Janitorial Services

Great Bay National Wildlife Refuge
100 Merrimac Drive, Newington, NH 03801

Statement of Work

Point of contact: Ella Weber, 978-572-5617 (ella_weber@fws.gov)

Public Restrooms at Great Bay National Wildlife Refuge

The contractor will provide cleaning services for the public restrooms, only, located on the Great Bay refuge. The Refuge will provide hand soap, toilet paper, plastic bags, and sanitary container liners. Vendor to provide environmentally-responsible cleaning compounds and on-site equipment as needed, i.e., mop, broom, etc. A locked janitor's closet will be provided to store equipment. Trash can be disposed of in the Refuge trash receptacle. The work will be performed three times per week on Monday, Wednesday, and Friday from June 1 through October 31, and twice a week on Mondays and Fridays from November 1 through May 31 to accommodate usage by the public. Adjustments to the schedule will be considered with prior approval.

Additional cleanings may be scheduled if necessary.

This facility is located at the parking lot on the Refuge. Water and electricity are on site. Work is to be completed in the morning any time after the entrance gate to the Refuge is open, which is generally around sunrise and should be completed by noon.

In the event of extreme weather, contractor will need to check with the Parker River National Wildlife Refuge staff point of contact for refuge status; facilities WILL NOT be cleaned if Refuge is closed due to weather.

Specifications:

- TRASH - Wastebaskets and sanitary disposal containers emptied, soiled trash and sanitary disposal liners replaced, all trash gathered and removed to designated area.

- RESTROOMS (2) – Toilets, sinks, shelf, faucets cleaned and disinfected, mirrors cleaned and polished, walls adjacent to toilet fixtures, including handrails wiped down and disinfected, all interior/exterior door knobs disinfected, toilet paper and soap dispensers refilled. Floors dry mopped and washed.

PERFORMANCE REQUIREMENTS AND INFORMATION

GENERAL PERFORMANCE REQUIREMENTS: The contractor's employees and representatives must maintain professional conduct and appearances. The contractor will schedule work so as to minimize disruption to normal visitor traffic, and will coordinate with the Contracting Officer's Technical Representative (COTR). The contractor is charged with the professional performance of all duties to ensure the protection and or conservation of government facilities and property.

OTHER PERFORMANCE REQUIREMENTS: The contractor will perform only such work or expend effort as required by the contract, or as directed in writing by the contracting officer (CO) or by direction of the COTR of specifically delegated task or work (such as emergency cleaning or re - accomplishment of unacceptable work). The contractor and its employees will abide by the facility security requirements regarding entry and exit of the facility, protection of government property, and follow the instruction of security, fire, and other emergency officials performing duties within the facility.

DOCUMENTATION AND REPORTING: The contractor will promptly communicate via email or phone to the COTR any observed issues such as unusual conditions, damage to government property, or other information that adversely affects the contractor's performance. The COTR will report to the contractor any issues discovered during inspection and will determine the overall level of the contractor's performance.

OTHER CONTRACTOR RESPONSIBLITIES: This agency facility provides visitor services to the public. Therefore, the contractor's employees must perform work in clothing that is clean and orderly as possible, given the type of work performed. The contractor must ensure that all contractor employees use appropriate safety clothing, shoes, or other devices while performing work. Contractor employees shall not wear on their clothing any slogans, political or social-cause messages, or advertising (other than the company name or logo).

CONTRACTOR FACILITY ACCESS: The contractor must provide acceptable evidence of U.S. citizenship, legal resident status, and state and local residence to this agency for all employees scheduled for work at this facility, and they each must undergo a Federal background investigation.

CONTRACTOR EMPLOYEE BEHAVIOR: The contractor is responsible for the behavior of its employees while working within the facility. Contractor personnel shall not engage in prohibited activities, such as gambling, consumption of alcohol, use of non-prescribed medicines or drugs, or smoking. Contractor employees are to observe acceptable courtesies when engaging government officials and non-government visitors to the facility. Contractor employees shall not conduct harassing behavior based on race, color, religion, sex (including pregnancy and gender identity), sexual orientation, national origin, age, disability, genetic information (including family medical history), status as a parent, marital status, and political affiliation.

CONTRACTOR INSPECTIONS: The government intends to rely primarily on the contractor's inspection and quality control systems methods to ensure the facility is cleaned and maintain ed properly. The government will perform regular inspections and unscheduled inspections of specific areas according to client complain.