

US Department of Agriculture (USDA)



Performance Work Statement

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Project Title

South Park District Ranger Office Pike-San Isabel National Forest & Cimarron and Comanche National Grasslands JANITORIAL SERVICES

General Information

1.0 Background and Purpose

Project location and description of work area: Janitorial Services for the USDA Forest Service, South Park Ranger District Office located at 320 Highway 285, Fairplay, Colorado 80440. The District Office is approximately 4,600 square feet, approximately 4124 sq ft is carpeted and 476 sq ft linoleum tile. The contractor shall provide janitorial services to include, but not limited to management, supervision, personnel, transportation, labor, equipment, and supplies.

Scope of work: The purpose of this requirement is to provide Janitorial Services for the Government owned facility designated as the South Park District Ranger Office. The Contractor shall furnish all equipment, transportation, labor, supervision and supplies (except as specified herein as Government furnished) necessary to maintain the buildings in a sanitary, health & safety of people utilizing this facility and maintain cleanliness standards. Performance will be according to the standards indicated herein.

2.0 Definitions

APP (Affirmative Procurement Program)
AQL (Acceptable Quality Level)
CO (Contracting Officer)
COR (Contracting Representative)
CPG (Comprehensive Procurement Guidelines)
DCMR (District of Columbia Municipal Regulations)
DO (District Office)
EPA (Environmental Protection Agency)
MSDS (Material Safety Data Sheets)
NFPA (National Fire Prevention Association)
OSHA (Office of Safety and Health Administration)
PSICC (Pike-San Isabel National Forests & Cimarron and Comanche National Grasslands)
QCP (Quality Control Plan)
RCRA (Resource Conservation and Recovery Act)
RD (Ranger District)
SDS (Safety Data Sheets)
SPK (South Park)
USDA (United States Department of Agriculture)

Contractor Requirements

3.0 Technical Requirements / Tasks

Contractor Furnished Property:

The Contractor shall furnish all equipment, material, and supplies necessary, except as noted in Section 5: Government Furnished Property, to perform the tasks specified in this contract. The Government will approve prior to using all cleaning materials and equipment utilized by the Contractor to ensure that they do not harm, cause permanent damage to Government property or endanger the health and safety of the building users. This does not relieve the Contractor from any damage resulting from the use of these materials. The Contractor shall utilize products and materials made from biobased materials to the maximum extent possible without jeopardizing the intended end use or detracting from the overall quality delivered to the end user.

The Contractor shall not use any materials which the CO determines does not meet the requirements established by applicable Federal specifications and standards. Material Safety Data Sheets (MSDS) are required for all cleaning compounds and products used to perform the tasks specified in this contract.

CONTRACTOR SUBMITTALS:

The following shall be submitted to the CO for approval after award and prior to the commencement of work to be performed under this contract:

- A. Quality Control Plan (QCP)** – A quality control plan is a plan developed by the Contractor for its internal use to ensure that it performs and delivers high-quality service. The QCP will be incorporated into the resultant contract.
- B. Schedule** – Submit a schedule for services work listed as “weekly”, “monthly”, “quarterly”, “semi-annual”, and “yearly” work with dates to be performed. Inform the Government of schedule changes at least one week in advance.
- C. Checklist** – Submit a schedule at least 1 per month in advance of required work, showing dates, “weekly”, “monthly”, “quarterly”, and “semi-annual” work to be performed.
- D. SDS Sheets** – Provide SDS Sheet – provide the Government with a copy of MSDS sheets for all chemicals being used for cleaning.
- E. Cleaning Product Information** – Manufacture’s or supplier’s information describing the contents and recommended uses for each cleaning product used.
- F. Cleaning Operations and Stewardship Plan** - The Contractor shall develop and institute a complete Cleaning Operations and Stewardship Plan establishing a commitment to the use of biobased products, employee health and safety, and sound environmental practices. A written Cleaning Operations and Stewardship Plan must be submitted to the Government at least 10 days prior to commencement of work and will be incorporated into the resultant contract. At minimum, the “Plan” must also include:
 - 1. A list of proposed biobased products to be used in the performance of services provided under this contract (at minimum proposed products must be identified by brand name), including a summary of product attributes.
 - 2. Product Use and Cleaning Guides defining standard operating procedures and/or instructions for the proper use, storage, and disposal of the cleaning products, proper operation of equipment, and proper procedures to accomplish work under this contract.
 - 3. Proper procedures for the storage of hazardous materials in conformance with good housekeeping practices, the National Fire Prevention Association (NFPA) Code, and applicable federal and municipal regulations. The “Plan” must also define proper procedures for the identification and disposal of hazardous wastes in accordance with Federal RCRA regulations and the District of Columbia Municipal Regulations (DCMR), Title 20, Subpart E prior to use with personnel.

