Performance Work Statement (PWS)
Earth Resources Observation and Science Center
Mail Room, Copy Center, and Warehouse Logistics

1.0 General Information

1.1 Introduction:

The Department of Interior, United States Geological Survey (USGS) serves the Nation by providing reliable scientific information to describe and understand the Earth; minimize loss of life and property from natural disasters; manage water, biological, energy, and mineral resources; and enhance and protect our quality of life. USGS combines and enhances its diverse programs, capabilities, and talents to provide science leadership and contribute to the resolution of complex issues. To accomplish its mission, USGS undertakes long-term data collection and monitoring; conducts research, development, and assessments; and develops various tools and applications. The Earth Resources Observation and Science Center (EROS) serves the USGS mission by studying land change and producing land change data products used by researchers, resource managers, and policy makers across the nation and around the world. EROS also operates the Landsat satellite program with NASA and maintains the largest civilian collection of images of the Earth's land surface in existence.

1.2 Objective

This effort aims to obtain onsite mail room, copy center, and warehouse logistics services for EROS to manage shipping, receiving, and distribution of mail from all services available to the facility.

1.3 Scope of Work

Services required include mail room management, packaging, receipt, datalogging item information, distribution of mail, print request fulfillment, document reproduction and finishing, document shredding, and material packaging and handling. Unless otherwise provided for in this performance work statement, the contractor shall provide all personnel, equipment, tools, materials, supervision, and other items and services necessary to provide mail room, copy center, and warehouse services described herein. Work performed under this contract is subject to all applicable federal, state, and local safety regulations and policies.

1.4 EROS Facility

Located roughly 15-miles north of Sioux Falls, South Dakota, EROS encompasses approximately 318 acres and consists of several facilities and structures including the main building, generator backup power building, maintenance garage and substation, heavy equipment storage building, wastewater treatment facility, water tower, guard security building, and three parking lots. Services provided under this contract will primarily take place in the main building and the maintenance garage substation (MGS).

- Main Building - The Main Building has a ground floor area of approximately 300,000 usable square feet and houses approximately 600 contract and government employees.
- Maintenance Garage Substation (MGS) Building - This building has a ground floor area of approximately 20,000 square feet. The structure houses a four-stall garage and a power distribution substation, shops for metal working, welding, and a warehouse with receiving dock.

- Guard Security Buildings (2): These buildings are located at the entrance/exit of both entrances onto the complex utilized for the daily operations of security staff.

2.0 Contract Requirements

2.1 Housekeeping

The contractor shall maintain a clean and organized work environment within the Mail Room, Copy Center and Warehouse. EROS custodial services will perform general cleaning for the Mail Room and Copy Center to include dusting and sweeping. The contractor is responsible for organization and removal of waste materials from the Mail Room, Copy Center and Warehouse portion of the MGS to the appropriate waste receptacles. The contractor's warehouse person shall also sweep Warehouse floors at least once per week and keep the Warehouse in an organized manner.

2.2 Waste Management

The contractor shall comply with the USGS and EROS recycling efforts. This requires segregating reusable and recyclable waste materials by type. Non-recyclable waste materials must be removed from the buildings and placed in the nearest non-recyclable dumpster when receptacles are full. Recyclable material shall be placed in the nearest recyclable dumpster.

2.3 Preventive And Required Maintenance:

Certain periodic maintenance will need to be done by the contractor, such as cleaning shredders and oiling as dictated by the manufacturers' requirements or more frequently as needed. The Government will issue service orders yearly for maintenance of the Copy Center Copy and Printing units provided for, shipping computer systems, and scale verification by a testing agency. The Government will make the calls for repair services for government furnished equipment (GFE).

2.4 Place of Performance:

USGS EROS
47914 252nd St
Sioux Falls, SD 57198

2.5 Period of Performance

The period of performance consists of one (1) twelve (12) month base period with four (4) twelve (12) month option periods: September 1, 2026 through August 31, 2027.

2.6 Hours Of Operation

The contractor shall perform the services required under this task order during EROS normal operating hours, Monday through Friday 7:30 a.m. to 4:00 p.m., excluding federal holidays.

