1240LS26Q0030 – Vernal Area Janitorial
Attachment 2 – Performance Work Statement
PERFORMANCE WORK STATEMENT

1.0 INTRODUCTION

The Ashley National Forest, Vernal Ranger District and the Uintah Interagency Fire Dispatch also known as Vernal Area Facilities has a requirement for janitorial services for buildings owned by the Forest Service including the Forest Supervisor's Office, Vernal Ranger District Office, Uintah Basin Interagency Fire Dispatch Center, and Vernal Warehouse Offices restrooms.

2.0 SCOPE OF CONTRACT

2.1 General:

This contract is to provide janitorial services in accordance with the specifications and commercial practices in a manner that will maintain a satisfactory facility condition and present a clean, neat and professional appearance. Contractor shall furnish all tools, equipment, labor, transportation, and supervision necessary to perform required janitorial services at designated Forest Service buildings in accordance with provisions herein.

2.2 Directions, Location and Description of Facilities:

a. **Directions:** The Vernal Ranger District Building, Ashley National Forest Supervisors Office and Uintah Interagency Fire Dispatch Center are located at 355 North Vernal Ave. Vernal Utah 84078.

The Vernal Ranger District Building is a single-story building located on the eastern end of the property next to North Vernal Avenue or Utah Highway 191.

The Ashley National Forest Supervisors Office is a two-story red brick building located just West of the Vernal Ranger District Building.

The Uintah Interagency Fire Dispatch Center is a single-story building that is Located on the West end of the property adjacent to a large parking area.

The Vernal Warehouse Offices and restrooms are located at 298 South 500 East Vernal Utah 84078. The Vernal Warehouse Offices and restrooms are on the south side of the fenced warehouse yard.

b. **Location and Description:** The work to be performed shall take place at the Vernal Ranger District Building, the Ashley National Forest Supervisors Office, the Uintah Basin Interagency Fire Dispatch Center and the Vernal Warehouse Offices and restrooms. Description and size of the facilities are as follows:

1. **Supervisor's Office**- The building is located at: 355 North Vernal Avenue, Vernal, UT 84078. To be cleaned once per week. Floor area consists of approximately 10,000 square feet (5,000 square feet per floor).

   The first floor is divided into six (6) work areas, one (1) hallway, two (2) restrooms, one (1) conference room, one (1) reception area, two (2) stairwells, one (1) copy room, and one (1) break room. The male restroom downstairs has two (2) standard toilets, two (2) urinals, two (2) sinks and two (2) mirrors. The female restroom downstairs has two (2) standard toilets, two sinks and two mirrors. Each of the restrooms has one (1) trash can, one (1) soap dispenser and one (1) paper towel dispenser.

The second floor is divided into nine (9) work areas, two (2) restrooms, one (1) copy room, and one (1) hallway. All areas are carpeted except for the restrooms. There are five (5) offices with closing doors, only four (4) of which will be serviced. Within the Work areas there are thirteen to fifteen (13-15) cubical areas. Along with the office space there are four (4) independent restrooms, two (2) male and two (2) female. The male restroom upstairs has one (1) standard toilet, sink and mirror. The female restroom upstairs has one (1) toilet, one (1) sink and one (1) mirror. Each of the restrooms has one (1) trash can, one (1) soap dispenser and one (1) paper towel dispenser.

There is also a breakroom/kitchen that will be serviced.

2. **Vernal Ranger District** - Located at: 355 North Vernal Avenue, Vernal UT 84078. To be cleaned once per week. This building is one story with eight (8) offices/rooms, one (1) breakroom and two (2) restrooms (1 male and 1 female). The floor area consists of approximately 2,500 - 2,800square feet and is divided into nine (9) offices, one (1) hallway, two (2) restrooms and one (1) conference room.

3. **Uintah Basin Interagency Fire Dispatch Center-** Located at: 355 North Vernal Avenue, Vernal, UT 84078. To be cleaned once per week. It consists of one (1) large conference room on the westside of the building and dispatch services provided in a separate large room on the east side of the building. The floor area consists of approximately 3,000 square feet and is divided. into two (2) offices, two (2) conference room, and two (2) restrooms (1 male and 1 female) with one (1) shower stall per restroom.

4. **Warehouse Restrooms & Office Area**- Located at: 298 South 500 East, Vernal, UT 84078. To be cleaned on once per week. The floor area consists of approximately 2,500 square feet and consists of two (2) restrooms, six (6) offices, one (1) hallway, three (3) crew workspace.

c. **Project Location-See Attached Maps (Appendix D)**

3.0 Technical Specifications

3.1 Schedule October 1 through September 30 (Once Weekly Cleaning on Saturday or Sunday)

1. **Restrooms:**

a. Floors shall be swept, or dust mopped.
b. Toilets and urinals shall be washed and sanitized. No rust or calcium encrustations shall remain. Traps shall always be maintained free from odor.
c. Sinks shall be cleaned.
d. Mirrors, shelving, dispensers, and chromium fixtures shall be damp-wiped and polished.
e. Restroom surface area of wall/stall partitions, doors, window frames and sills shall be damp-wiped.
f. Toilet paper shall be supplied to stalls if dispensers are low.
g. Countertops shall be cleaned and mirrors damp-wiped and dried as necessary to keep them in a clean condition. Paper towels shall be supplied where towel boxes are provided.
h. Floors shall be swept and damp-mopped with a disinfectant cleanser.
i. Paper towel waste receptacles shall be emptied and towel, soap, seat cover and toilet dispensers serviced prior to occupants' (employees) official starting time. Sanitary

napkin receptacles shall be emptied, cleaned, disinfected, and provided with a new paper bag liner.

2. <u>Office Area Cleaning:</u>

Check employee feedback sheet in mailroom for items/ areas that need attention and address those items during each cleaning.

