US Department of Agriculture (USDA)

Performance Work Statement

Contents

Project Title 3
General Information 3
1.0 Background and Purpose 3
2.0 Definitions 6
Contractor Requirements 7
3.0 Technical Requirements / Tasks 7
4.0 Deliverable / Schedule 9
5.0 Government Furnished 10
6.0 Travel 11
7.0 Contractor's Key Personnel 11
8.0 Security Requirements 11
9.0 Data Rights 12
10.0 Section 508 - Electronic and Information Technology Standards 12
11.0 Performance Requirement Measures 12
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Project Title
Soda Springs Ranger District Janitorial Services

General Information
1.0 Background and Purpose

1.1 Background: This is a services contract for janitorial services for the Soda Springs Ranger District and Warehouse.

Purpose: The purpose of this contract is to secure janitorial services for the Soda Springs Ranger District and Warehouse in Soda Springs, Idaho. The Contractor is responsible for providing all labor, supervision, equipment and specified supplies necessary to perform services under the janitorial contract. All designated areas must present a clean, healthy, and well-kept appearance.

1.2 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.

Description of Services:

1.3 Work required under this contract will be at 2 locations.

1) Location One is the Soda Springs Ranger District Office, Caribou-Targhee National Forest, 410 East Hooper Ave, Soda Springs, Idaho 83276.

   Total square footage of areas requiring cleaning is 7,007, 80% of which is carpeted and 20% tile. The office location includes a foyer, public service area, two public restrooms, a large conference room, 11 private offices, 4 team offices, a file room, 2 employee restrooms, and a small lunchroom. Contractor is provided a janitorial closet which includes storage racks for supplies and a sink.

2) Location Two is the Soda Springs Ranger District Warehouse, Caribou-Targhee National Forest, at 2847 Wood Canyon Road, Soda Springs, ID 83276.

   Services required at this location are the cleaning of 2 employee restrooms.

1.3.2 Government Regular Working Hours: The Government's regular working hours are Monday through Friday from 0600-1800 except federal observed holidays.

1.3.3 Contractor Hours of Performance: Janitorial services shall be provided daily Monday through Friday, after working hours, between 6 pm to 6 am. Window washing and carpet cleaning must be scheduled on the weekends when directed by the COR.

1.3.4 Federal Observed 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	

Offices will be closed on all federal holidays. 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.

1.3.5 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.

1.3.6 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.

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

1.3.7 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.

1.3.8 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 COR for review upon request.

1.3.9 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 and any planned sub-contracting. The work plan will be submitted to the COR within ten (10) days from the date of award.

1.3.10 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 –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.

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

1.5 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:	From 08/01/2026 to 07/31/2027
Option Period One:	From 08/01/2027 to 07/31/2028
Option Period Two:	From 08/01/2028 to 07/31/2029
Option Period Three:	From 08/01/2029 to 07/31/2030
Option Period Four:	From 08/01/2030 to 07/31/2031

1.6 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

1.7 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.

1.7.1 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.

1.7.2 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, and email display) shall include their company name.

1.7.3 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.

1.7.4 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.

A Federal Background check of all employees that will be in the building working unsupervised is required.

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.

1.8 Key Control: 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.

1.9 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.

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

1.10 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 Annual. Services performed once 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 Semi-Annual. 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.

2.8.3 Monthly. Services performed at intervals of 28 to 31 calendar days.

2.8.4 Daily. 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.

2.17 Sub-Contractor: One that enters into a contract with a prime Contractor. The Government does not have privy of contract with the sub-contractor.

Contractor Requirements

3.0 Technical Requirements / Tasks

1. **Basic Cleaning Services.** The Contractor shall accomplish all cleaning tasks to meet the requirements of this Performance Work Statement (PWS).

a) Maintain Floors. All floors, except carpeted areas, shall be swept, dust mopped, damp mopped, wet mopped, to ensure they have a uniform, glossy appearance and are free of dirt, debris, dust, scuff marks, heel marks, other stains and discoloration, and other foreign matter. Baseboards, corners, and wall/floor edges shall also be clean. All floor maintenance solutions shall be removed from baseboards, furniture, trash receptacles, etc. Chairs, trash receptacles, and other moveable items shall be moved to maintain floors underneath these items. All moved items shall be returned to their original and proper position.

