US Department of Agriculture (USDA)

Statement of Work

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Project
Palisades Ranger District Janitorial Services

General Information
1.0 Scope of Work
The contractor shall furnish all equipment, labor supervision, transportation, supplies and incidentals except Government Furnished property necessary to ensure that custodial services are performed for the PALISADES RANGER DISTRICT OFFICE located at 3659 East Ririe Hwy, Idaho Falls, Idaho, in a manner that will maintain satisfactory facility conditions and present a clean, neat and professional appearance. Standard janitorial practices and proper use of cleaning materials and equipment are required. Cleaning which interferes with Government business shall be avoided. The office is approximately 3900 square feet, and houses 19 employees.

1.1 **Background:** This is a services contract for janitorial services for the Palisades Ranger District.

1.2 Purpose: The Contractor shall provide all transportation, oversight/management, labor, equipment, supervision, materials, and supplies required for all performance elements of this contract, in performance of Janitorial services described herein. This is a non-personal services contract. Providers shall be accountable solely to the Contractor who, in turn, is responsible to the Government. As such the Government shall not exercise any supervision or control over the Contractor's employees. The Contractor shall require employees to comply with instructions pertaining to conduct and building regulations issued by the COR. It shall be the responsibility of the contractor to provide and secure all related tools and supplies; however, the government will work with the contractor to provide a location for storage. All areas of work shall be performed to accepted industry standards.

1.3 Description of Services: The office is one single level building, totaling approximately 3,900 square feet. This includes the primary office area. Facilities include: 2 restrooms, 2 toilets, 1 urinal, 3 sinks, 1 microwave, 1 conference/break room, 13 offices (all but one have windows), 1 mail/file room, and a front reception area.

1.3.1 Place of Performance: 3659 E. Ririe Hwy, Idaho Falls, ID 83401

1.3.2 Government Regular Working Hours: The Government's regular working hours are Monday through Friday from 07800-1630 except federally observed holidays.

1.3.3 Contractor Hours of Performance: Janitorial services shall be provided daily Monday through Friday, after working hours, between 1630 and 0700. Window washing and carpet cleaning must be scheduled on the weekends when approved by the COR. The contractor shall provide a schedule to perform these tasks, coordinate with the COR, and initiate performance of the tasks.

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	

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 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 performance work statement (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. Quality cleaning will be required, including full performance of all specified daily services on the first official working day of the contract. A fully qualified workforce shall be maintained throughout the contract period.

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 that 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 people.
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 of 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 Year:	From September 1, 2026 - August 31, 2027
Option Year One:	From September 1, 2027 - August 31, 2028
Option Year Two:	From September 1, 2028 - August 31, 2029
Option Year Three:	From September 1, 2029 - August 31, 2030
Option Year Four:	From September 1, 2030 - August 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.

1.8 Contractor Personnel: A list of all employees that will be used for this service will be supplied to the COR within ten (10) days after award.

1.8.1 Quality Control Representative: Determined by Contractor.

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

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

1.8.4 Contractor Personnel Identification: Contractor personnel shall be easily identifiable through the display of badges or uniform, if applicable. Contractor employees shall identify themselves by name and

company affiliation when answering their telephone and attending meetings. All Contractor correspondence (written, facsimile, and email display) shall include their company name.

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

All reasonable precautions shall be taken to prevent loss or damage to Government buildings or property. The Contractor is to ensure that the offices are inspected at the end of each cleaning period for fire hazards, turn off unnecessary lights, and ensure that all means of egress are securely locked.

1.9 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.

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

The Contractor shall be responsible for instructing his/her employees in appropriate safety measures. Employees must not place mops, brooms, machines, garbage cans and other cleaning equipment at locations in such a manner as to create safety hazards or impede access. Cautionary signs shall be displayed in areas where cleaning operations are in progress that could cause a hazard to personnel (e.g. use of any equipment or supplies such as buckets, wires, ladders, water, wax, wet floors etc.). Contractors shall comply with all Federal, State, and Local regulations, laws, codes, and requirements relating to safety.