Office areas, lobbies, conference rooms and corridor space adjacent to these areas shall receive the following weekly cleaning:

a. Wastebaskets shall be emptied, and trash removed to main disposal area/dumpster. Clean wastebaskets as needed. Wastebaskets shall be lined with a plastic liner. No wastebaskets or similar items shall be stacked on desks, tables, or windowsills. Upon completion of work, allfurniture fixtures shall be returned to original position.

b. The full rug area shall be vacuumed completely to remove all dirt, dust, and litter and spot- cleaned to remove obvious stains. Mop all hard surface flooring. No dirt shall be left in corners, under furniture, behind doors, or on stair landings and steps. There shall be no dirt, trash, or foreign matter under desks, tables, or chairs.

c. Clean and wipe drinking fountains. Report any plumbing failures to the COR.

d. The carpeted floor area shall vacuumed to remove all obvious surface dirt from traffic areas and from under furniture weekly as needed. Exposed area in partially carpeted offices shall be swept on the same schedule. Sweep entrance, including stairs.

e. Collect and recycle materials left in recycling bins with plastic bags throughout work areas and deposit in break room of Supervisor's Office on North wall.

f. Sink and countertops in the conference area shall be cleaned, damp-wiped and dried, and kept in a clean condition. Paper towels shall be supplied where towel boxes are provided.

g. Dust reception and front office area including filing cabinets, counters, and desks. Clean door and window glass inside and outside. Dust blinds, picture frames, front counter, and display case.

h. Spot clean walls, woodwork, windows, and glass weekly as needed to maintain clean conditions.

i. Clean exterior office doors in and out, including glass, doorknobs, and frames (front office/reception area door shall be cleaned).

3. <u>Emergency Cleaning:</u>

a. Upon notification, the Contractor shall perform special event cleaning or other services not outlined in the Performance Work Statement (PWS) that may be required in any building, area or room covered under this contract. The Contracting Officer shall order services by issuing the specifications for the required work task(s) to the Contractor 24 hours in advance of the emergency cleaning requirement. Pricing and terms will be negotiated prior to issuance and signature of a modification to the contract.

b. Contractor shall begin emergency work, as determined by the Contracting Officer, within 24 hours of notification, which may be verbal.

c. The Contracting Officer or designated Contracting Officer Representative (COR) may notify the Contractor as soon as a special event requirement is known, but no less than 24 hours prior to the event.

d. Completion schedule shall be determined for each event. Payment for emergency or special event cleaning services will be made by submission of an invoice through the invoice processing platform (IPP), and will be separate from the monthly billing under this contract.

4.0 WORK SCHEDULE

4.1 Except for emergency work which requires immediate attention, all work under this contract shall be accomplished outside of regular office working hours (regular office working hours are from 7:00 AM to 5:30 PM Monday through Friday). The Contractor will not be required to perform work on a National holiday, or the day the holiday is observed. If a work schedule falls on a National Holiday (or the day the holiday is observed) the services normally scheduled for that day shall be performed either the day before or the day after the holiday.

4.2 Federal Holidays are:

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

4.3 Unforeseen Building Closures – When an unforeseen building closure occurs on a regularly scheduled day of work, the Government shall require the Contractor to perform work necessary to sustain operations on the following normal duty day.

5.0 GOVERNMENT FURNISHED PROPERTY

5.1 The following supplies will be furnished by the Government and provided to the Contractor as needed:

a. Keys and entrance code to access buildings. Keys and entrance code furnished to the Contractor shall be returned upon termination of the contract. Keys shall not be duplicated.
b. Government issued identification card (LincPass-requires background investigation & fingerprinting for each person accessing the buildings)
c. Dumpster for refuse.
d. Dumpster/container for recycling materials.
e. Disposable or useable items limited to: hand soap for restrooms, toilet paper for restrooms, paper hand towels for restrooms, and trash bags for standard receptacles.

6.0 GOVERNMENT FURNISHED SUPPLIES, MATERIALS AND EQUIPMENT:

6.1 No flammable or explosive liquids will be stored. The Contractor shall submit a list of cleaning products to be used to the COR for approval at the pre-work conference.

6.2 The Contractor will be permitted to store supplies, material, and equipment in the Government building. Supplies furnished by the Contractor shall be maintained in a neat, orderly manner by the Contractor when stored at a Government facility within the designated area. Contractor shall provide Material Safety Data Sheets for chemicals in cleaning compounds. Material Safety Data Sheets (MSDS) shall be posted in the storage area. Contractor shall meet all OSHA requirements for storing cleaning compounds/chemicals if stored on Government premises. If a piece of equipment needs repair or is determined unsafe by the COR or Safety Officer, the Contractor shall immediately stop using the equipment. Defective equipment shall be repaired or replaced within 72 hours.

6.3 The Contractor must comply with Section 9002 of the Farm Security and Rural Investment Act of 2002 (FSRIA), Executive Order (EO) 13423, "Strengthening Federal Environmental, Energy, and Transportation Management," and the Federal Acquisition Regulation to provide bio-based products.

The Contractor shall utilize products and materials made from bio-based materials (e.g., bio-basedgreases, bio-based hydraulic fluids, and bio-based absorbents) to the maximum extent

possible without jeopardizing the intended end use or detracting from the overall quality delivered to the end user. All supplies and materials shall be of a type and quality that conform to applicable Federal specifications and standards. All supplies and materials to be used in the performance of work described herein are subject to the approval of the COR. The following is an example list of products that may be used in this contract for custodial services for which bio-based products are available. The list is not all inclusive. It is desirable that vendors supply the greatest number of bio-based products listed meeting the health and environmental specifications.