3.0 Contractor Transition

The successor and incumbent contractors shall work cooperatively during phase-in and phase-out transition of this contract, its predecessor, and any successor contract to ensure continuity of services. The services provided by this contract are vital to the EROS mission, and the continuity thereof must be maintained at a consistently high level without interruption. The successor will need phase-in assistance

by the incumbent contractor. Both parties must give their best effort and cooperation to conduct an orderly and efficient transition to the successor.

3.1 Phase-In Transition

3.1.1 Submission of Phase-In Plan

The Contractor shall submit a Phase-In Transition Plan to the Contracting Officer's Representative (COR) for review and approval within fourteen (14) calendar days after contract award. At a minimum, the plan must include the transition approach, a list of critical events, transition schedule, and an explanation of any obstacles that may interfere with a smooth and timely transition.

3.1.2 Phase-In Period and Execution

The Contractor shall be prepared to begin phase-in efforts immediately following approval of the transition plan . The Contractor shall commence Phase-In activities fourteen (14) calendar days prior to the start of the new contract and complete all Phase-In requirements prior to the expiration of the preceding task order, ensuring a smooth transition of contract operations. The transition shall be conducted in accordance with the approved plan.

3.1.3 Transition Activities

During the Phase-In transition period, the Contractor shall:

- Recruit and hire necessary personnel;
- Obtain all required certifications and clearances;
- Attend the post-award conference;
- Complete any required training; and
- Execute all tasks necessary for uninterrupted contract performance.

3.1.4 Status Reporting

The Contractor shall submit a weekly status report to the COR during the Phase-In period, beginning within the first week of transition. The status report shall provide status on the critical events identified in the transition plan.

3.1.4 Government Support

The Government will provide access to the facilities, equipment, and technical data/manuals necessary to accomplish Phase-In requirements. Additional details and transition requirements, such as transition dates, will be specified when required.

3.2 Phase-Out Transition

3.2.1 Submission of Phase-Out Plan

The Contractor shall submit a written Phase-Out Transition Plan to the COR no later than twenty-one (21) calendar days prior to the expiration of this contract, unless otherwise agreed upon by the COR. At a minimum, the plan shall detail phase-out activities, a list of critical events, a transition schedule, and identification of any obstacles that may interfere with a smooth transition.

3.2.2 Phase-Out Period and Execution

The Contractor shall:

- Maintain all operations during the Phase-Out period;
- Transition activities to the incoming contractor with minimal disruption of services;
- Retain sufficient qualified staff to meet all requirements until contract expiration; and
- Coordinate all Phase-Out activities through the COR.

3.2.3 Status Reporting

The outgoing Contractor shall submit a weekly status report of Phase-Out activities to the COR, beginning on the seventh (7^{th}) calendar day following the notice of award of a successor contract or task order, unless otherwise agreed upon by the COR. The status report shall provide progress updates on the critical events identified in the Phase-Out plan.

3.2.4 Government Support

The Government will provide access to the facilities, equipment, and technical data/manuals necessary to accomplish Phase-Out requirements. Additional details and transition requirements, such as transition dates, will be specified when required.

4.0 Security

4.1 Contractor Personnel Security and Suitability Requirements

Performance of this contract and issued task orders may require contractor personnel to have a Federal government-issued Personal Identity Verification (PIV) credential before being allowed unsupervised access to a DOI/USGS facility and/or information system. The Contractor will coordinate the security background clearance with the Government Facilities Manager located at the EROS Data Center to ensure the proper procedures are followed. The COR will be the requesting official and will make arrangements through a DOI Access Card Sponsor for personal identity verification and DOI Access Card issuance. Upon completion of credentials process, contractor employees will be required to log on to a Government-furnished computer at least once per month in order to keep credentials activated.

At least two weeks before the start of task order performance, the contractor must identify all contractor and subcontractor personnel who will require [physical and/or logical] access for performance of work under the task order. Physical Access means routine, unescorted or unmonitored access to nonpublic areas of a federally-controlled facility. Logical Access means routine, unsupervised access to a Level 3 or 4 federally-controlled information system. The contractor must make their personnel available at the place and time specified by the COR or DOI Access Card Sponsor in order to initiate screening and background investigations. The following forms and inquiries, or their equivalent, will be used to initiate the credentialing process:

- OPM Standard Form 85 or 85P
- OF 306
- F-176, Statement of Personal History
- National Criminal History Check (NCHC) (local procedures may require fingerprinting to be done at a police station; in this case, any charges are to be borne by the contractor)
- Release to Obtain Credit Information