b) Remove Trash. All trash containers shall be emptied and returned to their initial location. Boxes, cans, and papers placed near a trash receptacle and marked "TRASH" shall be removed. Any obviously soiled or torn plastic trash receptacle liners shall be replaced. The trash shall be deposited in the outside trash collection container located in the visitor parking lot on the West end of the building. Trash receptacles shall be left clean, free of foreign matter, and free of odors.

c) Clean Interior Glass/Minors. Clean all interior glass, including glass in doors, partitions, walls, display cases, directory boards, etc. After glass cleaning, there shall be no traces of film, dirt, smudges, water, or other foreign matter.

d) Clean Drinking Fountains. Clean and disinfect all porcelain and polished metal surfaces, including the orifices and drain, as well as exterior surfaces of fountain. Drinking fountains shall be free of streaks, stains, spots, smudges, scale, and other obvious soil.

e) Vacuum Carpets. Vacuum carpeted areas. After vacuuming, the carpeted area shall be free of all visible dirt, debris, litter, and other foreign matters. Any spots shall be removed by carpet manufacturer's approved methods as soon as noticed. All tears and raveling shall be brought to the attention of the government representative. Area and throw rugs are included to receive this service.

f) Clean Carpets. Spot clean or shampoo dirty carpets over an area of 2 square feet or less. Spots must be removed immediately.

g) Vacuum and Clean Floor Mats. Vacuum and clean interior and exterior floor mats. After vacuuming or cleaning, mats shall be free of all visible lint, litter, soil, and other foreign matter. Soil and moisture underneath mats shall be removed, and mats returned to their normal location.

h) General Spot Cleaning. Perform spot cleaning on a continual basis. Spot cleaning includes, but is not limited to removing, or cleaning smudges, fingerprints, marks, streaks, spills, etc., from washable surfaces of all walls, partitions, vents, grillwork, doors, door guards, door handles, push bars, kick plates, light switches, temperature controls, and fixtures. After spot cleaning, the surface shall have a clean, uniform appearance, free of streaks, spots, and other evidence of soil.

i) General Dusting. All horizontal surfaces must be dusted or cleaned to eliminate dust collection. All countertops and tabletops will be free of all visible dust, debris, litter, and other foreign matter.

2. **Basic Restroom and Utility Room Cleaning Services.** The Contractor shall accomplish all cleaning tasks to meet the requirements of this PWS.

a) Clean and disinfect. Completely clean and disinfect all surfaces of sinks, toilet bowls, base of toilets, urinals, dispensers, plumbing fixtures, partitions, stalls, stall doors, entry doors (including handles, kick plates, ventilation grates, metal guards, etc.), walls, and other such surfaces, using a germicidal detergent. After cleaning, trash receptacles will be free of deposits, dirt, streaks, and odors. All floor and sink drain traps shall be free of debris, residue and odors. Clean and disinfect all porcelain and polished metal surfaces.

b) Descale Toilet Bowls and Urinals. Descaling shall be performed **monthly** as a minimum and as often as needed to keep areas free of buildup i.e. Soap films, hard water deposits and other build-up. After descaling, surfaces shall be free from streaks, stains, scale, scum, urine deposits, and rust stains.

c) Sweep and Mop Floor. After sweeping and mopping, the entire floor surface, including grout, shall be free from litter, dirt, dust and debris. Grout on wall and floor tiles shall be free of dirt, scum, mildew, residue, etc.

Floors shall have a uniform appearance without streaks, swirl marks, detergent residue, or any evidence of soil, stain, film, or standing water. Moveable items shall be tilted or moved to sweep and damp mop underneath, then returned to their original position.

d) Stock Restroom Supplies. Contractor shall ensure restrooms are stocked sufficiently so that supplies including soap for the soap dispensers, toilet paper, and paper towels, do not run out. Supplies shall be stored in the provided janitorial closet. No overstocking shall be allowed. If supplies run out prior to the next service date, Contractor shall refill within one (1) day of notification.

3.1 Janitorial Services. Daily Contractor shall clean restrooms, office space, conference room, lobby and breakroom daily. Named areas 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. Desks and IT equipment shall not be cleaned. Horizontal and vertical surfaces including furniture counters, railings, grilles, fire apparatus, doors, corners, crevices, moldings, and ledges less than 70 inches shall be free of obvious dust, dirt, oil spots, or smudged surfaces. Trash shall be collected and put into government provided dumpster. Floors shall be clean and vacuumed daily. Break room counters shall be cleaned daily. Sinks and water fountains shall be clean with no residue daily.

