route Req to Supply Mgt;" for 'After Approval, Route Requisition,' select "Western Services CMC Chicago/San Francisco;" select "Expense" for 'Payment Type;' enter the "Required Delivery Date," and any special "Delivery Instructions." Save Header.
- Click the "Justification/Attachment" button. Type "This requisition is for the RENEWAL of contract number _____." If the COR has changed since the previous contract, be sure to include the new COR's name, title, phone number and email address in the 'Comments' section. Then, click Save.
- Click the "Add Item" button. At this point, search for and select an existing supplier, or create a new supplier. Then, select "OK."
- Click the "Add Off Catalog Item" button. Select quantity "2" and UOM "Years."
- In the 'Commodity' field, click "Search".
- In the 'Search for Commodity' field, type the words "Janitorial Services." Once "Cleaning and Janitorial Services" appears, select it, and click "OK."
- In the 'Description' field, type "This requisition is for the renewal of contract _____."
- Click the "Return to Requisition Summary" button.
- Click the "Approver List" button if additional approvers are required.
- Click the "Submit Requisition" button to route the eBuy requisition for approval.
- Once the eBuy requisition is approved, it will automatically route to the Western Services CMC. The CMC will then download the eBuy requisition and email the designated COR (and/or eBuy requisitioner) a receipt acknowledgement and an estimated timeline for exercising the next option. *Note: If an incumbent supplier requests a price increase that is determined to be unreasonable at the time of renewal, the Purchasing Specialist may decide to re-solicit the work in the best interest of the USPS.*

4. What do I need to do if my janitorial services contract has no options remaining?

Follow the steps for creating a new janitorial services contract.

5. Can I extend my existing cleaning services local agreement?

No. Local agreements cannot be extended. If you want to continue using your existing cleaning contractor or if you need a new one, follow the steps for creating a new local agreement.

6. Where can I get a copy of the Local Cleaning Service Agreement?

*The **Local Cleaning Service Agreement form** (PS Form 7355) is located on the USPS Blue page at <http://blue.usps.gov/forms>.*

*The **Local Cleaning Services Agreement guidelines** are located on the USPS Blue Page at http://acs/pubs/pdf/cleaning_agreement.pdf.*

*The **Cleaning Services Agreement and Payment Authorization form** is Attachment 5 of the Local Cleaning Services Agreement Guidelines (above) and is located on the USPS Blue Page at http://acs/pubs/pdf/cleaning_agreement.pdf*

IMPORTANT NOTE: *In order for the cleaning contractor to get paid, you only need to send the completed payment authorization form to San Mateo Accounting Service Center (ASC.) Do not send the local agreement (PS Form 7355) to the ASC.*

7. What options do I have available if I am not happy with my current cleaning contractor?

If you are not happy with your current cleaning contractor, the best initial course of action is to work directly with the contractor to correct the problem. Appoint a time to discuss all deficiencies with the contractor. It is important to be clear and specific about what needs improving. Document the date of the meeting, who attended, the deficiencies discussed, and the expected outcomes. Note: The Cleaning Services Daily Work Log can be used to document all service performance issues.

If deficiencies persist, the next course of action is to contact the Purchasing Specialist who manages janitorial contracts for your state. You will need to provide the Purchasing Specialist documentation on all deficiencies.

Based on the documentation provided, the Contracting Officer may decide to send the contractor an official ten-day notice to "cure" the problem or face termination. Only the Contracting Officer can issue a notice of termination (whether for cause or on notice) for any cleaning contracts managed by the CMC. Once the contractor is terminated, the COR or Postmaster may select another cleaner to clean the facility on an interim basis until a new contract is awarded.

Contact the Purchasing Specialist at the CMC for more specific information.

8. What action should I take if my cleaning contractor has not received payment in weeks?

Either the COR, the Postmaster or the cleaning contractor can telephone the Accounting Service Center at toll-free 866-974-2733. *When prompted, enter the contractor's Federal Tax Identification Number (TIN) or Social Security Number (whichever applies.)*

9. What action should I take if my costs for janitorial services have increased above the \$10K annual threshold for a local agreement?

If your cleaning services local agreement is ready to expire and you believe that costs will exceed the \$10K annual threshold for a local agreement, follow the steps for creating a new janitorial services contract. You can also consult a Purchasing Specialist at the Western Services CMC for assistance on this matter.

10. Can I obtain services under a local agreement if my janitorial services costs decrease below the \$10K minimum threshold limit for a contract?

If it is almost time for your contract to expire, and you are satisfied with the contractor's level of performance, the contractor may agree to terminate the contract early or allow the contract to expire on its scheduled termination date. At that point, you can use the local agreement process as warranted. *Notify the Purchasing Specialist at the CMC regarding terminating a CMC contract. The Contracting Officer will then issue a notice of termination and close out the contract.*