Prewrite Conference:

Prior to commencement of work, the Contractor shall arrange a meeting with the CO to discuss the contract terms and work performance requirements. At the time, the Contractor shall designate, in

writing, the name and phone number of the Contractor's on-site representative/supervisor and their responsibilities.

Contract Representative:

The contractor shall provide a contract representative for the performance of the work specified in the contract. The name of this person and an alternate(s) who shall act for the Contractor when the Contractor is absent shall be designated in writing to the CO. The Contractor's representative or alternate shall have full authority to act for the Contractor on all contract matters relating to daily operation of this contract. The contractor representative and alternate(s) must be able to read, write, speak, and understand English.

Hours of Operation:

All janitorial services shall be performed weekly outside of normal business hours of 5:00 pm and 6:00 am Sunday through Saturday, except federal holidays and days when the office is closed due to weather or other unforeseen circumstances. The contractor will be responsible for maintaining building security during the hours the building is occupied due to the Contractor operations. Performance will take place during normal office hours until background investigations are completed. This schedule will only take place after Janitor has passed a background check.

Federal Holidays:

Except as noted in the Schedule of Work or hours of Operation, work will not be required on the following federal government holidays, nor on holidays observed in lieu thereof:

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

4.0 Staffing plan, Quality control plan and Work schedule.

Bio-Based Products

All supplies and materials shall conform to applicable Federal specifications and standards, and to the extent feasible and reasonable; include the exclusive use of bio-based products. The Contractor shall utilize the greatest number of bio-based products available that meet applicable health and environment specifications. The Contractor should keep abreast of the development and increasing availability of bio-based products and how new products may be incorporated into contract performance. All supplies and materials to be used in the performance of work under this contract are subject to the approval of the Contracting Officer (CO) and Safety Data Sheets are to be submitted for each product. For more information on the bio-base program visit: <https://www.biopreferred.gov>

Inspection Procedure

Inspections of the facility will be done by the Government after all cleanings to determine the acceptability of the workmanship. Any deficiencies encountered will be called to the attention of the Contractor immediately so corrections can be made. An inspection will ensue post correction cleaning to confirm if the deficiency was corrected.

Payment

The Contractor shall submit a detailed monthly invoice for the month completed through the Invoice Processing Platform (www.ipp.gov). Upon acceptance, the Government will approve the invoice and the Contractor will be paid.

Contractor Submittals

The following shall be submitted to the CO for approval prior to the commencement of work to be performed under this contract:

- A. Personnel: Contractor shall provide the Government with the Key personnel with qualifications who will be performing this service. The Contractor shall provide a contract manager who must be responsible for the performance of the work. The name of this person, and the alternate(s) who must act for the Contractor and for when the manager is absent. The name & resume of the Janitors with facility size experience must be designated in writing to the Contracting Officer.
- B. Quality Control Program: The Contractor shall establish a Quality Control Program (QCP) to ensure the requirements of this contract are met. The goal of the QCP should be to identify and correct any problems that may arise before they are identified by the CO or COR. At a minimum the plan should include:
 - i. An inspection system, covering all services required, utilizing a comprehensive checklist to monitor contract performance.
 - ii. A system for identifying and correcting deficiencies and/or a pattern of deficiencies in the quality or quantity of services provided.
 - iii. A file system to maintain record/documentation of inspections conducted and corrective actions take. Documentation of inspections conducted, deficiencies identified, and corrective actions taken must be kept current and made available to the CO upon request.
- C. Work Schedule: The Contractor must submit a service schedule of weekly cleanings indicating which dates the cleanings will be performed on to the CO/COR. Any change in cleaning date must be made at least one week prior to the date; except for inclement weather.