- PIV card application (web-based)

Before starting work under the task order, a National Criminal History Check (NCHC) will be initiated to verify the identity of the individual applying for clearance and to determine the individual's suitability for the position. If the NCHC adjudication is favorable, a DOI Access Card will be issued for that individual. If the adjudication is unfavorable, the credentials will not be issued, and the contractor must make other arrangements for performance of the work. The individual with the unfavorable adjudication will have the right to appeal their adjudication to the Federal Protective Service. They will not be allowed to work under this contract until final appeal ruling has been established, and the Federal Protective Services has changed the unfavorable status to favorable. In the event of a disagreement between the contractor and the Government concerning the suitability of an individual to perform work under this contract, DOI shall have the right of final determination.

Contractor employees must give, and authorize others to give, full, frank, and truthful answers to relevant and material questions needed to reach a suitability determination. Refusal or failure to furnish or authorize provision of information may constitute grounds for denial or revocation of credentials. Government personnel may contact the contractor personnel being screened or investigated in person, by telephone or in writing, and the contractor must ensure they are available for such contact.

Alternatively, if an individual has already been credentialed by another agency through OPM, and that credential has not yet expired, further investigation may not be necessary. In that case, the contractor must provide the COR with documentation that supports the individual's credentialed status.

Contractor employees who have been successfully adjudicated will be issued DOI Access Cards, which must be activated at a USAccess Credentialing Center. Those contractor employees not located within a reasonable travel time of a USAccess Credentialing Center will be screened and issued alternate credentials, such as temporary access badges.

During performance of the contract and/or task order, the contractor must keep the COR apprised of changes in personnel to ensure that performance is not delayed by compliance with credentialing processes. Cards that have been lost, damaged, or stolen must be reported to the COR and Issuing Office within 24 hours. If reissuance of expired credentials is needed, it must be coordinated through the COR.

At the end of contract and/or task order performance, or when a contractor employee is no longer working under this contract and/or task order, the contractor must ensure that all identification cards are returned to the COR.

This requirement must be incorporated into any subcontracts that require subcontractor personnel to have routine unsupervised access to a federally controlled facility for more than 180 calendar days or any unsupervised access to a federally controlled Level 3 or 4 information system.

4.2 Physical Security

4.2.1 Work Area

The contractor shall be responsible for safeguarding all government property provided to the contractor for use. At the end of each work period, all government facilities, GFE and CFE equipment and materials shall be secured. The Government shall not be liable for anything stolen or damaged.

4.2.2 Access Control

The contractor shall establish and implement methods of making sure all keys and access cards issued to the contractor by the government are not lost or misplaced and are not used by unauthorized persons. The

contractor shall establish procedures for covering key control access control that will be included in the Quality Control Plan. The contractor shall report immediately to the contracting officer's representative or contracting officer with any occurrences of lost or duplicated keys. In the event keys or other than master keys are lost or duplicated, the contractor may be required, upon written direction of the contracting officer, to re-key the affected lock or locks without cost to the government. The government may, however, at its option replace the affected lock or locks or perform re-keying and deduct the cost of such from the monthly payment to the contractor. In the event the master key is lost or duplicated, all locks and keys for that system shall be replaced by the government and the total cost deducted from the monthly payment of the contractor. The use of Government issued keys or access cards by any person other than the contractor's employees and providing access to persons other than contractor employees is prohibited.

5.0 Tasks

5.1 Task 1 - Mail Room Operations

Mailroom operations include activities such as mail and package handling; mail room management; receiving, collecting, inspecting, and distributing mail; general delivery services; and maintaining quality control. Mail room operations must be conducted such that mail is received and dispatched in accordance with USGS Survey Manual 434.1 – Mail Management. The contractor must ensure that adequate types and quantities of contractor-supplied Mail Room supplies are maintained to not disrupt daily operations.

5.1.1 Receiving

The contractor is responsible for receiving incoming mail and packages from parcel, freight, and electronic delivery companies such as the United States Post Office (USPS), United Parcel Service (UPS) and Federal Express (FedEx). Mail and packages are to be picked up at the MGS after security screening. If a package is deemed to be a receivable purchase it shall be handled as a warehouse receipt and not incoming mail.

