US Department of Agriculture (USDA)

Performance Work Statement

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Project Title
Creede Visitor's Center Janitorial Contract

General Information
1.0 Background and Purpose

1.1.1 **Background:** This is a services contract for janitorial services for the Creede Visitor's Center located in Creede, CO.

1.1.2 **Purpose:** The Contractor shall provide all transportation, labor, equipment, supervision, materials, and supplies except those listed as Government Furnished Property, in performance of janitorial services described herein. This is a non-personal services contract. Providers shall be accountable solely to the Contractor who, in turn, is responsible to the Government. As such, the Government shall not exercise any supervision or control over the Contractor's employees.

1.1.3 **Description of Services:** The Creede Visitor's Center consists of approximately 2,517 square feet of total floor space.The office has a main level and a basement.

1.1.4 **Place of Performance:**
Creede Visitor Center
304 South Main Street
Creede, CO 81130

1.1.5 **Government Regular Working Hours:** The Government's regular working hours are Monday through Friday from 0800-1700 except federal observed holidays.

1.1.6 **Contractor Hours of Performance:**

a. Weekly cleanings are to be done once a week. Unless negotiated with the Contracting Officer, janitorial services shall be performed between the hours of 8:00 am to 4:00 pm Tuesday-Friday Mountain Time until the government sponsored background investigation is complete. After the completion of the background investigation, cleaning services shall be performed at the frequencies indicated below. All work shall be performed on Mondays when the office is closed to the public, or after regular business hours, which are 8:00-4:30 pm Tuesday to Saturday. Interference with Government Business will be avoided.
b. Biannual service -Window washing, carpet cleaning, and floor stripping/refinishing must be scheduled when directed by the COR. Contractor must have COR or CO approval in writing 48 hours in advance of such planned work. Work will be performed twice per year.

1.1.7 **Federal Observed Holidays:**
In the event services are not provided because the facility is closed due to inclement weather, unanticipated holidays declared by the President, failure of Congress to appropriate funds, etc., the Contracting Officer shall either:
a) Direct the Contractor to perform the work contractually specified over a number of immediately subsequent day(s) equal to the duration of the shutdown, or
b) Forego the work and reduce payment due to the Contractor for work not performed. The deduction rate in dollars per day shall be equal to the "per month" fixed price per month, divide by four then, divide by the number of days of service per formed per week then add the number of days services were not provided. Appropriate adjustments will be made by the CO in the event services are provided for portions of days, or
c) Reschedule the work on day(s) satisfactory to both parties. Except as noted in the schedule of work, work shall not be required on the following holidays:

New Year's Day	Independence Day	Veteran's Day
Martin Luther King Jr.'s Birthday	Juneteenth	Thanksgiving
Presidents Day	Labor Day	Christmas Day
Memorial Day	Columbus Day	

When one of the above designated legal holidays falls on a Sunday, the following Monday will be observed as a legal holiday. When a legal holiday falls on a Saturday, the proceeding Friday will be observed as a legal holiday. If a holiday falls on a scheduled Contractor workday, the following or proceeding workday will be used to schedule the work to be accomplished.

1.1.8 **Service Interruptions:** If any services must be interrupted (even temporarily) due to maintenance of contract work, the Contractor shall notify the CO, and COR at least three working days in advance. If the service is due to an emergency the Contractor shall notify the CO and COR as soon as practicable.

1.1.9 **Bio-based Materials:** Contractor shall use products made from bio-based materials (e.g., bio-based cleaners, degreasers and toilet bowl cleaners) to the maximum extent practical without jeopardizing the intended use or detracting from the overall quality delivered to the end user or potential harm to surfaces. The Contractor shall submit a list to the COR Within ten (10) calendar days after contract award and any changes indicating the name of the manufacturer, brand name, Safety Data Sheets (SDS), and intended use of each product used in the performance of this contract in accordance with 29 CFR 1910.1200. The Contractor shall utilize products and materials with minimal or no scent, so there will be no negative reaction to the product by Agency employees.

Biobased products that are designated for preferred procurement under USDA's Bio-Preferred program must meet the required minimum biobased content as stated in the USDA Final Rule available at www.biopreferred.gov.

1.1.10 **Conservation of Utilities:** The Contractor shall instruct employees in utility conservation practices. The Contractor shall be responsible for operating under conditions which preclude the waste of utilities, including but not limited to the following activities: lights shall be used only in areas where and at a time when work is being performed; heating, ventilation, and air conditioning controls shall not be adjusted by the Contractor's employees; water faucets and valves shall be turned off after use.