3.2 Carpets Cleaning District Office. Performed **twice annually (May & September)** the COR may direct the Contractor to commercially clean the carpets. Notice will be an estimated 21 calendar days. Carpet cleaning shall occur on weekend days in coordination with the COR.

3.3 Exterior Window Washing. Performed **twice annually (May & September)**, 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.

3.4 Interior Window Washing. Performed **quarterly (May, August, December & March)** Contractor shall identify all window deficiencies including staining, cracking, and windowsill damage and notify the COR in writing.

3.5 High Cleaning. High cleaning surfaces above 70 inches shall be cleaned free of obvious dust and cobwebs no less than **quarterly (May, August, December & March)**. This does not include removal of vents, tiles, or other semi-permanent fixtures.

3.6 Interior Light Fixtures. Maintain interior light fixtures to remove any insects and cobweb build up **quarterly (May, August, December & March).**

3.7 Dusting. Performed **quarterly (May, August, December & March)**, Dust blinds, all entrances, reception areas, conference rooms, and corridors including hand railings, fire extinguishers, ledges, doors and air vent registers throughout the building.

4.0 Deliverable / Schedule

The contractor service requirements are summarized as performance objectives that relate directly to mission essential items. The performance threshold briefly describes the minimum acceptable levels of service required for each requirement. These thresholds are critical to mission success.

Key Deliverables

Item No.	*Deliverable / Item Title*	*Reference*	*Frequency*	*Delivery Format*	*Due By*
1	*Bio-based Materials*	*In accordance with paragraph 1.3.5*	*After award and ongoing if changes are made*	*Via email to COR and CO*	*Within (10) calendar days after contract award and any changes*
2	*Quality Control Plan (QCP)*	*In accordance with paragraph 1.3.7*	*After award and ongoing if changes are made*	*Via email to COR and CO*	*Within (10) calendar days after contract award and any changes*
3	*Contractor Work Plan*	*In accordance with paragraph 1.3.8*	*After award and ongoing if changes are made*	*Via email to COR and CO*	*Within (10) calendar days after contract award and any changes*
4	*Background Checks*	*In accordance with paragraph 1.7.5*	*Prior to Start of Unescorted Performance*	*Via email to COR and CO*	*Within (10) calendar days after contract award and any changes*
5	*Safety Data Sheet (SDS)*	*In accordance with paragraph 1.9*	*After award and ongoing if changes are made*	*Via email to COR and CO*	*Within (10) calendar days after contract award and any changes*
6	*Reporting Accidents*	*In accordance with paragraph 1.9.1*	*After award and ongoing if changes are made*	*Via email to COR and CO*	*Within (10) calendar days after contract award and any changes*
7	*Contract Manager*	*In accordance with paragraph 7.1*	*Prior to Award and if changes are made*	*Quotation*	*Prior to expiration of solicitation and anytime changes are made.*

5.0 Furnished Property

The Government will provide the following items of Government property to the Contractor for use in the performance of this contract. This property shall be used and maintained by the Contractor in accordance with the provisions of the "Government Property" FAR clause contained elsewhere in the contract.
The contractor shall notify the COR, or the district Support Services Supervisor (SSS) two weeks in advance of supply depletion to accommodate timely ordering and delivery.

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:

- o Keys and security access codes
- o Telephone for emergencies
- o Shared Janitor storage closet with sink
- o Dumpster
- o Water and Electrical Power
- o Parking
- o Toilet Paper
- o Trash Can Liners
- o Paper Towels

- o Paper Toilet Seat Covers
- o Hand Soap
- o Deodorant Products for restrooms

5.2 Contractor Furnished Property:
The Contractor shall supply ALL supplies, equipment (ex. steam cleaner, vacuum cleaner, cleaning supplies, etc.),

- o Cleaning equipment to include, but not limited to brooms, mops, brushes, buckets, and vacuums.
- o Cleaners and cleaning products to include carpet shampoo, spot remover, glass cleaner, cleaner for toilets and urinals, cleaner for metal surfaces, and cleaner for counter tops, sinks, and table-tops.
- o All Material Safety Data Sheets (MSDS) for all chemicals used in the cleaning of these buildings. MSDS's shall be given to the COR prior to use.