- USPS is available to the contractor by 12:30pm, Monday through Friday.
- FedEx is available to the contractor by 11:30am, Monday through Friday.
- UPS is available to the contractor by 12:00pm, Monday through Friday.
- If receipt by these parcel companies is late, the warehouse will deliver by noon the following workday.

5.1.2 Inspection

The contractor shall inspect mail and packages received into the Warehouse Mail Room for damaged articles. Damage must be documented and notification given to USGS Property personnel within 24 hours.

5.1.3 Distribution and Collection

During normal hours of operation, the contractor shall accept mail, packages, and interoffice correspondence brought to the mail room and conduct distribution and collection at designated points throughout the main building. There are approximately thirty (30) distribution/collection points located throughout the building. Collection and distribution at the designated points must be accomplished at least twice per workday. The start of the pickup and delivery will be at 9:00am and the second pickup and delivery will start after 12:00pm and be finished by 3:00 pm. Mail that arrives after the normal afternoon

distribution shall be delivered during the following morning distribution. The COR may modify the location and number of mailstops at any point within the period of performance if it is determined to be in the Government's best interest.

5.1.4 Packaging and Processing

Mail and Packages received shall be put into boxes, labeled by printed label, sealed, etc. as necessary for mailing and shipment. The contractor must use the Government provided shipping systems to weigh packages, generate and affix labels, and provide data entry into the shipping systems. This will include USPS, FedEx, and UPS envelopes and packaging. All mail and packages shall be prepared in a manner that ensures undamaged delivery to the correct address and person. A FedEx Café system, a small Postal meter, and a UPS scale are located in the mailroom which are used for shipping rates.

All outgoing parcels must be prepared and transported to the warehouse receiving area by 3:30pm each day for pickup by the transportation companies. The shipping document request form shall be attached and signed by the requestor. Shipping and paperwork of 150 lbs. and higher for FedEx, such as pallets and large boxes, are governed under Task 2 of this contract. Large shipments, motor freight, and items exceeding FedEx contract limits will be processed at the warehouse using Government Bills of Lading. USGS personnel will initiate and complete required forms and authorize release of large shipments to transportation companies.

5.1.5 Certified and Registered Mail and Packages

The contractor shall provide the forms for end users to fill out for special handling US postal mail methods and International Shipping. End users shall be required to complete all forms and present the forms with the shipment.

5.2 Task 2 - Copy Center Operations

Copy center operations to be provided include activities such as copying, scanning, and document finishing, as well as shredding services. Th contractor is required to receive, process, and deliver print jobs. In performance of copy center operations, the contractor shall follow applicable standards under USGS Survey Manual 502.5 – Fundamental Science Practices: Safeguarding Unpublished USGS Scientific Information and Associated Materials. The contractor must ensure that adequate types and quantities of contractor-supplied Copy Center supplies are maintained in order to not disrupt daily operations.

Pursuant to FAR 52.245-1, Government Property, the Government will provide comprehensive maintenance for the two Government furnished copy/print units via a separate maintenance contract. Maintenance includes toner and parts for the copiers. ***Attachment E has volume detail of a projected monthly total of copies.***

5.2.1 Document Reproduction

The contractor is solely responsible for fulfilling document scanning and reproduction requests submitted by EROS personnel. Copy Center Request for Reproductions will be submitted to the copy center along with one hard or digital copy of the original documents to be reproduced. The contractor shall schedule and prioritize all requests based on the job size and date and time required. Whenever possible, multi-page documents must be printed using both sides of a sheet of paper for the purpose of conserving paper.

The contractor must provide document scanning services as requested by EROS personnel. Scanned document files must be uploaded to a shared service file where the recipient can retrieve the file. No books will be scanned; only 8.5x11, 8.5x14, and 11x17 originals will be scanned.

5.2.2 Document Finishing

The contractor shall provide document finishing services such as hole punching, folding, stapling, cover stocks, velo binding, and cutting per request.

5.2.3 Print Job Processing

The contractor shall be available to process incoming print jobs to the copy room copiers and deliver them to the requestor within 5 business days.

5.2.4 Printing Limitations

Single-source copy or printing runs shall not exceed 5,000 sheets without the approval of the COR.

