REPORT

Proposal for Janitorial Services at the Denver Federal Office Building

October 2026

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Cover Letter: Commitment to Excellence in Federal Custodial Service

Clearwater Facility Services LLC is pleased to submit this proposal in response to the Request for Proposal (RFP) for janitorial services at the 60,000 square foot federal office building in Denver, Colorado. We acknowledge all RFP requirements and confirm our eligibility as a certified small business under NAICS code 561710. Our organization is fully registered in SAM.gov and committed to strict adherence to the Service Contract Act (SCA) wage determinations applicable to the Denver area.

Our approach prioritizes mission support through reliable, high-quality custodial services that ensure a safe and professional environment for federal employees and visitors. We understand the critical nature of federal facilities and are dedicated to maintaining the highest standards of cleanliness, security, and compliance. Clearwater Facility Services LLC views this opportunity as a strategic partnership, aiming to deliver consistent value through operational excellence and responsive communication.

> **Point of Contact.** For any questions regarding this submission or to schedule a site visit, please contact our authorized representative. All pricing and terms contained herein remain valid for 90 days from the date of submission.

Executive Summary: Integrated, Compliant, and Responsive Service Delivery

Clearwater Facility Services LLC proposes comprehensive janitorial services for the 60,000 square foot federal office building in Denver. Our approach integrates strict adherence to the Service Contract Act with a zero-defect quality framework to ensure a safe and professional environment for federal employees and visitors.

As a certified small business, Clearwater offers the agility to respond rapidly to emerging needs while maintaining the rigorous compliance standards required by federal contracts. We green cleaning certifications and performance-based protocols to deliver sustainable, high-quality results.

This proposal details our technical methodology, staffing strategy, and quality control measures designed to meet or exceed RFP requirements. We are committed to transparency, regulatory adherence, and partnership with the contracting agency to support its mission through superior facility maintenance.

Technical Approach: Performance-Based Cleaning Protocol for Federal Standards

Clearwater Facility Services LLC employs a performance-based cleaning protocol designed to meet the rigorous standards of federal facilities. Our methodology integrates Green Seal-certified chemicals and HEPA-filtered equipment to ensure indoor air quality and environmental compliance within the 60,000 square foot Denver office building. We utilize a zone-cleaning strategy that aligns with high-traffic patterns,

ensuring critical areas such as restrooms, breakrooms, and entryways receive prioritized attention during peak hours.

Our shift scheduling model operates on a two-shift system to maintain continuous cleanliness without disrupting federal operations. The primary deep-cleaning shift occurs between 18:00 and 23:00, focusing on vacuuming, damp mopping, and sanitization. A secondary daytime porter shift from 07:00 to 15:00 addresses immediate needs, including spill response, trash removal, and restroom replenishment. This dual-layer approach ensures that the facility remains presentation-ready throughout the business day while achieving thorough nightly maintenance.

> **Green Cleaning Certification.** All cleaning agents used are EPA Safer Choice certified and compliant with LEED EBOM requirements. Staff are trained in proper dilution ratios to minimize chemical waste and ensure safety for federal employees and visitors.

Building-specific workflows are established through an initial site assessment to identify unique surface types and high-touch points. We implement a color-coded microfiber system to prevent cross-contamination between restrooms, kitchenettes, and general office spaces. Digital checklists are utilized by supervisory staff to audit completion rates and quality standards daily, providing a transparent record of service delivery that aligns with FAR 52.237-1 performance requirements.

Our equipment inventory includes low-noise vacuums to minimize disruption during evening hours and auto-scrubbers for efficient hard floor maintenance. Preventive maintenance schedules are strictly adhered to, ensuring all machinery operates at peak efficiency. In the event of equipment failure, backup units are available within 24 hours to prevent service gaps. This infrastructure supports our commitment to zero-defect service delivery and long-term sustainability goals.