All-purpose cleaner
Degreaser/cleaner
Heavy-duty cleaner
Deodorizer
Carpet shampoo
Floor Finish
Gum remover Disinfectant sanitizer
Floor Finish Restorer
Extraction fluid
Floor Sealer
Floor stripper
Glass Cleaner
Neutral cleaner (liquid)
Stainless-Steel Polish
Stain remover
Cream Cleaner
Toilet bowl cleaner
White board Cleaner
Bathroom cleaner
Wood Floor Cleaner
Brass polish/cleaner
Liquid Hand Soap
Chrome polish/cleaner
Lime & Scale Remover
Solvent

Bio-based products that are designated for preferred procurement under USDA's Bio-PreferredProgram must meet the required minimum bio-based content as stated in the USDA Final Rule available at www.biopreferred.gov. The Contractor should provide data for their bio-based products such as bio-based content.

In addition to the bio-based products designated by the U.S. Department of Agriculture in the Bio Preferred Program, the Contractor is encouraged to use other bio-based products.

The Contractor shall submit with the initial proposal a complete list of bio-based products, indicating the name of the manufacturer, cost of each material, and the intended use of each of thematerials that are to be used in carrying out the requirements of the contract. Additionally, the winning Contractor on each anniversary date of the contract shall compile a complete list of bio- based products, including the information above, purchased to carry out the contract requirements. The Contractor shall list volume to be used and total cost for each individual product. This information will be used for reporting purposes.

The Contractor shall comply with the provision at FAR 52.223-1, Bio-Based Product Certification.

The Contractor shall comply with the clause at FAR 52.223-2, Affirmative Procurement of Bio-Based Products under Service and Construction Contracts.

7.0 GOVERNMENT AND CONTRACTOR RESPONSIBILTIES:

7.1 Government Responsibilities - The Government will not be responsible for damage caused by fire, theft, and accident or otherwise, to the Contractor's supplies, materials or equipment in storage at the Government facility. In addition, The Government will not be responsible for damage to the Contractor's and his/her employee's personal belongings brought into the building.

7.2 Contractor Responsibilities - The Contractor shall not employ persons for work on the contract if

such employee is considered by the COR to be a potential threat to the health, safety, security, general well-being, or operation of the Agency.

- **a.** The Contractor shall be responsible for loss, theft, damage, or destruction of any Government or personal items belonging or assigned to the occupant or user in any office or other rooms of the facilities when such acts can be proven, beyond a reasonable doubt, to be the fault of the Contractor or one of his/her employees.
- **b.** Anyone employed by the Contractor must be 18 years of age or older. No one under the age of 18 shall be permitted to work in the building or on the premises. The Contractor shall ensure that only the Contractor and/or his/her employees have access to the premises.
- **c.** The Contractor is also responsible for ensuring that his/her employees do not disturb papers on desks, open desk drawers or cabinets, or use Government telephones or equipment, except as authorized, in writing, by the COR.
- **d.** The Contractor shall supply some type of identification that must be worn at all times while on the premises by Contractor and his/her employees. (FAR 4.205 Personal Identify Verification).
- **e.** The Contractor shall inform COR of any items used in performance of this contract in need of repair/replacement.

7.3 Key Control - The Contractor will establish and implement methods of ensuring that all keys issued by the Government are kept secure in the Contractor's possession and are not used by unauthorized persons.

7.3.1.1 Keys issued by the Government shall not be duplicated.

7.3.1.2 The Contractor shall report the occurrence of a lost key to the COR and Contracting Officer no later than the next duty day.

7.3.1.3 The Contractor shall be required to reimburse the Government for replacement of locks or re-keying as a result of Contractor loss of keys. In the event a master key is lost or duplicated, all locks and keys for that system will be replaced by the Government and the total cost deducted from the monthly payment due the Contractor.

7.3.1.4 It is the responsibility of the Contractor to prohibit the use of keys issued by the Government to persons other than the Contractor's employees. It is also the responsibility of the Contractor's employees to prohibit the opening of locked areas by Contractor's employees to permit entrance of persons other than Contractor's employees engaged in the performance of assigned work in those areas.

7.4 Energy Conservation - Contractor shall turn on lights in rooms only during the time needed to perform the required work and shall ensure that all lights, except those required to remain on, are turned off in each room as it is completed.

8.0 REGULATIONS/POLICIES:

All activities for this contract are governed by the applicable Federal Acquisition Regulations (FAR) as supplemented by the Department of Agriculture Acquisition Regulations (AGAR) and established local policy and procedures.

9.0 TRAVEL

Travel reimbursement is not authorized under this contract.

10.0 GOVERNMENT VEHICLES

For purposes of this contract, Government furnished resources shall not include Government Vehicles, nor shall contractor personnel be allowed to ride in Government vehicles without prior authorization by the Contracting Officer.

11.0 SECURITY:

11.1 The COR listed in paragraph 17.0 will assist with Contractor's entry into secure areas and inform the Contractor of security procedures. The Contractor shall comply with all security procedures.

11.2 All doors shall remain locked while Contractor performs the work and the Contractor shall ensure that all exterior doors are shut and locked prior to departure. The Contractor shall also ensure that all unnecessary lights and faucets are turned off, and all windows are closed.

11.3 All secured interior office doors shall remain locked while Contractor performs the work and the Contractor shall ensure that these doors are locked and secured prior to departure. Offices shall only remain open while Contractor is present.

11.4 The Contractor shall not adjust any mechanical equipment controls, shall report any fires and hazardous conditions, shall turn in lost and found articles, and shall notify the COR when an unauthorized or suspicious person(s) is seen on the premises.

11.5 The Forest Service reserves the right to perform security checks on Contractor employees.

12.0 TRAINING

The Contractor is responsible for all training for its employees except when training can only be provided by the Forest Service. Requests for training by exception must be provided to and approved by the CO prior to the Government conducting training. Contractor personnel are required to take and pass annual IT security training for access to Forest Service buildings. Also see Attachment 2.1 Contractor Credentialing-Training Requirements.