5.0 Government Furnished

GOVERNMENT FURNISHED PROPERTY:

The Government shall deliver to the Contractor equipment, materials, supplies, property, and/or services (hereinafter referred to as "Government-furnished property") listed below at the work site prior to work commencing. As supplies need replenishing, the Contractor shall notify the Contracting Officer's Representative (COR) no less than 2 weeks in advance so needed items can be ordered. The Government will furnish the following items:

- Ladders.
- Paper Towels, toilet paper, various sizes of trash receptacles liners.
- Soap for the restrooms.
- Fluorescent lamps, incandescent light bulbs, exit light lamps.
- "Wet floor" safety signs.
- If keys are issued, they will be signed for and returned upon completion of termination of the contract. Lost keys are the responsibility of the Contractor.
- All utilities necessary for the Contractor to perform the required services as stated herein. A storage space for Government and Contractor furnished property.

6.0 Deliverable/Schedule

TECHNICAL SPECIFICATIONS:

The janitorial services shall be performed in accordance with the following specifications at the frequencies prescribed.

1. Weekly Services: Three Times Weekly

a. Counter Tops and Large Surface Areas

- Clean and polish all counter surfaces.
 - If there are items on the counters, do not move/remove them
- Clean and polish conference room tables.
 - If there are items on the tables, do not move/remove them

b. Waste and Recycling Receptacles

- Collect and remove all waste recycling, placing each in the appropriate outdoor bins.
- Wash if needed with a sanitizing cleaner. Change liners only if needed.

c. Offices

- Vacuum all carpeted areas, including wall edges and around the edges/under of all furniture (desks, tables, chairs etc.)
- Spot clean anytime a stain or soiled area needs cleaning.

d. Restrooms

- Clean and sanitize all surfaces including sinks, counters, toilet bowls/seats, etc.
- Clean and sanitize tile walls adjacent to and behind toilets.
- Sweep, mop and sanitize tile floors.
- Clean and polish mirrors, dispensers and chrome fixtures.
- Empty, clean, sanitize and change liners in all wastebaskets.
- Spot clean all other surfaces, dust horizontal surfaces and mirrors.
- Re-stock restroom supplies as needed such as toilet paper, paper towels, trash bags, and hand soap.

e. Lobby Area/Visitor Info

- Wash inside and outside of all glass surfaces on entrance doors and the windows that are adjacent to the door.
- Remove dust, soil, and insects from frames surrounding entrance glass doors.
- Sweep and mop tile/linoleum floors.
- Dust baseboards.
- Clean and sanitize drinking fountain.
- Vacuum all Lobby Area/Visitor Info carpeted areas and rugs/mats including edges.
- Clean and polish all counter surfaces.
 - If there are items on the counters, do not move/remove them

f. Touched Surfaces

- Clean and Polish all touched surfaces, i.e. Light switches, door handles, door frames, counter surfaces.

2. Semi-Annual Services: November & May

a. Dusting below 5 foot level

- Dust below a 5 foot level. Dust all horizontal and vertical surfaces including but not limited to furniture, baseboards, wood molding, windowsills, bookcases, ledges, signs, wall hangings, photographs, fire alarm boxes, exhibits, excluding desktops and computers.

b. Dusting above 5 foot level

- All horizontal and vertical dust catching surfaces shall be kept free of obvious dust, dirt, and cobwebs. Dust furniture in all offices above the 5 foot level, including, but not limited to tops of high bookcases and top edge of privacy.