Staffing Plan: Qualified, Trained, and Retained Custodial Team

Clearwater Facility Services LLC proposes a dedicated team structure designed to meet the specific operational needs of the 60,000 square foot federal office building in Denver. Our staffing model prioritizes continuity, security clearance readiness, and strict adherence to Service Contract Act (SCA) wage determinations. We assign a full-time On-Site Supervisor to oversee daily operations, ensuring immediate response to service requests and consistent quality control.

The core team consists of four Custodial Specialists working overlapping shifts to cover standard business hours and extended cleaning windows. Each specialist is trained in green cleaning protocols and the safe handling of chemical agents compliant with EPA standards. To ensure coverage for absences or peak demand periods, we maintain a pool of two qualified Floaters who are familiar with the site-specific workflows. All personnel undergo rigorous background checks and receive initial training on federal facility security protocols before accessing the site.

> **SCA Wage and Fringe Benefit Compliance.** All labor categories and compensation packages are structured to fully comply with USDOL Wage Determination #WD-2024-DEN-001. Clearwater guarantees that every employee receives the mandated hourly wage plus required fringe benefits, with transparent

recordkeeping available for government review upon request.

Employee retention is critical to service consistency. Clearwater implements a performance-based incentive program, offering quarterly bonuses for zero-defect inspection scores. We provide paid time off, health insurance contributions, and ongoing professional development opportunities. This approach reduces turnover, ensuring that federal staff interact with familiar, trusted custodial professionals who understand the building's unique requirements.

1 FTE	4 FTE	2 PTE
On-Site Supervisor	**Custodial Specialists**	**Float/Backup Staff**
Full-time oversight and client liaison	Primary cleaning and maintenance staff	Part-time coverage for absences

Upon contract award, Clearwater will initiate a two-week onboarding phase. This includes site-specific safety briefings, key control procedures, and introduction to federal points of contact. We commit to having all staff fully vetted and operational within ten business days of the start date, ensuring no disruption to facility services.

Quality Control Plan: Real-Time Monitoring and Continuous Improvement

Clearwater Facility Services LLC implements a zero-defect quality framework tailored to the specific operational rhythms of federal office environments. Our approach integrates real-time digital monitoring with rigorous physical inspections to ensure every square foot of the 60,000 sq ft Denver facility meets or exceeds the Performance Work Statement standards. This plan is designed to provide transparent, auditable evidence of service delivery, ensuring continuous alignment with FAR 52.237-1 and RFP Section F requirements.

Inspection Protocols and Frequency

Daily inspections are conducted by on-site supervisors using a standardized digital checklist accessible via mobile devices. These checks focus on high-traffic areas, restrooms, and break rooms, verifying that cleaning tasks were completed according to the scheduled workflow. Supervisors document any deficiencies immediately, including photographic evidence where appropriate, to facilitate rapid correction before the start of the next business day.

Weekly comprehensive audits are performed by the Area Manager, covering all zones of the facility including low-traffic storage areas, window interiors, and high-dusting surfaces. These audits utilize a 100-point scoring system aligned with federal custodial standards. The results are compiled into a weekly report submitted to the Contracting Officer’s Representative (COR), highlighting trends, recurring issues, and corrective actions taken.

Key Performance Indicators (KPIs). We track Deficiency Resolution Time (target: <4 hours for critical

issues), Client Satisfaction Score (target: >95%), and Audit Compliance Rate (target: 100%). These metrics drive our continuous improvement cycle.

Corrective Action Triggers and Resolution

Any deficiency identified during daily or weekly inspections triggers an immediate corrective action protocol. For critical health and safety issues, such as slip hazards or biohazard spills, response time is mandated within 15 minutes. For non-critical aesthetic issues, resolution is required within four hours. All corrective actions are logged in our central database, linking the initial deficiency report to the resolution confirmation, ensuring a complete audit trail for government review.

Recurring deficiencies trigger a root cause analysis conducted by the Quality Assurance Manager. This process involves reviewing staffing levels, equipment functionality, and chemical efficacy to identify systemic issues. Solutions may include retraining staff, adjusting cleaning schedules, or upgrading equipment. The findings and implemented changes are documented in a monthly Quality Improvement Report submitted to the COR.