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

1.11 Fire Protection and Prevention: All sweeping compounds, dust cloths and mop treating materials, floor oils and floor treatment materials (exclusive of waxes) shall be products which are free of any spontaneous heating capability. Listings of these products as free of this capability by the Underwriters' Laboratory Inc. or other qualified nationally recognized testing organization shall be considered as meeting these requirements. The Contractor shall not store combustible supplies including rags, paper, and other like items near possible sources of combustion such as steam pipes, high wattage lamp bulbs, and other like items. Chemicals stored in the Janitor's closet shall be capped tightly and stored upright, eliminating the release of odors, fumes, and liquids. All combustible material shall be used and stored in a safe manner (above any liquids so not to be impacted by spillage). The Contractor shall report to the COTR any fire hazards, and if possible, correct them.

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 subcontractors. 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 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: Amount of times a service is to be provided.

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 Quarterly. Services performed approximately every 90 days (plus or minus 5 days unless approved in writing by the CO or their designated representative.

2.8.5 Bi-Weekly. Services performed up to 26 times during each 12-month period of the contract.

2.8.6 Daily. Services performed each visit. These services shall be performed 5 days per week. These services shall be completed before each business day at 0730.

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 (See schedule for detailed information regarding these tasks)

3.1 Basic Services: The Contractor shall provide daily cleaning of approximately 3,900 square feet of office space (that includes a conference/breakroom, 12 offices, hallways, and other common spaces) and two restrooms. Restrooms are approximately 10x10 tiled bathrooms or 200 square feet combined. Periodic scheduled services include carpet cleaning, twice annually; external window cleaning, twice annually; and internal window cleaning, twice annually.

3.2 Janitorial Services. Workdays. Contractors shall clean and stock restrooms, office spaces, conference/breakroom, lobby daily. Named areas shall be free of dust, dirt, debris, carpet stains, (except for 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 will 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 shall be vacuumed a minimum of twice weekly. Break/conference room counters will be cleaned daily. Microwaves shall be inspected daily and shall appear clean daily. They shall be wiped down a minimum of once weekly inside and out. Sinks and water fountains will be clean with no residue. High cleaning surfaces above 70 inches shall be cleaned free of obvious dust and cobwebs no less than quarterly. This does not include removal of vents, tiles, or other semi-permanent fixtures.

3.3 Carpets Cleaning, Office. Estimated twice annually 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.

3.4 Exterior window washing. Performed twice annually, the COR may direct the Contractor to clean exterior windows. 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. (This building currently does not have any window screens)

3.5 Interior window washing. Performed twice annually, the COR may direct the Contractor to clean interior windows. Windows, frames, and tracks shall be free of all dust, debris, and streaks. Contractor shall identify all window deficiencies including staining, cracking, and windowsill damage and notify the COR in writing.

3.6 Storage. The Contractor shall keep the storage space for bulk supplies and equipment in a clean and orderly condition. Failure to keep any of the storage areas in a clean condition may result in the withdrawal of the privilege of using them, or the CO may have them cleaned and deduct the cost from Contractor's payment. All cardboard boxes need to be knocked down and placed in the appropriate designated dumpster.
The Government will not be responsible for damage to the Contractor's stored supplies, materials, equipment, or the Contractor's employees' personal belongings brought into the buildings.
The Contractor shall prohibit employees from disturbing papers, computers, and terminals on the desks, opening drawers or cabinets, or using the telephone, except for emergency calls to police or fire departments.
The Contractor or employees shall not bring children to the premises while the work is being performed.
The Contractor shall service all restrooms to maximum capacity during the last contract day. Dispenser stock of paper supplies and hand soap remaining at end of contract period shall not be removed.

4.0 Government Furnished

4.1 Government Furnished Property:

The Government shall have available certain furnishings for use to the Contractor (hereinafter referred to as "Government-furnished property"). The Contractor shall be liable for all loss or damage of such delivered Government-furnished property until completion and final acceptance of work required under this contract. If the Government fails to make timely delivery of such Government-furnished property suitable for its intended use and upon written request from the Contractor, the CO shall make an equitable adjustment of contract delivery or performance dates pursuant to FAR 52.212-4 (c) Changes Clause of the contract. Any equipment or products not listed here shall be provided by the contractor.