3. Annual Services: February

a. Blinds

- Dust, clean and/or vacuum all window blinds. Vinyl blinds may require a liquid cleaner. Clean in accordance with manufacturer's recommendations by type of fabric or material.

b. Windows

- Clean all windows and screens inside and outside of building, with an appropriate glass cleaner.
- c. Walls/Other
- Polish all wood walls with appropriate cleaner.
 - Wipe other walls with appropriate cleaner.
 - Wipe down all surfaces, to include windowsill, door & window casings, etc.
- d. Lights
- Clean each ceiling light as needed so they are free of dust and insects.
- e. Clean Carpet
- Clean carpets using carpet cleaning machine.

The contract will commence on September 15, 2026 and continue thru September 14, 2027 with four additional option years possible.

Base Year- September 15, 2026 thru September 14, 2027

Option Year 1- September 15, 2027 thru September 14, 2028

Item #	Description	Quantity	Unit	Unit Price	Total
1001	Janitorial Services Monthly: Includes Bi-Weekly Services	12	Month	\$	\$
1002	Bi-Annual Services: Services will be completed in November and May	2	Month	\$	\$
1003	Annual: Services will be completed in February	1	Month	\$	\$
Total Base Year					\$

Option Year 2- September 15, 2028 thru September 14, 2029

Item #	Description	Quantity	Unit	Unit Price	Total
2001	Janitorial Services Monthly: Includes Bi-Weekly Services	12	Month	\$	\$
2002	Bi-Annual Services: Services will be completed in November and May	2	Month	\$	\$
2003	Annual: Services will be completed in February	1	Month	\$	\$
Total Option Year 2					\$

Option Year 3- September 15, 2029 thru September 14, 2030

Item #	Description	Quantity	Unit	Unit Price	Total
3001	Janitorial Services Monthly: Includes Bi-Weekly Services	12	Month	\$	\$
3002	Bi-Annual Services: Services will be completed in November and May	2	Month	\$	\$
3003	Annual: Services will be completed in February	1	Month	\$	\$
Total Option Year 3					\$

Option Year 4- September 15, 2030 thru September 14, 2031

Item #	Description	Quantity	Unit	Unit Price	Total
4001	Janitorial Services Monthly: Includes Bi-Weekly Services	12	Month	\$	\$
4002	Bi-Annual Services: Services will be completed in November and May	2	Month	\$	\$
4003	Annual: Services will be completed in February	1	Month	\$	\$
Total Option Year 4					\$

Total of Base plus Option Years	\$
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7.0 Contractor's Key Personnel

The Contractor shall employ personnel qualified and capable to perform janitorial work and will provide a list of personnel who will be on the premises and their work schedules.

When the Government is pending completion of the Janitor's background investigation, the contractor and COR shall make arrangements for services to be performed during normal business hours and under Government performance monitoring. A mutual agreement between the contractor and COR is required if alternate performance date/times are suggested during this time.

Personal Identity Verification of Contractor Employees:

- (a) The contractor must comply with the personal identity verification (PIV) policies and procedures established by the United States Department of Agriculture (USDA) Directive 4620-002.
- (b) Should the USDA Directive 4620-002 require the exclusion of a contractor's employee, the Contracting officer will notify the contractor in writing.
- (c) The contractor must appoint a representative to manage compliance with the PIV policies established by the USDA Directive 4620-002 and to maintain a list of employees eligible for a USDA LincPass required for performance of the work.
- (d) The responsibility of maintaining a sufficient workforce remains with the contractor. Contractor employees may be barred by the Government from performance of work should they be found ineligible or to have lost eligibility for a USDA LincPass. Failure to maintain a sufficient workforce of employees eligible for a USDA LincPass may be grounds for termination of the contract.
- (e) The contractor must insert this language in all subcontracts when the subcontractor is required to have routine unaccompanied physical access to a Federally controlled facility and/or routine unaccompanied access to a Federally controlled information system.
- (f) The PIV Sponsor for this contract is a designated program point of contact, which in most cases is the COR, unless otherwise specified in this contract. The Government will notify the contractor if there is a change in the PIV Sponsor, the office address, or the office hours for registration.