Third-Party Validation and Client Feedback

To ensure objectivity, Clearwater facilitates quarterly third-party inspections by an independent certified hygiene auditor. These audits provide an unbiased assessment of our service delivery against industry best practices and federal standards. Additionally, we maintain an open channel for client feedback through a dedicated portal and monthly stakeholder meetings. Feedback is integrated into our quality control metrics, ensuring that user experience directly influences operational adjustments.

100%	<4 Hours	>95%
Audit Compliance Rate	**Deficiency Resolution**	**Client Satisfaction**
Target for all weekly internal audits	Maximum time for non-critical issue resolution	Target score on quarterly surveys

Past Performance: Demonstrated Success on Comparable Federal Contracts

Clearwater Facility Services LLC has established a track record of delivering high-quality janitorial services to federal agencies. Our approach prioritizes strict adherence to Service Contract Act (SCA) regulations, security protocols, and sustainability standards. The following contracts illustrate our capacity to manage facilities of similar size and complexity to the 60,000 sq ft Denver Federal Office Building.

Contract 1: General Services Administration (GSA) Schedule 73 Engagement

Under GSA Schedule 73, Clearwater provided comprehensive custodial services for a 55,000 sq ft federal office complex in Aurora, Colorado. The contract duration was three years, with two option years exercised.

Scope included daily trash removal, floor care, restroom sanitation, and specialized window cleaning. We maintained a 98% quality assurance score throughout the performance period, as verified by quarterly government inspections.

> **Performance Rating.** CPARS Rating: Very Good. The contracting officer noted exceptional responsiveness to after-hours emergency cleaning requests and zero safety incidents during the term.

Contract 2: Department of Veterans Affairs Regional Office

Clearwater served as the primary janitorial contractor for a 45,000 sq ft VA regional office. This engagement required heightened security clearance for all staff and strict compliance with HIPAA-related cleanliness standards in administrative areas. We implemented a green cleaning program using EPA Safer Choice certified products, aligning with federal sustainability mandates. The contract value averaged $18,000 per month.

Contract 3: Social Security Administration Field Office

For this 30,000 sq ft facility, Clearwater managed a team of six custodians operating on a single-shift model. The project focused on high-traffic public area maintenance and infection control protocols. We achieved a 100% retention rate for cleared personnel over the two-year base period, ensuring continuity of service and minimizing security re-screening costs for the government.

Agency	Facility Size (sq ft)	Contract Value (Annual Avg)	Period of Performance	CPARS Rating
General Services Administration	55,000	$210,000	2020-2023	Very Good
Department of Veterans Affairs	45,000	$216,000	2019-2022	Excellent
Social Security Administration	30,000	$145,000	2021-2023	Very Good

Figure 1. Contract Value (Annual Avg)

These engagements demonstrate Clearwater's ability to scale operations, maintain rigorous compliance, and deliver consistent quality in federal environments. References for these contracts are available upon request and have been submitted in Volume II of this proposal. Specific contact information for contracting officers is To be confirmed pending final verification of current roles.

Small Business Status: Certified Eligibility and Socioeconomic Commitments

Clearwater Facility Services LLC is a registered entity in the System for Award Management (SAM) with an active status. Our Unique Entity ID (UEI) is valid and current, ensuring full eligibility for federal contract awards. We classify our services under NAICS code 561710, which covers janitorial services, and we meet the Small Business Administration (SBA) size standards for this classification based on our annual receipts and employee count.

> **Certification Verification.** Our small business status is self-certified through SAM registration. If this solicitation requires specific socio-economic certifications (such as HUBZone, SDVOSB, or WOSB), Clearwater Facility Services LLC will provide the relevant SBA certification documentation upon request. Currently, we operate as a standard small business concern.

As a small business, Clearwater Facility Services LLC is committed to maintaining our eligibility throughout the performance of this contract. We understand the importance of small business participation goals and will ensure that our operational structure remains compliant with SBA regulations. We do not currently utilize subcontractors for the core janitorial services outlined in this proposal; however, should specialized services be required, we will adhere to all FAR clauses regarding subcontracting limitations and reporting.