13.0 CONTRACT PERFORMANCE PERIOD

The contract will be awarded with a base period beginning **October 1, 2026 and will continue through September 30, 2027.** There are four option years:

Option year 1 - October 1, 2027 to September 30, 2028
Option year 2 - October 1, 2028 to September 30, 2029
Option year 3 - October 1, 2029 to September 30, 2030
Option year 4 - October 1, 2030 to September 30, 2031

14.0 DELIVERABLES

The tasks for each functional area are outlined in Section 3.0 Technical Specifications. The performance of the tasks will be monitored periodically based on the Performance Requirements included in Appendix C and reported monthly via the Quality Assurance Checklist (Appendix A). The completed Checklist will be retained in the COR's file and copy provided to the Contracting Officer.

15.0 QUALITY

15.1 The Contractor shall develop and maintain a quality program to ensure the required services are performed in accordance with commonly accepted commercial practices, which may include service checklists or reports. The Contractor shall implement procedures to identify, prevent, and ensure non-recurrence of defective services. As a minimum, the Contractor shall develop quality control procedures addressing the areas identified in the PWS.

15.2 The COR will perform bimonthly inspections 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 52.212-4(b) Inspection/Acceptance . Acceptance of work will be determined by inspection of the entire job and will be based on adherences to the specification. The COR will record the results of these inspections on a Quality Assurance Checklist included as Appendix A

- Inspection will be conducted more frequently as deemed necessary by the COR.

15.3 Government Remedies - The Contracting Officer shall follow FAR 52.212-4(m), Termination for Cause, for Contractor 's failure to perform satisfactory services or failure to correct non-conforming services.

15.4 Performance-Based Contracting. Quality will be measure based on the standards and objectives listed in the Performance Requirements Summary, Appendix C.

16.0 IDENTIFICATION OF CONTRACTOR EMPLOYEES:
All contract personnel are required to identify themselves as contractors. In any situations where their contractor status is not obvious to third parties, they must make their status known to avoid creating an impression that they are Government employees.

17.0 Points of Contact (POC):

Contracting Officer's Representative (COR):
Randel Mills
Civil Engineer
Ashley National Forest
355 N Vernal Ave.
Vernal, UT 84078
Office Phone: (435) 219-1003
E-Mail: randel.mills@usda.gov

Contracting Officer (CO):
Whit Fausett
Contract Specialist
PAST Central Team C5
1749 W 500 S
Salt Lake City, UT 84104
Office Phone: 385-270-7112
Email: arlen.fausett@usda.gov

PERFORMANCE-BASED CONTRACTING.
Quality will be measured based on the standards and objectives listed in Cleaning Frequency and Quality Assurance section of this document.

CLEANING FREQUENCY AND QUALITY ASSURANCE:
The cleaning services shall be performed at the frequencies on the attached schedule (Service and Frequency). Performance shall be based on the government's evaluation of the results, not the frequency or method of performance. The evaluation of results will be based on tenant satisfaction, inspection observations, and accepted trade practices. The following standards will be applied in measuring the acceptability of the Contractor's performance.

a. Restroom: Restroom areas will be visually inspected to ensure that all fixtures are maintained at a high level of shine, cleanliness, and sanitization. Partitions, doors, and walls will be visually inspected to ensure that they are free of obvious dirt, graffiti, and dust. Restroom supplies will be inspected to ensure that an adequate supply is always maintained.
b. Floors: Visually inspect all flooring to ensure that they are clean with no evidence of build-up or discoloration, and that all hard and resilient floors are maintained to an overall clean appearance.
c. Carpets: Visually inspect carpets and mats to ensure that they are clean and free of obvious dirt.
d. Dusting: Visually inspect all dust catching surface (horizontal and vertical) including furniture, file cabinets, fixtures, windowsills, office partitions, and venetian/roller blinds to ensure that they are free of obvious dust, dirt, and cobwebs.
e. Glass: Visually inspect all interior glass surfaces excluding all windows except entry-way windows) to ensure that they are clean and free of streaks and smudges.
f. Drinking Fountains and Sinks: Visually inspect drinking fountains and sinks to ensure that they are clean, sanitized, free of water marks, and any other debris or encrustation.
g. Waste Baskets: Visually inspect to ensure that all trash is removed.

INSPECTION AND ACCEPTANCE
Per Quality Assurance Plan (QASP).

MEASUREMENT AND PAYMENT

Payment will be made monthly for the janitorial services that have been satisfactorily provided during that month. Work which does not meet specifications, and which is not corrected will be handled in accordance with Quality Assurance Surveillance Plan.

QUALITY ASSURANCE SURVEILLANCE PLAN (QASP) FOR SUPPORT OF Vernal Area Facilities Janitorial Services Ashley National Forest

TABLE OF CONTENTS

1.0 INTRODUCTION 12

2.0 PURPOSE 12

3.0 ROLES AND RESPONSIBILITIES 12
3.1 The Contracting Officer 12
3.2 The Contracting Officer's Representative 12

4.0 METHODS OF SURVEILLANCE 12
4.1 Surveillance Techniques 12
4.2 Customer Feedback 13

5.0 DOCUMENTATION 13
5.1 Quality Assurance File 13

6.0 RESOLVING PERFORMANCE ISSUES 13
6.1 Actions to Remedy Unacceptable Performance 13
6.2 Problem Resolution 13

1240LS26Q0030 – Vernal Area Janitorial
Attachment 2 – Performance Work Statement
QUALITY ASSURANCE SURVEILLANCE PLAN – (QASP)

1.0 INTRODUCTION

This quality assurance surveillance plan (QASP) is pursuant to the requirements listed in the performance work statement (PWS) entitled Janitorial Services (Ashley National Forest). The Contractor shall provide janitorial services. This QASP sets forth the procedures and guidelines the Forest Service will use in ensuring the required performance standards or services levels are achieved by the Contractor.

2.0 PURPOSE

2.1 The purpose of the QASP is to provide Government surveillance oversight of the Contractor's quality control efforts to *assure* that they are timely, effective and are delivering the tasks specified in the contract. The QASP provides a means for evaluating whether the Contractor is meeting the performance standards/quality levels identified in the PWS and the Contractor's quality control plan (QCP), and to ensure that the government pays only for the level of services received. The required performance standards and/or quality levels are included in the PWS and in Appendix C, "Performance Requirements Summary." If the Contractor meets the required service or performance level, they will be paid the monthly amount agreed on in the contract.