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 service.

7.0 Contractor's Key Personnel

7.1 **Contract Manager:** The Contractor shall provide a 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 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 contract manager in writing to the COR within 7 calendar days of award.

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 approved prior to employee(s) working unescorted within the Government facilities (can include experience qualifications: For example, 1-year experience in janitorial services).

8.0 Security Requirements

Contractor and his employees shall be capable of performing janitorial work. The Contracting Officer may require dismissal of Contractor employees whom they deem incompetent, insubordinate or otherwise objectionable, or whose continued employment they deem contrary to the public interest.
The Contractor shall provide adequate supervision of crew to prevent employees from disturbing papers on desks, opening drawers or cabinets, or using telephones provided for official government use. The Contractor or employees shall not bring children or pets to the premises while the work is being performed.

The Contractor is responsible for ensuring the security of all Government property, equipment, materials, records, and data against unauthorized access, loss, or damage during the performance of this contract. In the event the Contractor finds or witnesses any instances of accidents, vandalism, attempted break-ins, signs of attempted break-ins, or suspicious persons, the Contractor shall notify the CO/COR and law enforcement immediately.

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.

The use of Government property or services such as telephones, calculators, office supplies, etc. for other than official Government business is strictly prohibited.

9.0 Performance Requirement Summary

- The Government will perform periodic review of the Contractor's Quality Control Procedures, Plan, Inspection Reports, and customer comments.

- Quality Assurance Inspections will be made by random sampling or entire inspection of the work and follow-up of customer comments. When validating customer comments, the possible cause of unacceptable performance will be determined. If any Government action or lack of action was the cause, the complaint is not valid, and deficiencies shall not be counted against the Contractor.

- Periodic means one (1) review each month but may be done more frequently if necessary.

- Work that does not meet the contract requirements will be brought to the Contractor's attention. Repetitive or continuous failure to meet contract requirements may result in a quality adjustment to payment or the Contractor's right to proceed may be terminated.

- Quality Assurance. The government will periodically evaluate the Contractor's performance in accordance with the Quality Assurance Surveillance Plan.

- Government Remedies. The Contracting Officer shall follow FAR 52.212.4, Contract Terms and Conditions-Commercial Items, for Contractor's failure to perform satisfactory services or failure to correct non-conforming services.

- *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).*

Performance Objective	*Required Task or Deliverable*	*Performance Standard*	*Method of Surveillance*	*Negative Incentive for NOT meeting the Task*
Example				
PWS Item para. 3.2 *Janitorial Services-Daily.*	*All Solid areas shall be clean, & free of dust. Trash shall be removed. Sinks & water fountains will be clean with no residue.*	*95% acceptability, as described herein.*	*Periodic inspections, random observations, Not to exceed 5 customer complaints/mo.*	*Reduce contract price to reflect the reduced value of the services performed and/or rework required within 24 hours.*

PWS Item para. 3.2	*Carpets shall be free of obvious removable spots, stains, soiled traffic pattern, dirt, debris, gum, and crusted material. There shall be no areas of deterioration or fuzzing.*	*95% acceptability, as described herein.*	*Periodic inspections, random observations, Not to exceed 5 customer complaints/mo.*	*Reduce contract price to reflect the reduced value of the services performed and/or rework required within 24 hours.*

PWS Item para. 3.4	*Floors shall be clean, free of dirt and stains with no wax build-up. Floors will have high sheen appearance.*	*95% acceptability, as described herein.*	*Periodic inspections, random observations, Not to exceed 5 customer complaints/mo.*	*Reduce contract price to reflect the reduced value of the services performed and/or rework required within 24 hours.*
PWS Item para. 3.5 & 3.6	*Windows inside and outside shall be clean, with no streaks*	*95% acceptability, as described herein.*	*Periodic inspections, random observations, Not to exceed 5 customer complaints/mo.*	*Reduce contract price to reflect the reduced value of the services performed and/or rework required within 24 hours.*
PWS Item para. 3.0A	*Toilets shall be cleaned from scale build up and stains*	*95% acceptability, as described herein.*	*Periodic inspections, random observations, Not to exceed 5 customer complaints/mo.*	*Reduce contract price to reflect the reduced value of the services performed and/or rework required within 24 hours.*