5.2.5 Document Shredding

The contractor shall pick up or receive materials for destruction and schedule shredding activities per request. Destruction of multiple media types are required including and not limited to paper, DVD, and CDs. The contractor shall also ensure proper disposal of all associated packaging materials to prevent accumulation and maintain security. The contractor shall follow EROS-GEN-22 - Shredding of Federal Record Documents Containing Personally Identifiable Information (PII) policy in performance of document destruction services. While shredding, the contractor shall not leave the vicinity of the documents to be shredded and if shredding is not completed the remainder will be taken back to the requestor, to be picked up at next available time until completed.

5.3 Task 3 - Warehouse Operations

Warehouse operations include receiving, loading and offloading, inspection, maintaining records, packaging, storage, and shipment of large items. This task shall be done in accordance with USGS Survey Manual 434.1 – Mail Management.

5.3.1 Deliveries:

The contractor is responsible for receiving, offloading, inspecting, and documenting freight deliveries at the MGS. Deliveries shall be unloaded directly from the docks or exterior doors. The contractor shall have necessary equipment available to unload and move pallets or carts of equipment to intended recipients.

5.3.2 Receivables

Assure all receivables are not visibly damaged before signature for receipt and annotate the bill of lading of any damage. If visibly damaged, notify the USGS Property Specialist and COR immediately via email. Daily, the contractor shall prepare incoming shipments for delivery to the main building.

The contractor shall maintain a Warehouse Receiving Log which documents incoming shipments to the warehouse. At a minimum, the log must include date, time, transportation company, weights, pieces, item description, tracking number, purchase order number, and personnel that received the shipment. If the packing slip does not include an order number and items cannot be identified, the warehouse personnel shall coordinate with the USGS Property personnel and COR for evaluation. The contractor shall turn the log over to the USGS Property personnel weekly.

5.3.3 Incoming Freight Processing

The contractor is responsible for processing all incoming freight delivered to the MGS warehouse. Incoming freight includes partial and complete shipments associated with purchase card transactions, purchase orders, and other official Government procurements. All freight shall be received, inspected, documented, and prepared for internal distribution in a manner that ensures accurate accountability of Government property and supports timely review by USGS Property personnel.

Upon receipt, the contractor shall verify that all freight is properly labeled and shall inspect shipments for visible damage. Any discrepancies or damage shall be documented and reported immediately to the USGS Property Specialist and COR. The contractor shall ensure that all freight is supported by accompanying documentation such as packing slips, shipping labels, or other identifying materials. If documentation is missing or incomplete, the contractor shall notify the appropriate Government personnel for further guidance.

The contractor shall record all incoming freight in the Warehouse Receiving Log in accordance with established requirements, ensuring that the date received, carrier, tracking information, item descriptions, quantities, and applicable transaction numbers are accurately documented.

The contractor shall maintain all incoming freight in an organized manner to prevent loss or misplacement and to allow for efficient processing and internal distribution. All freight processing activities shall be completed in accordance with USGS Property procedures and at the direction of the COR.

5.3.4 Office Supply and Print Requests

The contractor shall process office supply and print material requests in support of internal EROS operations. Upon receipt of a request, the contractor shall identify the requester, the items needed, and the designated delivery location. The contractor shall retrieve requested materials from the Government-designated storage areas, ensuring that items are handled in a manner that prevents damage and maintains accountability of Government property.

Materials prepared for distribution shall be consolidated and placed in the designated staging area for internal delivery. The contractor shall maintain all office supply and print request materials in an organized manner to ensure efficient retrieval, preparation, and distribution. All activities shall be performed in accordance with established USGS procedures and at the direction of the COR.

5.3.5 Credit Card Transaction Log (CC Log)

The contractor shall complete and maintain an accurate credit card transaction log (CC Log), for all Government purchase card transactions processed in accordance with established USGS Property procedures, and ensure that records are complete, current, and available for audit or review at any time. The contractor shall ensure that all received documentation associated with purchase card shipments—such as packing slips, delivery confirmations, and supporting records—is properly recorded, tracked, and filed to support timely reconciliation by the USGS Property Office.

The CC Log shall include, at a minimum, the transaction number, cardholder name, item description, quantities received, dates of receipt, shipment status (partial or complete), and any discrepancies or missing documentation. The contractor shall update the CC Log on a continuous basis as items are received and processed through the warehouse. All entries must be legible, accurate, and reflect the current status of each purchase card transaction.