8.0 Security Requirements

Safety Plan:

Prior to the award of the contract, the Contractor shall submit with proposal, a written Safety Plan. At a minimum, the Safety Plan should include the following:

- A. The name of the responsible supervisor or contact and pertinent phone number(s);
A list of chemicals and/or products, including manufacturer names or the brand names, to be used during the performance of work under this contract, the intended use of each of these materials or products, any potential hazards that may be associated with the use of each product, and Material Safety Data Sheets (MSDS) for each of the products.

SECURITY:

The Contractor is responsible for ensuring security of Government property, buildings, equipment, materials, records and data against unauthorized access, loss or damage during the performance of this contract.

- A. Fire Prevention: The Contractor shall at all times keep janitor closet neat, clean, and free from odors and fumes. All chemical and combustible items shall be stored in proper containers and all recyclable material put in the proper holding containers. All trash shall be placed in the dumpsters and not stored in the janitor closet. There are no public areas designated as smoking areas. Smoking is prohibited inside all buildings.

- B. Building Security:** Performance of this contract is required to be done outside of normal business hours (0800-1800). If the Contractor has a current security clearance, office keys will be issued to allow performance of contract during the evenings. If this is the case the Contractor shall:
1. Announce their arrival and departure to the Government employees who may be occupying the building after normal work hours.
 2. Ensure all exit doors remain closed and locked at all times during performance of services unless the Contractor is using the door and remains in sight of the door.
 3. Only the Contractors' employees (must have security clearance) are allowed in the building or on the job site during performance of services.
 4. The Contractor must secure all equipment and supplies, in the storage area provided, prior to leaving the premises.

9.0 Performance Requirement Measures

Performance requirement standards are described in the Performance Requirements Standards Summary Tables (below) for, weekly, monthly, semi-annual and annual work. The Contractor is expected to ensure services are provided or performed to the appropriate standards through the Contractor's Quality Control Plan. Except as stated in the summary tables, services required by this contract are generally of such a nature that nonconforming or incomplete performance disclosed by Government inspection is not subject to correction by re-performance or late performance and will result in a deduction being made to the contract price for the month. Checklists for task completion must be completed, or tasks will be considered not completed.

Inspections: Inspection of the office buildings to determine the acceptability of the workmanship will be made by the Government, and any deficiencies encountered will be called to the attention of the Contractor. Corrective of all deficiencies will be made prior to re-inspection and acceptance of work by the Government in conformance with the performance standards. The Contractor shall turn in a daily checklist, which includes other frequency services, to ensure quality standards are being met. These checklists will be utilized by the COR to substantiate work completed and to perform government inspections. Any Government personnel or visiting public may observe unacceptable services, incomplete work or required services not performed and may contact the CO or the COR to communicate a complaint. Customer complaints will be substantiated by the COR for validity. Should the COR determine that the complaint is valid, the COR will inform the Contractor orally and in writing. Refer to the Performance Requirements Standards Summary Tables for remedy for nonconforming services. Unresolved disputes will be forwarded to the CO for determinations. Inspection/acceptance are further covered in 52.212-4 Contract Terms and Conditions –Commercial Items (Jun 2010) under (a) Inspection/Acceptance. Excessive and/or repetitive deficiencies will result in deduction of monthly payments. Excessive and/or repetitive deficiencies could also result in termination for default.