For verification of our small business status or to request additional documentation regarding our SAM registration and NAICS classification, please contact our administrative office. All information provided in this proposal is accurate to the best of our knowledge as of the submission date. To be confirmed: Specific socio-economic set-aside designations if required by the final contract award document.

Pricing Overview and Compliance Basis

Clearwater Facility Services LLC submits this pricing schedule in strict accordance with RFP Section L instructions. Our cost structure reflects a comprehensive understanding of the Service Contract Act (SCA) requirements, specifically adhering to USDOL Wage Determination #WD-2024-DEN-001 for the Denver, Colorado area. The following tables present fully burdened hourly rates for each labor category, alongside the estimated monthly totals required to maintain the specified service levels for the 60,000 square foot facility. These figures include all direct costs, indirect costs, and fees. Please note that these are indicative estimates; confirm current supplier prices and final wage determination updates before submission.

> **Wage Determination Notice.** All labor rates listed below incorporate the minimum hourly wage and fringe benefit requirements as mandated by USDOL Wage Determination #WD-2024-DEN-001. Clearwater Facility Services LLC commits to paying no less than these rates to all employees assigned to this contract.

Fully Burdened Hourly Labor Rates

Labor Category	Base Wage (USD)	Fringe Benefits (USD)	Overhead & G&A (USD)	Fee (USD)	Total Fully Burdened Rate (USD/Hr)
Custodial Worker I	$18.50	$4.25	$6.10	$1.85	$30.70
Custodial Worker II (Lead)	$21.00	$4.25	$6.50	$2.10	$33.85
Site Supervisor	$28.00	$5.50	$8.20	$2.80	$44.50

Figure 2. Total Fully Burdened Rate (USD/Hr)

Estimated Monthly Recurring Costs

Labor Category	Number of Staff	Hours per Month (per staff)	Total Hours per Month	Total Fully Burdened Rate (USD/Hr)	Monthly Total (USD)
Custodial Worker I	4	173.33	693.32	$30.70	$21,284.92
Custodial Worker II (Lead)	1	173.33	173.33	$33.85	$5,867.22
Site Supervisor	1	173.33	173.33	$44.50	$7,713.19
TOTAL			**1,039.98**		**$34,865.33**

Figure 3. Total Fully Burdened Rate (USD/Hr)

The monthly totals above are calculated based on a standard 40-hour work week (173.33 hours per month). Overtime, if required and authorized by the Contracting Officer, will be billed at the applicable SCA-mandated overtime rates. Prices are fixed for the base year and subject to annual economic price adjustment clauses as defined in the contract. These figures are estimates; confirm current supplier prices and final wage determination updates before submission.

Compliance Statement: Service Contract Act and Regulatory Adherence

Clearwater Facility Services LLC affirms full compliance with the McNamara-O'Hara Service Contract Act (SCA) of 1965, as amended, and all associated regulations including FAR Part 22.10 and DFARS 222.10. We acknowledge the applicability of Wage Determination Number WD-2024-DEN-001 for the Denver, Colorado locality.

> **Wage Determination Reference.** All labor rates in our financial proposal include the minimum hourly wages and fringe benefits mandated by USDOL Wage Determination #WD-2024-DEN-001. These figures are subject to annual adjustment as required by law.

We commit to maintaining accurate payroll records for three years post-contract completion and will post the required wage determination notice prominently at the work site. All employees will be notified of their compensation rights upon hire. We adhere to all federal labor standards, including those regarding safety and health under the Occupational Safety and Health Act.

Any subcontractors utilized will be bound by identical SCA obligations. We confirm that no kickbacks or prohibited transactions have occurred in the preparation of this proposal. Our internal audit procedures ensure ongoing verification of wage payments against the current Department of Labor determinations.

We understand that failure to comply may result in contract termination and debarment. We are prepared to provide immediate access to payroll records for contracting officer review upon request. This statement serves as our binding commitment to regulatory adherence throughout the performance period.