1.1.11 **Quality Control Program (QCP):** The Contractor shall develop and maintain an effective QCP to ensure services are performed in accordance with this PWS. The QCP document or plan must be forwarded to and accepted by the CO. The Contractor shall develop and implement procedures to identify, prevent, and ensure non-recurrence of deficiencies. The Contractor's QCP is the means by which the Contractor ensures that work complies with the requirements of the contract. The QCP shall be delivered to the CO within ten (10) days from the date of award. After acceptance of the QCP the Contractor shall receive the Contracting Officer's acceptance in writing of any proposed change to the QCP.

At a minimum the quality control program should address:

1) An internal inspection system covering all the services performed including a checklist that will specify areas to be inspected by Contractor personnel on both a scheduled or unscheduled basis and the title of the individual(s) who will do the inspection.
2) A method for identifying deficiencies in the quality of services performed and for proposing any corrective action to be taken.
3) A method for ensuring all keys and security access codes issued to the contractor are not used by unauthorized persons.
4) A file of all inspections conducted by the contractor and/or corrective actions taken. This documentation shall be made available to the contractor to fill out for each service provided.

1.1.12 **Contractor Work Plan:** The Contractor shall develop and maintain an effective work plan to ensure services are performed in accordance with this PWS. At a minimum, the plan shall include the contractor's daily work schedule. The work plan will be submitted to the COR within ten (10) days from the date of award.

1.1.13 **Quality Assurance:** The Contractor shall comply with the quality assurance program as defined in the Quality Assurance Surveillance Plan (QASP). It defines how the performance standards will be applied, the frequency of surveillance, and the minimum Acceptable Quality Level(s) (AQL). Government surveillance of Contractor performance is not limited to the Performance Objectives as outlined in this PWS. The Government reserves the right to conduct compliance surveillance of any contractual requirement of this acquisition.

The COR will perform inspections as necessary to evaluate the quality of work being performed. At any time when work is performed and is not in compliance with specifications, the Contractor will be informed and required to correct the deficiencies in accordance with Clause FAR 52.246-4, Inspection of Services –Firm Fixed Price (see Section I). Acceptance of work will be determined by inspection of the entire job and will be based on adherences to the specifications. The COR will record the results of these inspections on a Quality Assurance Report.

1.2 Type of Contract: The Government will award a firm fixed price contract.

1.3 Period of Performance: The period of performance shall be for one (1) Base Period of twelve (12) months, and four (4) option periods of twelve (12) Months.

The Periods of Performance read as follows:

Base Period:	10/01/2026- 09/30/2027
Option Period One:	10/01/2027- 09/30/2028
Option Period Two:	10/01/2028- 09/30/2029
Option Period Three:	10/01/2029- 09/30/2030
Option Period Four:	10/01/2030- 09/30/2031

1.4 Post Award Conference/Periodic Progress Meetings: The Contractor agrees to attend any post award conference convened by the contracting activity or contract administration office in accordance with Federal Acquisition Regulation (FAR) Subpart 42.5. The CO and/or COR shall meet periodically with the Contractor to review the Contractor's performance

1.5 Contracting Officer's Representative (COR): A COR will be assigned to this contract to monitor all technical aspects and assist in contract administration. The COR may be authorized to perform the following functions: ensure that the Contractor performs the technical requirements of the contract; perform inspections necessary in connection with contract performance; maintain written and oral communication with the Contractor concerning technical aspects of the contract; issue written interpretations of technical requirements (without increasing or decreasing contract scope), including Government drawings, designs, and specifications; monitor Contractor's performance and notify both the CO and Contractor of deficiencies; and provide site entry of Contractor personnel. The COR is not authorized to change any of the terms and conditions of the contract.

1.6 Contractor Personnel:

1.8.1 Quality Control Representative: Determined by Contractor.

1.8.2 Special Qualifications: The Contractor shall ensure bio-hazard cleaning and disposal of bio-hazard materials is performed by qualified and certified personnel, as per OSHA Code of Federal Regulations, 29 CFR 1910.1030 .

1.8.3 Conduct of Personnel: The Contracting Officer may require the Contractor to remove from the job site any employee working under this contract for reasons of misconduct, security, or if they are found to be or suspected to be under the influence of alcohol, drugs, or other incapacitating agents.

1.8.4 Contractor Personnel Identification: Contractor personnel shall be easily identifiable through the display of badges or uniform. Contractor employees shall identify themselves by name and company affiliation when answering the telephone and attending meetings. All Contractor correspondence (written, facsimile, and email display) shall include their company name.