2.2 This QASP defines the roles and responsibilities of all members of the integrated project team (IPT), identifies the performance objectives, defines the methodologies used to monitor and evaluate the Contractor's performance, describes quality assurance documentation requirements, and describes the analysis of quality assurance monitoring results.

2.3 The Contractor, and not the Government, is responsible for management and quality control actions necessary to meet the quality standards set forth by the contract. The QASP is not intended to duplicate the Contractor's Management Plan. The Government may provide the Contractor an informational copy of the QASP as an Attachment to the solicitation to support the Contractor's efforts in developing its plan for maintaining the levels of quality anticipated to be delivered under the terms of the contract.

3.0 ROLES AND RESPONSIBILITIES

3.1 The Contracting Officer

The contracting officer (CO) is responsible for monitoring contract compliance, contract administration, and cost control and for resolving any differences between the observations documented by the Contracting Officer's Representative (COR) and the Contractor. The CO will designate one full-time COR as the government authority for performance management. The number of additional representatives serving as technical monitors depends on the complexity of the services measured, as well as the Contractor's performance, and must be identified and designated by the CO.

3.2 The Contracting Officer's Representative

The contracting officer's representative (COR) is designated in writing by the CO to act as his or her authorized representative to assist in administering a contract. COR limitations are contained in the written appointment letter. The COR is responsible for technical administration of the project and ensures proper government surveillance of the Contractor's performance. The COR is not empowered to make any contractual commitments or to authorize any contractual changes on the government's behalf. Any changes that the Contractor deems may affect contract price, terms, or conditions shall be referred to the CO for action. The COR will have the responsibility for completing QA monitoring forms used to document the inspection and evaluation of the Contractor's work performance. Government surveillance may occur under the inspection of services clause for any service relating to the contract.

4.0 METHODS OF QA SURVEILLANCE

4.1 Surveillance Techniques

To minimize the performance management burden, simplified surveillance methods shall be used by the government to evaluate Contractor performance when appropriate. The primary methods of surveillance are:

• **Customer Feedback –** Customer feedback may be obtained either from the results of formal customer satisfaction surveys or from random customer complaints. Customer complaints, to be considered valid, must set forth clearly and in writing the detailed nature of the complaint, must be signed and must be forwarded to the COR. The COR shall maintain a summary log of all formally received customer complaints as well as a copy of each complaint in a documentation file. The COR shall also keep the tabulated results of all customer satisfaction surveys on file and shall enter the summary results into the Quality Assurance Checklist.

• **Random Checks/Inspections on Completion of Workload Taskings** – Random checks will be conducted to ensure compliance with the intent of the Performance Work Statement and common commercial practices. The COR will conduct the random monitoring.

The Contractor is expected to establish and maintain professional communication between its employees and customers. The primary objective of this communication is customer satisfaction. Customer satisfaction is the most significant external indicator of the success and effectiveness of all services provided and can be measured through customer complaints.

Customer feedback may also be obtained from the results of formal customer satisfaction surveys.

5.0 DOCUMENTATION

5.1 Quality Assurance File

The COR will, in addition to providing documentation to the Contracting Officer, maintain a complete Quality Assurance file. The file will contain copies of all reports, evaluations, recommendations, and any actions related to the Government' s performance of the quality assurance function, including the originals of all Quality Assurance Checklists. All such records will be retained for the life of this contract. The COR shall forward these records to the Contracting Officer monthly, unless otherwise requested.

6.0 RESOLVING PERFORMANCE ISSUES

6.1 Actions to Remedy Unacceptable Performance

When performance is deemed unacceptable, the COR will so inform the Contractor's on-site representative or contractor. Disputes should be referred to the CO for resolution. If any services do not conform to contract requirements, the Government may require the Contractor to re-perform the services to conform with contract requirements at no additional cost to the government. When sub-par performance cannot be corrected by re-performance, the Government may:

- Seek monetary or any other negotiated form of consideration, as well as require the Contractor to take action to reasonably ensure future performance conforms to contract requirements.
- By separate contract or otherwise, perform the services and charge to the Contractor any cost incurred by the
- Government that is directly related to the performance of such service.
- Issue Cure Notice.
- Issue Show Cause.
- Terminate the contract for government convenience.
- Terminate the contract for cause.

6.2 Problem Resolution

The COR, CO and Contractor should jointly formulate tactical and long-term courses of action. Decisions regarding changes to metrics, thresholds, or service levels should be clearly documented. Changes to service levels, procedures, and metrics will be incorporated as a bilateral contract modification.