The contractor shall provide the updated CC Log and all associated documentation to USGS Property personnel on a weekly basis, or more frequently if directed by the COR. Documentation shall be organized in a manner that allows Property personnel to quickly verify receipt and reconcile the purchase card transaction. Any discrepancies, missing items, or unidentifiable transactions shall be reported to the COR and USGS Property personnel immediately upon discovery.

5.3.6 Purchase Order (PO) Acquisition

The contractor shall support the processing of items received under Government Purchase Orders (POs) by maintaining complete and accurate documentation and ensuring proper accountability of all PO-related property. For each PO, the contractor shall establish and maintain a documentation file that includes the PO description, supporting records, and any other information required by USGS Property procedures.

The contractor shall record all items received under a PO in the Warehouse Receiving Log, ensuring the accuracy of receipt information such as quantities, descriptions, tracking data, and associated order numbers. When required, the contractor shall request property numbers from Headquarters and shall affix property tags to applicable items upon receipt in accordance with USGS Property Office instructions.

PO documentation must be maintained in an organized and readily accessible manner. The contractor shall scan and upload all PO documentation to the designated system, place completed packets in the assigned review bin, and label and store received items in accordance with established procedures.

All PO Acquisition activities shall be completed in a manner that ensures traceability, supports timely reconciliation, and maintains accountability of Government property.

5.3.7 Excess and Surplus Property

The contractor is responsible for the packaging, handling, movement, and preparation of excess and surplus Government property within EROS. Government property may include, but is not limited to, accountable assets, administrative materials, supplies, and other federally owned items requiring disposition. All activities shall be performed in a manner that protects Government assets, prevents damage, and maintains proper accountability.

The contractor shall segregate property by condition code as identified on the applicable USGS property documentation (such as Form 9064 or Form 93118) to allow USGS Property Office personnel to efficiently review and inventory the items. Upon completion of inventory and approval by USGS Property Office personnel, the contractor shall prepare the property for the excess or surplus process. This preparation may include annotating property lists, removing Government property labels when authorized, and consolidating items into appropriate storage containers, boxes, pallets, or other Government-designated methods.

The contractor shall organize and maintain excess and surplus property in a neat and consolidated manner. Items shall be grouped into storage units until full, after which the contractor will begin staging the next unit. Completed storage units shall be placed in the Government-designated holding area until the USGS Property Specialist finalizes disposition actions. Performance of these duties will occur as needed and at the direction of the COR.

The contractor shall maintain accurate and complete documentation supporting the excess and surplus process and shall provide all required forms, listings, and supporting records to the USGS Property personnel in accordance with established procedures and timelines.

5.3.8 Delivery Log:

The contractor shall maintain a log of deliveries made to the main building and items picked up at the warehouse. The contractor shall document the date, order number, item description, purchase order (PO) or purchase request (PR) number, personnel who signed, and room delivered to. The contractor shall provide these reports weekly to the USGS Property personnel.

5.3.9 Placement and Preparation of Shipments and Government Property:

Shipments will be opened and/or repackaged and placed in a location designated by the USGS Property personnel.

6.0 Contractor Personnel

6.1 Management:

The contractor shall provide a contract manager responsible for managing the work of the contractor employees under this contract. The manager, and at least one alternate, must be designated in writing to the Contracting Officer (CO) prior to commencement of work and upon a change in personnel. The manager, or alternate in the absence of the manager, shall act on behalf of the contractor in all matters relating to the daily work tasks. The manager or alternate shall be available during normal work hours to meet with the CO, COR, or other Government representative designated by the CO to resolve problem areas. If vacated, the contract manager's position shall be filled within thirty (30) calendar days. While the contractor is identifying and securing a substitution/replacement for the contract manager, the contractor shall provide a short-term alternate during this period until a permanent contract manager is approved by the CO. Refer to clause GS1330 – Key Personnel for further details.

6.2 Contractor Employees:

The contractor is responsible for and shall provide the appropriate amount of contractor staff necessary to successfully execute the work described herein. If any such contractor employee is determined by the CO to potentially be threat to the safety, security, or general well-being of the installation or its population, the employee must be removed from the facility and an acceptable replacement provided by the contractor without disruption in services.