1.8.5 Security Requirements: Contractor personnel or any representative of the Contractor entering the Government facilities shall abide by all security regulations. At the close of each work period, Government facilities, equipment, and materials shall be secured.

The Contractor and their employees shall check all windows and doors to make sure they are locked prior to leaving the premises. The contractor will be responsible for maintaining building security during the hours the building is occupied due to Contractor operations.

The Contractor shall announce their arrival and departure to employees who may be occupying the building. Doors shall be left locked unless otherwise instructed. If employees are working during cleaning hours, contractor shall still perform cleaning operations. Request approval of employees to vacuum in the area.

Only the Contractor's employees are allowed in the building or on the job site. The Contractor is prohibited from opening locked areas to permit entrance of persons other than the Contractor's employees.

1.8.6 Background Checks: Background checks are required to comply with Presidential Directive HSPD-12 that requires "for unescorted entry into a Federally controlled facility, the individual will have a background investigation on file." Within ten calendar days of contract award and a new employee being selected for work on this contract, provide a complete list of the name, address, social security number, date of birth, and work phone of each employee engaged in the performance of this contract.

Excessive personnel turnover means more than 3 occurrences within a rolling 12-month performance period. No more than three background investigations will be conducted within a 12-month period at the Governments expense. Additional background investigations, if necessary, will be at the contractor's expense, and will be deducted from final invoice of the current line-item period of performance.

1.9 Key Control: No Keys or security access codes will be issued until contractor's employee complete and pass the government sponsored background investigation. If the Contractor is provided with keys or a door access code to allow access to buildings and rooms requiring cleaning, they shall ensure they are not lost or misplaced and are not used by unauthorized personnel. The Contractor shall not duplicate keys. All keys that are provided to the Contractor will require a logged entry, signed signature, and date. Keys shall be retained in possession of the janitorial staff while performing services and returned to the COR prior to contract end date. All keys lost by Contractor's personnel shall be reported to the COR immediately and shall be replaced at the Contractor's expense this includes costs associated with re-keying of facility if justified.

1.10 Safety: The Contractor shall instruct employees in appropriate measures as specified by applicable provisions of the Occupational Safety and Health Act, 1970, PL 91-596 (84 Stat 1590). The Contractor shall provide a copy of the Safety Data Sheet (SDS) for each of the products used to perform services to the CO and COR within ten (10) days from the date of award, to be approved by the CO. Once products are approved for use on site, the Contractor shall furnish a copy of the SDS at each location where products are stored**.** Within ten days of contract award and any changes thereafter.

1.10.1 Accidents: Report any accident within 24 hours from occurrence to the COR.

1.11 Fire Protection and Prevention: All sweeping compounds, dust cloths and mop treating materials, floor oils and floor treatment materials (exclusive of waxes) shall be products which are free of any spontaneous heating capability. Listings of these products as free of this capability by the Underwriters' Laboratory Inc. or other qualified nationally recognized testing organization shall be considered as meeting these requirements. The Contractor shall not store combustible supplies including rags, paper, and other like items near possible sources of combustion such as steam pipes, high wattage lamp bulbs, and other like items.

2.0 Definitions

2.1 Acceptable Quality Level (AQL). The allowable leeway or variance from a standard before the Government will reject the specific service. An AQL does not say that the Contractor may knowingly offer defective service. It implies that the Government recognizes that defective performance sometimes happens unintentionally. As long as the percent of defective performance does not exceed the AQL, the service will not be rejected by the Government. The Contractor, however, must re-perform the defective service when possible.

2.2 Clean. "Clean" shall be defined as free of dirt, dust, odors, spots, streaks, stains, smudges, film, discoloration, litter, debris, foreign matter, and other residue or evidence of soil. Any maintenance solution or cleaning product residue that is not an air-dry product shall be removed.

2.3 Contracting Officer (CO). A person with the authority to enter into, administer, and/or terminate contracts and make related determinations and findings. The term includes certain authorized representatives of the Contracting Officer acting within the limits of their authority as delegated by the Contracting Officer. "Administrative Contracting Officer (ACO)" refers to a Contracting Officer who is administering contracts. A single Contracting Officer may be responsible for duties

in any or all of these areas. In accordance with 48 CFR chapter 1, Administrative Contracting Officer does not-Require that a duty be performed at a particular office or activity; or Restrict in any way a contracting officer in the performance of any duty properly assigned.