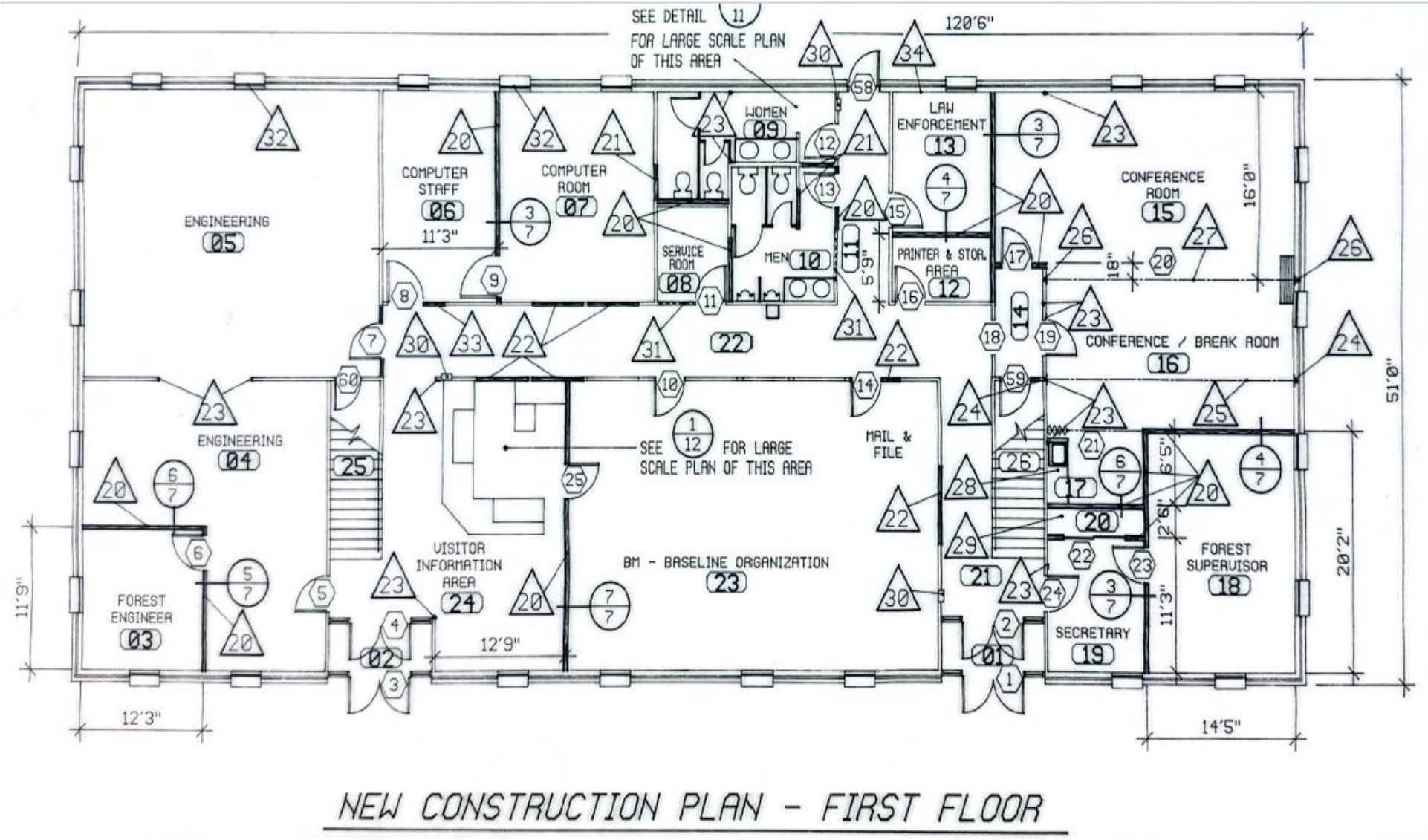
MONTH: YEAR:	CHECKED	DATE
Cleaning Schedule		
Weekly-Restrooms		
Floors swept or dust mopped.		
Restrooms, toilets and urinals washed and sanitized.		
Washbasins and countertops cleaned.		
Mirrors, shelving, dispensers, chromium fixtures damp-wiped & polished.		
All other surfaces spot-cleaned and horizontal surfaces dusted.		
Waste receptacles emptied and refilled as necessary.		
Towel, soap, and toilet seat cover dispensers serviced.		
Sanitary napkin receptacles emptied, cleaned, disinfected, replaced with new liner		
Toilet paper supplied weekly		
Floor swept and damp-mopped		
Weekly - Office Area		
Wastebaskets emptied and cleaned. Plastic liners installed/replaced.		
The full rug/carpet area vacuumed completely - high traffic areas		
Linoleum floors moped		
Clean and wipe drinking fountains		
The carpeted floor area spot cleaned as necessary		
All entrances, including stairs swept.		
Washbasins and countertops in the conference area cleaned		
Paper towels supplied weekly		
Burned-out light bulbs replaced		
Reception and front office area dusted		
Clean door and window glass inside and outside		
Blinds, picture frames, front counter, and brochure display case dusted		
Walls, woodwork, window and glass spot cleaned as necessary		
Collect and recycle materials left in recycling bins		
Spot clean walls and clear cobwebs.		
Bio-Based Products		
Ensure mandatory purchase and use of bio-based products		
Unless noted, services performed were satisfactory.		
COR Signature: Date:		