The Government-furnished property includes the following:

- All necessary electricity and water required for the Contractor's performance on the job.
- Paper product dispenser keys will also be furnished for the building.
- Space for contractor to place supplies.
- Dumpster for office refuse
- Paper product dispensers
- All waste cans (18 trash cans) and permanent trash receptacles in offices, common spaces, and restrooms.
- Parking

4.2 Contractor Furnished Property:

The Contractor shall furnish all janitorial supplies, including cleaning equipment and soap. The Contractor may also require other incidentals necessary to perform work and maintain a sanitary, clean work area. Additional items the Contractor shall furnish include, but is not limited to:

- Vacuum cleaner equipped with a high efficiency particulate air filter (Hepa filter) and a variety of attachments necessary for cleaning tight spaces: under furniture, tops of cabinets and shelves, windowsills and trim, screens, corners of rooms, and miscellaneous equipment.
- Floor machines
- Shampooers

- Rags, sponges, cloth's, gloves, mops, brooms, buckets, equipment carts, or any other materials needed for cleaning shelves, countertops, windows (inside and outside) and appliances.
- Carpet cleaning equipment and supplies.
- Any cleaning materials necessary for the completion of listed services in section II.
- 2-ply toilet paper, tri-fold paper towels, sanitary waste receptacle liners, trash can liners (various sizes)
- Urinal cakes, if directed by COR
- Hand sanitizer
- Hand soap for restroom dispensers
- Window cleaning equipment (including scaffolding and ladders, if necessary)

Additional supplies shall be of suitable type and grade for purpose and are subject to approval by the COR.

The Contractor shall be responsible for new dispensers if they choose to refill with a product that is not compatible with the existing dispensers. Cleaning equipment to include brooms, brushes, buckets, and vacuums (in some instances shall be approved by COR prior to usage.)

5.0 Deliverables / Schedule

5.1 Daily Cleaning

5.1.1 Non-Carpeted Floors, Approx 200 square feet - (Hard Floors: Vinyl Tile, Ceramic Tile, Wood, Concrete, etc.)- Hard floors shall be maintained free of grit, soil, dust, scuff and heel marks, stains, spills, debris, litter and other foreign matter by effective routine cleaning. Cleaning shall be accomplished by the most appropriate method (vacuum, sweep, dust mop, damp mop, spot clean, etc.) and with cleaning solutions if applicable, for the specific floor type. After cleaning, floor surfaces to include grout shall have a uniform, clean appearance without streaks, swirl marks, detergent residue, or any evidence of soil, stain, film, or standing water. Baseboards, corners, and wall/floor edges shall also be clean. Chairs, trash receptacles, and other easily moveable items shall be moved to maintain floors underneath these items and returned to their original and proper position after cleaning.

5.1.2 Carpeted Floors, approximately 3700 square feet - Carpets shall be maintained free of soil, dirt, debris, litter and other foreign matter by effective routine vacuuming. Efficient vacuum cleaners shall offer high airflow, high efficiency filtration, and an adjustable rotating brush agitation for more effective soil removal. Any spots and/or spills shall be removed by the carpet manufacturer's approved methods or other commercially accepted practices as soon as noticed. All tears, burns, and raveling shall be brought to the attention of the Contracting Officer Representative (COR). Area and throw rugs shall also receive this service. Chairs, trash receptacles, and other easily moveable items shall be moved to maintain floors underneath these items and returned to their original and proper position after cleaning. Contractors need to provide a good vacuum that works.

5.1.3 Break/conference Room- Clean countertops, coffee pot area, top of refrigerator, microwave (inside and out), cabinets, in accordance with commercial standards for sanitization and dusting. Vacuum floors.