2.4 Contractor. The term Contractor as used herein refers to both the prime Contractor and any sub-contractors. The prime Contractor shall ensure that his/her sub-contractors comply with the provisions of the contract. The term in this contract refers to the prime.

2.5 Contracting Officer's Representative (COR). The Government employee designated by the Contracting Officer to be responsible for monitoring of Contractor performance.

2.6 Disinfect. Cleaning in order to destroy any harmful micro-organisms by application of an approved chemical agent.

2.7 Facility. An establishment, structure, or assembly of equipment designated for a specific function.

2.8 Frequency of Service.

2.8.1 Biannual. Services performed twice during each 12-month period of the contract. These services are to be conducted in accordance with the specified schedule unless change is scheduled in writing.

2.8.2 Weekly. Services to be performed in intervals in accordance with the PWS.

2.9 Moveable Item. Items that are fifty (50) pounds or less such as chairs, trash receptacles, and any easily movable item.

2.10 Non-Personal Services. The person rendering services are not subject, either by the contract's terms or by the manner of its administration, to the supervision and control usually prevailing in relationships between the Government and its employees. Non-personal service contracts are authorized by the Government in accordance with FAR 37.012, under general contracting authority, and do not require specific statutory authorization.

2.11 Performance Requirements Summary (PRS). Identifies the key performance indicators of the contract that will be evaluated by the Government to ensure the Contractor meets standards.

2.12 Quality Assurance Surveillance Plan (QASP). An organized written document used for quality assurance surveillance. The document contains specific methods to perform surveillance of the Contractor for each item of the Performance Requirements Summary.

2.13 Quality Assurance (QA). A method used by the Government to provide some measure of control over the quality of purchased goods and services received.

2.14 Quality Control (QC). A method used by the Contractor to control the quality of goods and services provided.

2.15 Random Sampling. A method of looking at a few individual items in a lot to determine the quality of that lot against a standard.

2.16 Space. An area to receive custodial services, which may or may not be considered a room by common definition. Examples of space are definable sections of hallways, stairwells, lobbies, offices, entrances, and elevators.

Contractor Requirements

3.0 Technical Requirements / Tasks

3.1 Basic Services: The Contractor shall provide weekly cleaning as detailed below. Scheduled services include carpet cleaning and window cleaning biannually.

The Rio Grande National Forest Visitor Center in Creede, CO requires janitorial services for the public facing lobby, bathrooms, and office spaces. The office is occupied year round with Forest Service staff, but only open to the public in the summer months (May to September). During the summer months, the Visitor's Center sees

the highest visitation of all offices on the Rio Grande National Forest. Providing clean facilities for our staff and visitors is a health and safety priority.

3.2 Janitorial Services

Services Required Weekly: The upstairs portion of the office is the main area to be cleaned. It is approximately 2517 square feet; the majority being carpeted. The downstairs level will be swept/mopped biannually. The downstairs is roughly the same square footage as the upstairs.
The contractor shall perform the following services below:

Winter Months (October to April):
Room Cleaning: All upstairs offices, breakroom, and corridors shall receive the following services:

• Empty wastebaskets. Place trash in outside receptacle. Use plastic liners in each wastebasket.
• Empty recycling bins. Mixed recycling (e.g. paper, cans, bottles) from office recycling bins shall be dumped in the outside recycling container (green with yellow lid). DO NOT bag recycling items.
• Dust all desk and furniture surfaces, however, nothing placed on desk tops shall be moved for dusting. Dust all windowsills. Dusting shall be done around anything lying on top of a desk. Wipe all glass surfaces.
• Access codes to locked offices may be provided to contractor at the discretion of the Divide Ranger District. If codes are not provided, do not clean locked offices.

Bathrooms:
• Clean, disinfect, and polish drinking fountain. No rust or encrustation shall remain.
• Clean and disinfect all toilet fixtures (toilets, urinals, wash basins, mirrors, vanity tops, etc.). No rust or encrustation shall remain. Refill paper towels, toilet paper, and soap dispensers as needed.
• Empty bathroom wastebaskets and napkin disposal containers. Use plastic liners in all wastebaskets and containers.
• Sweep and damp mop restroom floors.
• Use glass cleaner to clean bathroom mirrors until streak free.

Summer Months (May to September):
Perform all services listed above plus the following:
• Vacuum area rugs in the visitor lobby. Vacuuming should remove most dirt.
• Vacuum carpet in interpretive room. Spot vacuum other carpeted areas to remove obvious surface dirt. Spot clean all carpeted areas as needed. • Sweep visitor lobby area.
• Wipe down and disinfect the front lobby counter.