Ashley National Forest
Vernal Area Janitorial Contract

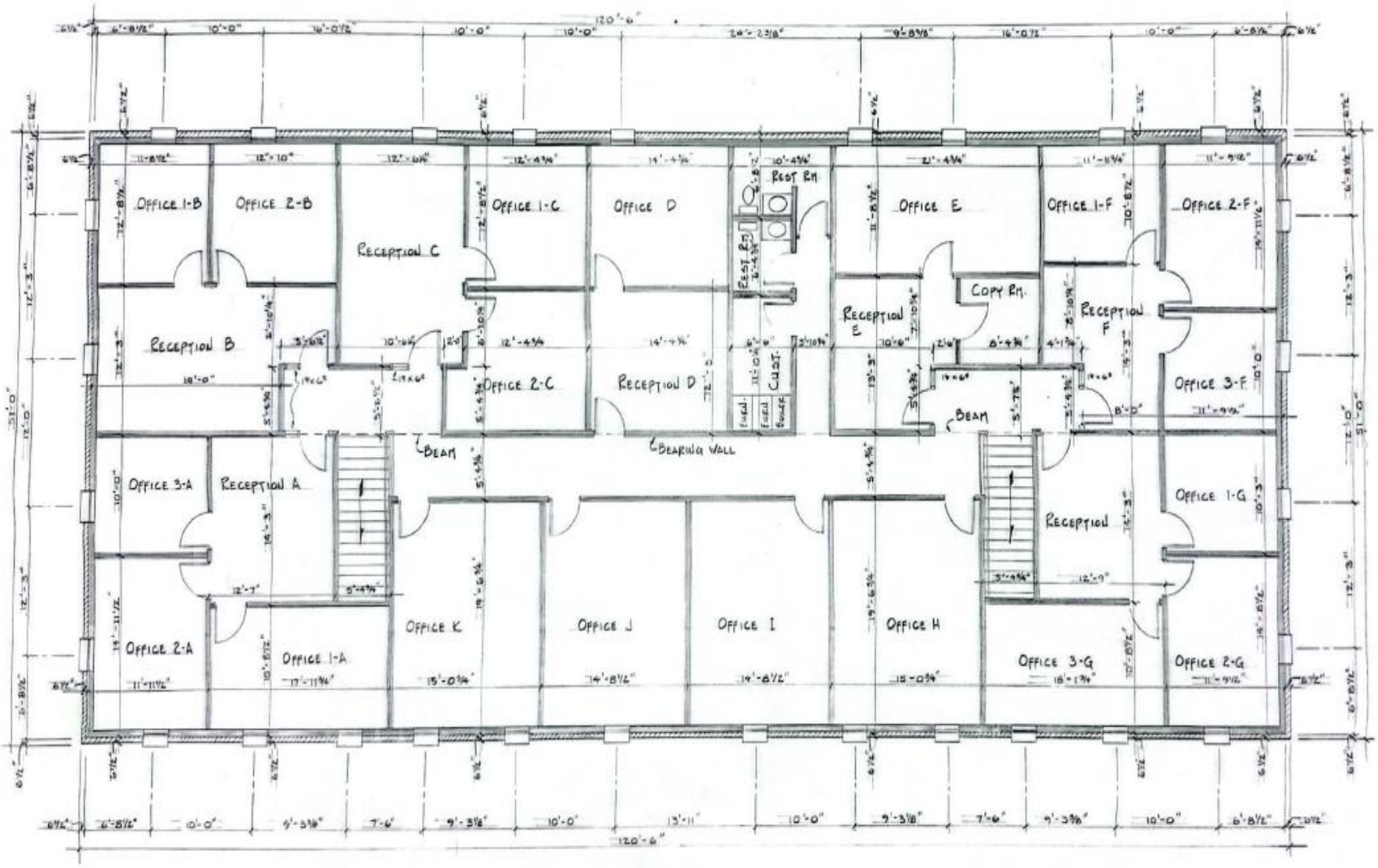
See Quality Assurance Checklist- Appendix A

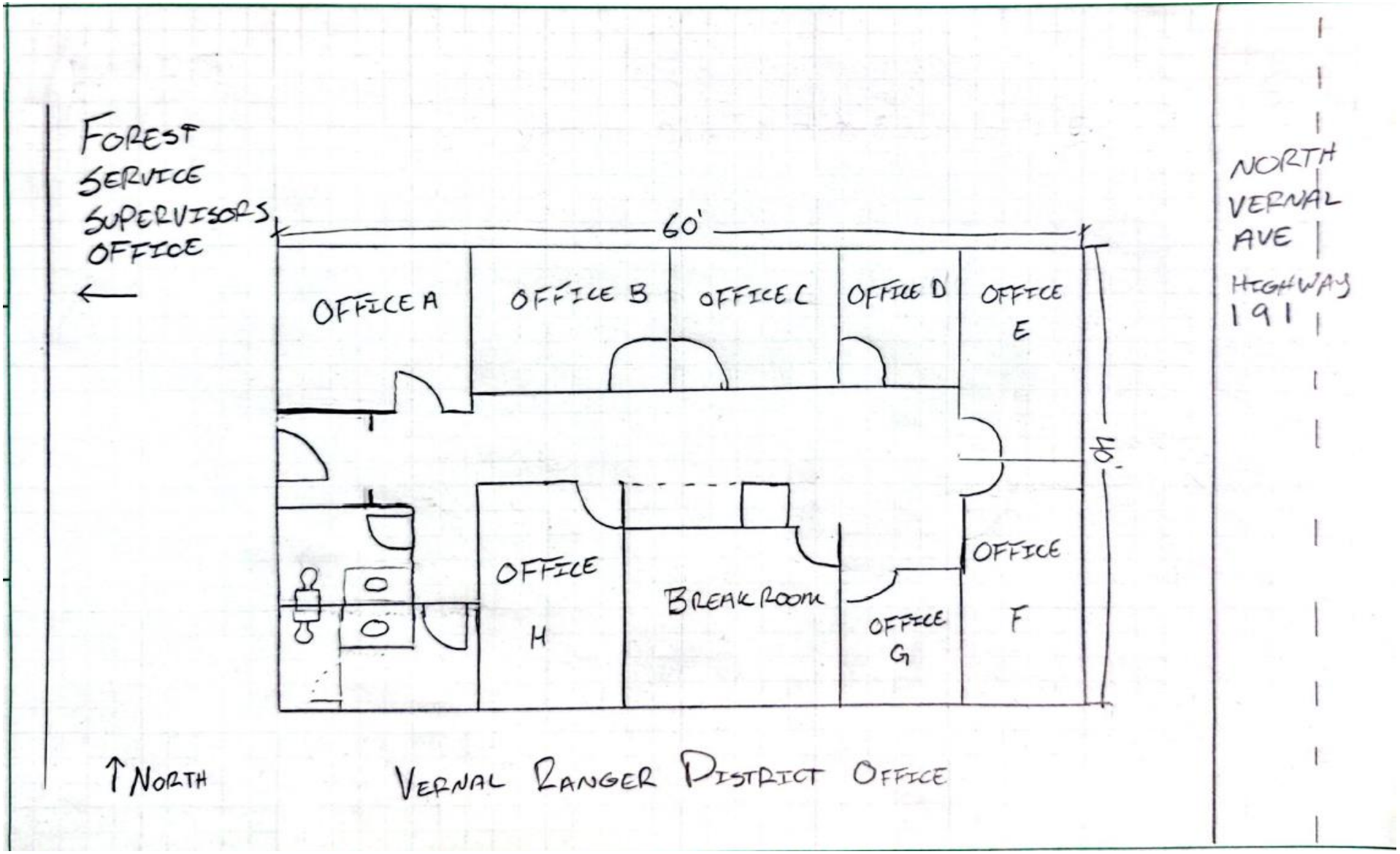
Date	Name	Location	Description	Cleaning Crew Initials	Date Resolved