5.1.4 Clean Floor (Walk-Off) Mats- Vacuum and/or clean interior and exterior floor mats. Mats shall be free of all visible lint, litter, debris, soil and other foreign matter. Soil and moisture underneath mats shall be removed and mats returned to their normal location.

5.1.5 Dusting- Surfaces must be free of dust, lint, cobwebs, and litter. Surfaces could include items such as credenzas, file cabinets, light fixtures, tables, shelves, bookcases, storage lockers, windowsills, handrails, pictures, clocks, window blinds, upper and lower vents, etc. Thoroughly dust the front desk, mailroom, conference/break room, and offices daily. Exclude computer terminals, and keyboards and all employee desk spaces.

5.1.6 Interior Glass and Entries- All interior glass, including glass in doors in all entry ways, partitions, walls, display cases, and directory boards shall show no traces of film, dirt, smudges, streaks, water, or other foreign matter. Entry door glass (interior and exterior surface) shall be kept free of smudges, film, dirt, water, or other foreign matter.

5.1.7 Drinking Fountains- Contractor shall clean all drinking fountains. Polished metal surfaces, including the orifices and drain, as well as exterior surfaces of fountains shall be cleaned and disinfected. Drinking fountains shall be free of streaks, stains, spots, smudges, scale, hard water deposits, and other obvious soil. Drinking fountains need to have the hard water spots cleaned as needed.

5.1.8 Dusting of venetian blinds- Dust venetian blinds in the window frames daily.

5.1.9 Office and Common Area Trash – All trash cans located withing the enclosed office area (i.e. all areas that are not warehouse) shall be emptied daily. Soiled liners or liners containing food shall be replaced daily. The Contractor shall use existing bulk containers to dispose of trash or refuse generated from accomplishment of services detailed in this SOW.

All office trash containers shall be emptied and returned to their initial location as indicated. 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 nearest outside trash collection container/dumpster. Trash receptacles shall be left clean, free of foreign matter, and free of odors.

5.1.10 Restrooms and all sink cleaning services- DAILY CLEANING

5.1.10.1 Clean and Disinfect- All surfaces of sinks, toilets, urinals, lavatories, dispensers, plumbing fixtures, mirrors, partitions, dispensers, doors, stalls, stall doors, entry doors (including handle, kick plates, ventilation grates, metal guards), walls, and other such surfaces shall be cleaned and disinfected using a germicidal detergent and shall be free of spots and streaks. All fixtures shall be expected to be cleaned daily on all surfaces. Occasionally increased use or exceptionally dirty fixtures do not relieve the contractor from this responsibility.

5.1.10.2 Odor - Restrooms shall have a clean scent or emit no odor at all. Toilets and urinals will be free of spots, water spots, scale buildup, soap scum, odors, and any other deposits. Mirrors shall be clean and have no streaks or other removable matter. Partitions shall be smudge, stain free. Vents (within 72 inches of the floor) shall be clean. Restroom sinks, countertops, and fixtures shall be free from water and scale deposits, soil, streaks, and other removable matter. Walls and grout shall be free of all film, spots, and detergent buildup.

5.1.10.3 Restroom Floor Care- All floor surfaces shall be cleaned, and moveable items shall be tilted or moved to sweep and damp mop underneath. Grout on the wall and floor tiles shall be free of dirt, scum, mildew, and residue.

5.1.10.4 Maintain Urinals- Contractor shall provide and maintain the required chemicals and replace urinal cookies/eco-traps when they have disintegrated. Contractor shall service urinals at the same time and each time they are cleaning the restrooms. The urinals need to be cleaned out daily. Immediately after restrooms have been cleaned contractor shall replace eco-traps as needed and service with appropriate product.

5.1.10.5 Stock Restroom Supplies- Contractor shall ensure restrooms are stocked sufficiently so any provided supplies including toilet tissue, paper towels, and hand soap do not run out. The paper towels need to be filled in dispenser, rather than a stack of paper towels being left next to the dispenser. Supplies shall be stored in designated areas.