Services Required Biannually: The Contractor shall perform the following services each year in April and October.
• All windows and window casings shall be washed inside and out.
• Dust mini blinds.
• All upstairs walls and ceilings shall be washed or cleaned with a solution acceptable for the type of finish (i.e. panel cleaner for paneling). Use a dry dust mop to clean wood paneling.
• All carpets shall be shampooed in accordance with the manufacturer's instructions.
• Vacuum and sweep all floors in basement.

3.3 Carpets Cleaning District Office. Estimated biannually, the COR may direct the Contractor to obtain a commercial grade shampooer to clean the carpets. Notice will be an estimated 21 calendar days. Carpet cleaning shall occur after hours, or on a Monday, in coordination with the COR.

3.4 Window washing. Performed biannually, the COR may direct the Contractor to clean exterior and interior windows and windowsills. Contractor shall identify all window deficiencies including staining, cracking, and windowsill damage and notify the COR in writing. If window screens exist, all window screens shall be removed and cleaned of dirt and cobwebs.

4.0 Deliverable / Schedule

Key Objectives Deliverables

Item No.	*Deliverable / Item Title*	*Reference*	*Frequency*	*Delivery Format*	*Due By*
1	*Quality Control Plan (QCP)*	*In accordance with paragraph 1.3.8*	*Before Award*	*Submit with Proposal*	*Before Award*
2	*Key Personnel*	*In accordance with paragraph 7.0*	*Before Award any change in contractor's employees*	*Submit with Proposal*	*Before Award*
3	*Biobased*	*In accordance with paragraph 1.1.9*	*Before Award*	*Submit with Proposal*	*Before Award*
4	*Background Checks*	*In accordance with paragraph 1.8.6*	*Background check not passed contractor must submit a resume for new employee for tech eval.*	*Via email to person model sponsor*	*Within (10) calendar days after contract award and any changes*
5	*Reporting Accidents*	*In accordance with paragraph 1.10.1*	*100% compliance to safety requirements*	*Via email to COR and CO*	*Immediate investigation*
6	*Security Requirements*	*In accordance with paragraph 8.0*	*100% compliance to security requirements*	*Via email to COR and CO*	*Immediate performance suspension*

Key Objectives Deliverables				
Item No.	*Performance Objective*	*Required Task*	*Method of Surveillance*	*Negative Incentive% for NOT meeting the Task*
1	*Restroom*	*PWS table 11.1*	*Weekly cleanings will be visually inspected by COR*	*95% of One (1) day's contract rate assessed for any month where deficiencies exceed two (2) defects per month.*
2	*Office Space*	*PWS table 11.2*	*Weekly & Biannual cleanings will be visually inspected by COR*	*95% of One (1) day's contract rate assessed for any month where deficiencies exceed two (2) defects*

				per month.
3	*Floor Surface*	*PWS Tabel 11.4*	*Weekly & Biannual cleanings will be visually inspected by COR*	*95% of One (1) day's contract rate assessed for any month where deficiencies exceed two (2) defects per month*
4	*Window/ Screens/ Windowsill*	*PWS Table 11.5*	*Biannual cleanings will be visually inspected by COR*	*95% of One (1) day's contract rate assessed for any month where deficiencies exceed two (2) defects per month.*

5.0 Furnished Property

5.1 Government Furnished Property:

The Government will provide the following item(s) of Government property to the Contractor for use in the performance of this contract:

- Keys (Keys are considered Government Property and shall be signed for and returned upon completion or termination of the contract. Lost keys are the responsibility of the Contractor.)
- Storage area for both Contractor and Government supplied equipment and materials.
- Dumpster
- Toilet Paper
- Paper Towels
- Trash can liners of various size
- Light bulbs, florescent tubes, and starters
- Liquid hand soap

5.2 Contractor Furnished Property:

The Contractor shall supply ALL cleaning equipment: Commercial grade steam cleaner, Commercial grade vacuum cleaner, etc.,

- Cleaning equipment includes brooms, brushes, buckets, and commercial grade vacuums & carpet shampooer (in some instances shall be approved by COR prior to usage).
- The Government will provide storage space onsite for the Contractor to store various cleaning equipment.

Equipment shall be commercial size and type customarily used by the janitorial profession and capable of handling sand and gravel brought in by boots. Equipment designed for home use will not meet these specifications. The Contractor's equipment shall be in good repair and able to operate efficiently and safely.