Required Service	Standard (Referencing PWS)	Allowable Deviation	Performance Threshold	Method Of Quality Assurance	Disincentive
Supervisor's Office Building Weekly Clean and Service	Clean area of service to meet standards specified in the PWS Section 3.1	5% from standard	100% adherence to performance requirements in required. Not to exceed three reported occurrences with less than 100% compliance as reported by the COR on the quality assurance checklist -Appendix A	Bi-Monthly Inspections Quality Assurance Checklist - Appendix B	Rework at no cost to the Government
Vernal Ranger District Weekly Clean and Service	Clean area of service to meet standards specified in the PWS Section 3.1	5% from standard	100% adherence to performance requirements in required. Not to exceed three reported occurrences with less than 100% compliance as reported by the COR on the quality assurance checklist - Appendix A	Bi-Monthly Inspections Quality Assurance Checklist - Appendix B	Rework at no cost to the Government
Uintah Basin Fire Center Weekly Clean and Service	Clean area of service to meet standards specified in the PWS Section 3.1	5% from standard	100% adherence to performance requirements in required. Not to exceed three reported occurrences with less than 100% compliance as reported by the COR on the quality assurance checklist - Appendix A	Random Inspections Quality Assurance Checklist - Appendix B	Rework at no cost to the Government
Warehouse Restrooms and Office Space Weekly Clean and Service	Clean area of service to meet standards specified in the PWS Section 3.1	5% from standard	100% adherence to performance requirements in required. Not to exceed three reported occurrences with less than 100% compliance as reported by the COR on the quality assurance checklist - Appendix A	Random Inspections Quality Assurance Checklist - Appendix B	Rework at no cost to the Government

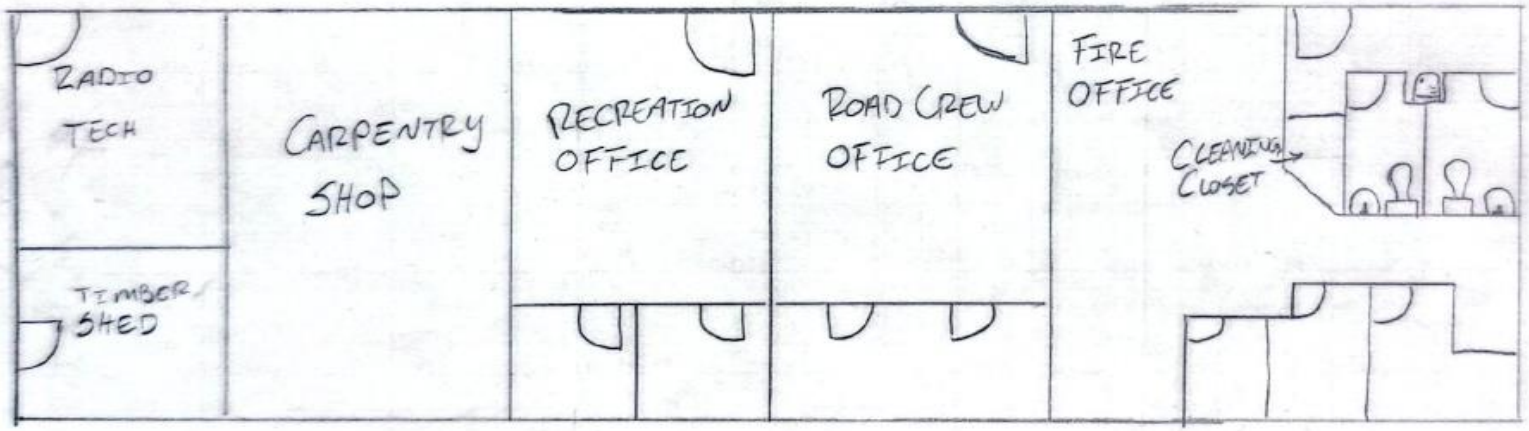


NEW CONSTRUCTION PLAN - FIRST FLOOR


OFFICE 1-B
OFFICE 2-B
RECEPTION C
OFFICE 1-C
OFFICE D
REST RM
OFFICE E
OFFICE 1-F
OFFICE 2-F
COPY RM.
RECEPTION B
RECEPTION E
RECEPTION F
OFFICE 2-C
RECEPTION D
CUST.
OFFICE 3-F
BEAM
BEARING WALL
OFFICE 3-A
RECEPTION A
OFFICE 1-G
RECEPTION
OFFICE 2-A
OFFICE 1-A
OFFICE K
OFFICE J
OFFICE I
OFFICE H
OFFICE 3-G
OFFICE 2-G


FOREST SERVICE SUPERVISORS OFFICE
60'
OFFICE A
OFFICE B
OFFICE C
OFFICE D
OFFICE E
40'
OFFICE H
BREAK ROOM
OFFICE G
OFFICE F
NORTH VERNAL AVE
HIGHWAY 191
NORTH
VERNAL RANGER DISTRICT OFFICE

WAREHOUSE RESTROOM
AND OFFICE AREA



1240LS26Q0030 – Vernal Area Janitorial
Attachment 2 – Performance Work Statement
355 North Vernal Avenue Vernal, UT 84078
3 buildings highlighted in orange left to right: Uintah Basin Interagency Fire Dispatch Center, Ashley National Forest Supervisors Office, Vernal Ranger District Building.

1240LS26Q0030 – Vernal Area Janitorial
Attachment 2 – Performance Work Statement
298 South 500 East Vernal, UT 84078
1 Building highlighted in orange, Vernal Warehouse offices and restrooms.