5.2 Bi-Monthly Cleaning services

5.2.1 Periodic entryway window cleaning including jams and ledges shall be thoroughly cleaned.

5.2.2 Periodic interior office window cleaning, including jams and ledges shall be thoroughly cleaned.

5.2.3 Dusting of all ceiling vents- (every 2 months) remove dust, cobwebs and insects which have accumulated around sills and frames. After dusting of ceiling vents, dust particles which have fallen shall be cleaned up from any surfaces.

5.2.4 Periodic Shampoo heavy use areas of the carpet, ie: hallway and entryway (every 2 months). Include any areas which show heavy wear during the previous two months. Carpets shall be deep cleaned to remove embedded soil from carpet fibers. Deep cleaning shall employ an effective technique and/or method to address soil suspension, soil extraction and drying. After deep cleaning, the carpeted area shall show an improvement in visible appearance. All cleaning solutions shall be removed from baseboards, furniture, trash receptacles, chairs, and other similar items. Chairs, trash receptacles, and other items shall be moved to clean carpets underneath and returned to their original location after the carpet has dried.

5.2.5 Periodic Removal of Cobwebs in Difficult to Reach Areas – Corners and visible crevice's shall be cleared of cobwebs every other month in all offices and common areas. Examples include, but are not limited to, doorway corners, ceiling corners, and stairwells.

5.3 **Semi-Annual Cleaning (defined as above).** Contact the COR one month prior to the date if implementation to schedule and coordinate any advanced preparation. It shall be the responsibility of the contractor to plan and schedule this work.

5.3.1 All exterior windows shall be cleaned in April and September of each year. Using appropriate cleaner and cleaning methods, wash and dry all windows outside. This includes cleaning and removing any tree sap and any other grime or build-up on the exterior windows.

5.3.2 Dust and clean light fixture. Take light panel out and clean out dust, dead insects, etc. from ceiling light fixtures.

5.3.3 Periodic Floor Restorative Cleaning- (June/November) Carpets shall be deep cleaned in order to remove embedded soil from carpet fibers. Deep cleaning shall employ an effective technique and/or method to address soil suspension, soil extraction and drying. After deep

cleaning, the carpeted area shall show an improvement in visible appearance. All cleaning solutions shall be removed from baseboards, furniture, trash receptacles, chairs, and other similar items. Chairs, trash receptacles, and other items shall be moved to clean carpets underneath and returned to their original location after the carpet has dried.

Key Deliverables

Item No.	*Deliverable / Item Title*	*Reference*	*Frequency*	*Delivery Format*	*Due By*
1	*Bio-based Materials*	*In accordance with paragraph 1.3.6*	*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 1.3.8*	*After award and ongoing if changes are made*	*Via email to COR and CO*	*Within (10) calendar days after contract award and any changes*
3	*Contractor Work Plan*	*In accordance with paragraph 1.3.9*	*After award and ongoing if changes are made*	*Via email to COR and CO*	*Within (10) calendar days after contract award and any changes*
4	*Background Checks*	*In accordance with paragraph 1.8.6*	*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 1.10*	*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 1.10.1*	*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.*
8	*Complete list of all personnel (Continued…) employed under this contract*	*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.*

6.0 Contractor's Key Personnel

Describe positions which are considered key to successful performance of the contract and the information required to support key personnel qualifications, e.g., experience which correlates to SOW requirements, education, and past performance on similar projects. Specify if resumes are required and provide resume format if appropriate.

Insert Contractor's Key Personnel Here

7.0 Security Requirements

Specify security requirements that apply to the contract performance. Specify the level of clearances required and identify positions that are applicable.

The contractor will be given a key to the office and will be responsible for keeping it secure. The contractor or the contractor's employee is not allowed to make any copies of the building keys. If the key is lost it will be the responsibility of the contractor or their employee to replace the key.

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. It shall be the responsibility of the contractor to complete the background check and obtain a USDA Lincpass credential for each employee who will access the building. The contractor shall provide proof that the process has been started within 10 calendar days of contract award.

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.

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 Contractor's expense this includes costs associated with re-keying of facility if justified.