The CO may inspect the Contractor's equipment, tools, or supplies at any time and direct the removal of objectionable, improper, inadequate, or unsafe items. These items shall be removed from the job by the Contractor and replaced with satisfactory equipment.

6.0 Travel

It is the responsibility of the contractor to provide all transportation. All travel-related expenses are the responsibility of the contractor and should be reflected in the cost of services.

7.0 Contractor's Key Personnel

7.1 On Site Quality Contract Manager: The Contractor shall provide an On Site Quality Contract Manager and designated alternate, as applicable, who has full authority to act for the Contractor on all contract matters relating to this contract. The On Site Quality Contract Manager or alternate shall be available during the Government's regular working hours and shall be available on site within one hour after the Government's regular working hours. The Contractor shall submit the name and contact information of the On Site manager with proposal. The On Site Quality Contract Manager may be the same as the Contractor.

The Contractor shall provide adequate supervision of crew to prevent employees from disturbing papers on desks, opening drawers or cabinets, using telephones, or computers provided for official Government use. The Contractor or employees shall not bring children to the premises while work is being performed.

7.1 Janitorial Staff: The Contractor shall provide a list of qualified employee(s) authorized to work under this contract. The list shall be submitted at time of quotation submission and PIV approved prior to employee(s) working unescorted within the Government facilities. Experience qualifications:6 months experience in janitorial services. The employee should be familiar with the Creede area and be aware of the remote location. The employee will need unsupervised access to the Government facility and will need to pass a Government background check. Employee shall have safe, reliable transportation to the Creede office and shall notify the COR if they cannot travel to the site as scheduled (e.g. inclement weather, safety concerns). Services may be performed on an alternate day of the week if weather/safety prohibit safe travel.

8.0 Security Requirements

A Background check shall be conducted on contractor personnel who has access to the facility, and contractor will be required to obtain a PIV-A card for identification purposes when accessing the facility. A person model sponsor will be identified and require a background check. Upon request, a social security number shall be provided to the Person Model sponsor.

The Contractor must provide security sufficient to prevent illegal entry into or loitering on the premises; to prevent loss by pilferage or theft; and to admit to the space during off-duty hours only those who are authorized to enter. In the event keys are lost, the Contractor is required to report the lost key to the CO or COR immediately. The Contractor will be required to reimburse the Government for lock replacement or rekeying of the locks.

Only the approved contractor personnel and/or employees are allowed on the premises during cleaning times, and they shall ensure all exit doors remain closed and locked when not in use. Office keys issued to the Contractor are to be kept in a secure location and duplication is prohibited.

The Contractor shall not attempt to reconnect any computer wiring that was disturbed or disconnected during cleaning activities. Rather leave a note on the desk making the person aware of what happened.

The Contractor shall not disturb papers on employees' desks or equipment. The Contractor and/or employees are not to use Government telephones – except in emergencies to call 911.

11.0 Performance Requirement Summary

- **Calculating Acceptable Quality Level, AQL:** Acceptable quality levels AQL will be calculated by dividing the number of acceptable occurrences observed by the number of possible occurrences observed. For example: Paragraph 3.2 in month one the COR observed 20 janitorial services. Of the 20 observed services, 18 were satisfactory. 18 satisfactory observations divided by 20 possible observation equals 0.9 or 90%.
- *Payment deduction is generally a remedy for non-performance, not as an incentive. Non-Monetary incentives may include award term contract arrangement (contractor is awarded periods of performance) or Past Performance for quality level of performance (CPARS).*