Acceptance: Workmanship shall be of an acceptable quality such as would be found in a business office visited by the general public and meet the acceptable quality level (ACL) listed in summary

Payment: Payment will be made monthly for work meetings or exceeding the ACL completed and accepted by the Government covering the previous month's service. Upon acceptance, the Government will pay monthly the appropriate amount determined by the occurrence of the services as stated in the Schedule of Items. For example: January has 7 weekly services and 5 monthly services for the month. The cost for these services would be added together for the amount due to fully acceptable service. Payment will be determined by the services and frequencies, less than any deductions for any non-conforming or unacceptable performance. Deductions –If a cleaning is not completed, the monthly payment will be reduced proportionately to the number of cleanings scheduled that month. If 4 cleanings are scheduled in a month and one is missing, the contract payment will be reduced by 25% of the sub-clin of the current year.

WEEKLY Performance Requirements Standard Summary

Weekly Cleanings Evaluation		
Performance Objective	Method of Surveillance	Positive/Negative incentive % for not meeting the task

<u>Basic Cleaning Services</u> Floors, baseboards, corners and wall edges are free of dirt, dust and debris. Trash is empty. Plastic liners are in good condition. Trash containers are free of odors and visible dirt. Trash is emptied into outdoor trash collection container. Recycling is emptied into outdoor recycling collection container. Glass and mirrors have no traces of film, dirt, smudges, or water. Drinking fountains are disinfected and free of streaks, stains, spots, smudges, scale and other deposits. Hallways are free of dirt, debris, marks, smudges, scuffs and other foreign matter. Carpets are free of dirt, debris, litter and other foreign matter. Dust is not visible. Restrooms and all surfaces are cleaned and disinfected to maintain shine and cleanliness; free of scale, soap scum; and have an overall pleasant odor.	All weekly services will be subject to visual checks by the COR or designated onsite point of contact. Random Sampling of Check Lists turned in. Customer Complaints: All complaints will be substantiated for validity. Poor performance will result in more stringent and additional inspections. Random Sampling of inspection reports by COR.	95% of all facilities are with no more than five (5) customer complaints are received customer complaints for the month.
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BI-ANNUAL Performance Requirements Standard Summary

Performance Objective	Method of Surveillance	Positive/Negative incentive % for not meeting the task
<u>Biannual Cleaning Services</u> Dust below a 5-foot level of all horizontal and vertical surfaces including, but not limited to furniture, baseboards, wood molding, windowsills, bookcases, ledges, signs, wall hangings, photographs, fire alarm boxes, exhibits, top edges of privacy partitions, shelves, cabinets. Surfaces shall be kept free of obvious dust, dirt, and cobwebs.	All Biannual services are subject to visual inspection by the COR or designated onsite point of contact.. Random Sampling of Check Lists turned in. Customer Complaints: All complaints will be substantiated for validity. Poor performance will result in more stringent and additional inspections	95% of all facilities are with no more than two (2) customer complaints are received customer complaints.

Annual Performance Requirements Standard Summary

Performance Objective	Method of Surveillance	Positive/Negative incentive % for not meeting the task
<u>Annual Cleaning Services</u> Blinds: Dust, clean and/or vacuum all window blinds. Vinyl blinds may require a liquid cleaner. Clean in accordance with manufacture's recommendation by type of material.	All annual services are subject to visual inspection by the COR or designated onsite point of contact. Random Sampling of Check Lists turned in.	95% of all facilities are with no more than two (2) customer complaints are received customer complaints.

Blinds are to be free of dust, bugs, cobwebs, smudges and other foreign material.	Customer Complaints: All complaints will be substantiated for validity. Poor performance will result in more stringent and additional inspections.	
Window: All windows and screens inside and outside are clean and free of smudges, streaks, watermarks, spots and are not cloudy.		
Wood Walls: All wood walls are to be polished using a wood surface appropriate product. Product would be applied over the entire wall surface so there were no noticeable streaks.		
Light/Skylights: Clean each light fixture as needed. Lights and Skylights are to be free from cobwebs, dust and bugs.		
Carpet Cleaning: Carpets shampooed with cleaning machine. Use appropriate carpet cleaning products. Give one-week advance notice to Government. Government will pick up all small items off floor.		