The Government will neither supervise contractor employees nor control the method by which the contractor performs the required tasks. Under no circumstances will the Government assign tasks to, or prepare work schedules for, individual contractor employees. It is the contractor's sole responsibility to manage its employees and to guard against any actions that are of the nature of personal services or give the perception of personal services. If the contractor believes that any actions constitute, or are perceived to constitute personal services, the contractor must notify the CO immediately.

6.3 Forklift Operators

All contractor personnel assigned to perform Warehouse Operations must be a trained forklift operator and certified in its use. Warehouse personnel shall complete annual fork-lift training in accordance with OSHA 1910.178, and provide each operator's initial and annual certification of training to the COR.

7.0 Quality Control Plan

All tasks performed must be of the quality consistent with best industry practices to assure timely provision of services, optimum customer satisfaction and adequate protection of Government assets.

The contractor shall develop and maintain an effective and active Quality Control Plan (QCP) to ensure services are performed in accordance with the terms and conditions of the contract. The contractor shall develop and implement procedures to identify, prevent, and ensure non-recurrence of defective services.

The contractor's QCP shall be delivered to the COR and CO within 5 business days after contract award. A comprehensive written QCP shall be submitted to the CO and COR within 5 working days when changes are made thereafter. After acceptance of the QCP the contractor shall receive the CO's acceptance in writing of any proposed change to their QCP.

The QCP shall demonstrate how the contractor will ensure quality control of the administration of and all tasks performed under this contract. A report must be provided by the contractor to the COR and CO of all issues of concern and a date when all issues of concern will be resolved.

The Government, through the COR or other designated technical representatives, will also monitor the contractor's performance. The Government may monitor the contractor's performance of routine functional requirements and outputs, as well as the milestones and deliverables of specific project requirements as deemed necessary to ensure acceptable progress and compliance with the requirements.

A performance requirement summary is shown below:

Service Area	Performance Standard	Acceptable Quality Level (AQL)	Surveillance Method
Mail Room Operations	Collect/distribute mail at all designated sites twice daily	95% on-time completion	Random sampling; daily checks
Copy Center Services	Accurate reproduction within agreed turnaround times	98% accuracy	Periodic inspections; customer feedback
Warehouse Logistics	Proper receipt, storage, and shipment processing	100% compliance with safety rules	Weekly inspections; review of logs

8.0 Reports

8.1 Annual Inventories of Equipment Report

The Contractor shall have a process to create and provide reports of discrepancies, loss of Government property, physical inventory results, audits and self-assessments, corrective actions, and other property-related reports as directed by the Contracting Officer.

9.0 Deliverables

The following shall be delivered to the COR by the contractor within 30 days after commencement of the task order, and within 30 days after the start of a new twelve-month option period:

1. Provide forklift operator training documentation/certification, in accordance with OSHA 1910.178. Report to COR annually
2. Computer Training: Contractor to adhere to and successfully complete all mandated computer-based annual training required per DOI/USGS.

3. Warehouse Receiving Log
4. Warehouse Delivery log
5. Credit Card Transaction Log
6. Annual report

10.0 Government Furnished Property (GFP)

Property and its values are listed on Attachments B and C.

Contractor shall safeguard all GFE in Attachment C and notify COR of any potential deficiencies of equipment. Reporting requirements are listed in "section X: Reports located below".

11.0 Contractor Furnished Property

The contractor will provide a fully functional indoor/outdoor rated forklift on the first day of operation. This forklift shall be rated at a minimum load of 3,000 pounds and shall be able to reach pallets from the top of the warehouse pallet racks which is 12 ft 3 inches high. The route from the MGS Warehouse to the Main Building is asphalt paved. Contractor shall provide all maintenance and safety inspections of equipment at no additional cost to Government. All repairs and maintenance scheduling for CFE shall be the responsibility of the contractor.

12.0 Reference Documents

https://www.usgs.gov/about/organization/science-support/survey-manual/4341-mail-management

https://www.usgs.gov/about/organization/science-support/survey-manual/5025-fundamental-science-practices-safeguarding

EROS-GEN-22 - Shredding of Federal Record Documents Containing Personally Identifiable Information (PII). See attachment K.

OSHA 1910.178