Table 11.1: Restrooms

Deliverable/ Item Title and *Frequency*	*Performance Objective*	*Performance Standard*	*Method of Surveillance and Performance Measurement*	*Negative Incentive for NOT meeting the Task*
Restroom Fixtures *Weekly*	Fixtures shall be cleaned to maintain a high level of luster, if applicable, and be free of dust, mold, mildew, streaks, rust, and encrustation. Fixtures include metal chrome surfaces, doorplates, washbasins, mirrors, shelving, toilets, and dispensers.	Fixtures shall be free of smudges, marks, spots, or unsightly discoloration.	Government inspection	95% of One (1) day's contract rate assessed for any month where deficiencies exceed two (2) defects per month.
Toilet Bowls *Weekly*	Toilet bowls shall be cleaned as far into the trap as possible and under the inside rim. Removal of stains with soap grit or grit cake is allowed; however, the use of toilet bowl cleaners, acids, or strong alkalis which tend to damage glaze shall not be allowed. Cleaning shall include the seat, base/interior/exterior of bowl, flush valve, and polishing pipe. Maintain traps free from odor.	Toilet bowls shall be descaled, and the entire surface shall be free from streaks, stains, scale, scum, urine deposits, and rust stains.	Government inspection	95% of One (1) day's contract rate assessed for any month where deficiencies exceed two (2) defects per month.
Restroom Area *Weekly*	Doors, vents, sills, and walls shall be cleaned to be of dust, dirt, and graffiti.	Corners, crevices, moldings, and ledges shall be free of all dust and dirt.	Government inspection	95% of One (1) day's contract rate assessed for any month where deficiencies exceed two (2) defects per month.
Restroom supplies *Weekly*	Supplies shall be replenished as needed to always maintain an adequate supply, this includes paper towels, toilet paper, and liquid hand soap.	Sufficient supplies shall be provided to meet usage.	The Government will inspect restrooms on a random basis.	95% of One (1) day's contract rate assessed for any month where deficiencies exceed two (2) defects per month.
Trash *Weekly*	Restrooms shall be free of discarded material and waste receptacles shall be emptied. Trash shall be put into government provided dumpster. Waste receptacles shall be lined and kept relatively free of trash, dirt, stains, and debris.	Restrooms shall be free of trash.	The Government will inspect restrooms on a random basis.	95% of One (1) day's contract rate assessed for any month where deficiencies exceed two (2) defects per month.
Floors *Weekly*	Flooring, base molding, and walls shall be cleaned to be free of dirt, debris, all types of marks, and foreign matter. All flooring shall be	Floors shall be free of visible loose dirt or streaks, scuff marks, heel marks, other stains and	The Government will inspect restrooms on a random basis.	95% of One (1) day's contract rate assessed for any month where deficiencies exceed two (2) defects per month.

	maintained to Industry Standards, to include wet mopping as necessary.	discoloration, and mop strings.		

Table 11.2: Office space (including main office, conference rooms, lobby, and hallways (including all flooring):				
Deliverable/ Item Title and *Frequency*	*Performance Objective*	*Performance Standard*	*Method of Surveillance and Performance Measurement*	*Negative Incentive for NOT meeting the Task*
Cleanliness *Biannually*	Office space shall be free of dust, dirt, debris, carpet stains, (with the exception of current/existing stains, to be documented at time of award), trash, streaks, and smudges, and present an overall appearance of cleanliness. Assure that walls, baseboards, glass, and other surfaces remain free of spots, residue, and marks. Wood doors and other wood surfaces shall be free of obvious dirt, stains, and streaks. Metal doorknobs, push bars, thresholds, kick plates, railings, and other metal surfaces shall be free of obvious dirt, stains, and streaks.	Areas and fixtures noted in performance objective shall be clean.	Biannual cleanings will be visually inspected by the COR and documented on an inspection sheet. Customer complaints will be substantiated for validity.	95% of One (1) day's contract rate assessed for any month where deficiencies exceed two (2) defects per month.
Surfaces below 70 inches (Dusting and Cleaning) *Biannually*	Horizontal (counters, railings, grilles, fire apparatus, doors, corners, crevices, moldings, ledges) and vertical surfaces less than 70 inches will be dusted and cleaned of dirt, oil spots, or smudged surfaces, to include interior cubical and hallway/meeting room windows. Desks with excessive papers, computers and keyboards need not be dusted.	Surfaces (free of employee personal items, paperwork, and clutter) shall be free of dust, debris, and smudges.	Biannual cleanings will be visually inspected by the COR and documented on an inspection sheet. Customer complaints will be substantiated for validity.	95% of One (1) day's contract rate assessed for any month where deficiencies exceed two (2) defects per month.
Vertical Surfaces *Biannually*	Vertical surfaces (including walls, door jambs, handrails, bathroom grates, etc.) shall be cleaned.	Corners, crevices, moldings, and ledges shall be free of all dust and dirt.	Biannual cleanings will be visually inspected by the COR and documented on an inspection sheet. Customer complaints will be substantiated for validity.	95% of One (1) day's contract rate assessed for any month where deficiencies exceed two (2) defects per month.

Trash *Weekly*	Shall be removed weekly from employee work areas. Trash shall be collected from work areas and put into government provided dumpster twice a week. Trash containers shall be lined and kept relatively free of dirt, stains, and debris.	Trash cans shall be free of trash.	Government inspection	95% of One (1) day's contract rate assessed for any month where deficiencies exceed two (2) defects per month.
Floors *Weekly*	Carpets and rugs shall be vacuumed. Carpets shall be free of obvious removable spots, stains, soiled traffic pattern, dirt, debris, gum, and crusted material. Vacuuming and spot cleaning will be done at a frequency that will protect the integrity of the carpet and prolong wear. There are to be no areas of deterioration or fuzzing to the carpet and rug as a result of harsh brushing or scrubbing. Cleaned area of carpets and rugs should reasonably blend with surrounding carpet. Commercial vacuum all carpet/ rug areas.	Carpets shall be free of obvious removable spots, stains, soiled traffic pattern, dirt, debris, gum, and crusted material.	Government inspection	95% of One (1) day's contract rate assessed for any month where deficiencies exceed two (2) defects per month.
High Surfaces *Biannually*	Shall be cleaned free of obvious dust and cobwebs. This does not include removal of vents, tiles, or fixtures for accomplish high cleaning.	High surfaces shall be clean and free of dust.	Biannual cleanings will be visually inspected by the COR and documented on an inspection sheet. Customer complaints will be substantiated for validity.	95% of One (1) day's contract rate assessed for any month where deficiencies exceed two (2) defects per month.

Table 11.3: "Kitchen"/Break Room area:				
Deliverable/ Item Title and *Frequency*	*Performance Objective*	*Performance Standard*	*Method of Surveillance and Performance Measurement*	*Negative Incentive for NOT meeting the Task*
Surfaces *Weekly*	Counter, sink surfaces, and microwave shall be cleaned inside and outside once a week with a disinfectant cleaner. Surfaces shall maintain a high level of luster, if applicable, and be free of dust, mold, mildew,	Counters, microwave and surfaces shall be free of dust, mold, mildew, streaks, rust, and encrustation.	Government inspection	95% of One (1) day's contract rate assessed for any month where deficiencies exceed two (2) defects per month.

	streaks, rust, and encrustation.			
Molding *Weekly*	Molding shall be cleaned free of dirt, debris, all types of marks, and foreign matter.	Molding shall be free of dirt, debris, all types of marks, and foreign matter.	Government inspection	95% of One (1) day's contract rate assessed for any month where deficiencies exceed two (2) defects per month.
Floors *Weekly*	Flooring shall be free of dirt, debris, and foreign matter, damp mopped as the only method of wet cleaning, using disinfectant cleaner.	Floors, Corners, crevices, moldings, and ledges shall be clean and free of all dust and dirt.	Government inspection	95% of One (1) day's contract rate assessed for any month where deficiencies exceed two (2) defects per month.

Table 11.4: Carpet Deep Cleaning and Window/Windowsill Cleaning				
Deliverable/ Item Title and *Frequency*	*Performance Objective*	*Performance Standard*	*Method of Surveillance and Performance Measurement*	*Negative Incentive for NOT meeting the Task*
Carpet Deep Cleaning *Biannually*	All carpet areas shall be shampooed with a commercial machine leaving them free of obvious removable spots, stains, soiled traffic pattern, dirt, debris, gum, and crusted material. There are to be no areas of deterioration or fuzzing to the carpet and rug as a result of harsh brushing or scrubbing. Cleaned area of carpets and rugs should reasonably blend with surrounding carpet. Carpets shall be dried within 24 hours to prevent mold growth. Carpet cleaner solution should leave a minimal scent so as not to trigger reactions in scent-sensitive employees. Carpets shall be dried within 24 hours to prevent mold growth. All flooring shall be maintained to Industry Standards.	Carpets shall be free of stains, debris, gum, crusted material.	Biannual cleanings will be visually inspected by the COR and documented on an inspection sheet. Customer complaints will be substantiated for validity.	95% of One (1) day's contract rate assessed for any month where deficiencies exceed two (2) defects per month.
Window and Windowsill Cleaning (Interior and Exterior) *Biannually*	Windows shall be free of dirt, smudges and streaks. Windowsills shall be free of dirt, dust, debris and dead bugs. Screens shall be removed and cleaned when cleaning exterior windows and replaced immediately thereafter.	Windows shall be free of dirt, smudges and streaks. Windowsills shall be free of dust and debris.	Biannual cleanings will be visually inspected by the COR and documented on an inspection sheet. Customer complaints will be substantiated	95% of One (1) day's contract rate assessed for any month where deficiencies exceed two (2) defects per month.

			for validity.	