

US Department of Agriculture (USDA)



Performance Work Statement
Trabuco Janitorial Services
13 July 2026

SECTION C. DESCRIPTION/ SPECIFICATIONS/ PERFORMANCE WORK STATEMENT

C.1 Scope of Work

Description of Work & Requirements:

The intent of this contract is to secure janitorial services for the Trabuco District Ranger Office, Cleveland National Forest. Services required include but are not limited to cleaning of floors, restrooms, offices, break rooms, kitchenettes, and trash/recycle bins emptied with content disposed. The contractor is responsible to maintain the building interior, and indicated exterior portions, at a level of cleanliness standard for commercial administrative buildings

Contractor Responsibility:

The Contractor shall provide everything needed – including, but not limited to, all equipment, transportation, labor, and supervision – necessary to complete the project, except for that which the contract clearly states is to be furnished by the Government.

C.2 Project Location & Description

The project is located at the Trabuco District Ranger Office at 1147 E. Sixth Street, Corona, CA 92879. The Trabuco District Offices covers approximately 5,243 square feet.

Staff Offices (Building Number 201) – First floor approximately 1,700 square feet. Two bathrooms, kitchenette, conference area and five small offices.

Fire Offices (Building Number 202) -- Approximately 1,070 square feet. Three offices in main building, two bathrooms, one larger shared office, and one small conference room.

Administrative Offices (Building Number 203) – Approximately 1,023 square feet and includes one (1) restroom, main entrance and small lobby, mailroom, a restroom, separate office for receptionist, foyer and two additional offices.

Conference Center (Building Number 2303) – Approximately 1,450 square feet. This building also contains **no** restrooms. It contains four (4) offices for the district Law Enforcement Officers and others. These offices are normally locked and will only be cleaned when personnel are present. Note: See Exclusions (non-work areas). There is a common area (approximately 435 x sq ft), and one conference room (approximately 696 X sq ft)

Exclusions (non-work areas): **Three LEO offices will have restricted access; these areas will be cleaned twice a month when occupants are present.**

C.2-1 TIME & DAYS:

Services shall be performed two (2) times per week, Tuesday and Thursday during business hours. Business hours are 8:00 am to 4:00 pm and are closed on all Federal Holidays. The District Office is surrounded by a security gate and is closed during non-business hours.

C.3 Restrictions on Work

Work may be performed at any time during the period of the contract, except as outlined here. Nothing in this part shall be construed to take away any of the Government's rights under the Suspension of Work Clause (52.242-14). Restrictions are as follows:

1. When the Contracting Officer (or designated representative) determines that adverse weather has made access too dangerous or that continued vehicular travel would cause unacceptable road damage.
2. No work should be performed between the hours of 3:59 pm and 7:59 am. during normal federal workdays.
3. Federal Holidays: New Year's Day, Martin Luther King Jr.'s Birthday, Washington's Birthday, Memorial Day, Juneteenth National Independence Day, Independence Day, Labor Day, Columbus Day, Veterans' Day, Thanksgiving Day, and Christmas Day.

C.4 Technical Requirements

This is a performance-based contract that expresses the Government's requirements in the form of minimum quality standards to be met. The Contractor must determine the optimal work schedule, frequency, resource allocations, and performance methods to achieve a work product that meets the standards. See General Task in Table 1 below.

Table 1 General Tasks:

General/All Areas		
Estimated Frequency	Performance Objective	Required Results
Every service day	Front Lobby Entrance	The glass windows, doors, and counters at the front lobby entrance to the office shall be cleaned and dusted with each visit to provide a clean inviting appearance.
Every service day	Carpeted Surfaces	Carpeted surfaces shall be vacuumed and free of obvious dirt, dust, and other debris. Any spots or stains shall be removed by carpet manufacturer's approved methods as soon as noticed. All tears, burns and unraveling shall be brought to the attention of the COR.
Every service day	Non-carpet floors	Non-carpeted floors shall be swept and/or mopped with each visit, and removed of superficial dirt, dust, debris and marks.
Every service day	Trash Bins	All waste containers shall be collected from work areas. Wastebaskets are to be cleaned inside and outside, if needed, and plastic liners are to be replaced. Objects shall be returned to the location where found after cleaning.
Every service day	Doors	Door handles and door vents shall appear polished and free of handprints, dust and cobwebs.

Every service day	Sweep storage rooms or vacuum carpeted storage rooms	Floors are free of obvious dirt and debris. No dirt in corners, crevices.
Every service day	Clean outside entrance areas	Entrance areas around outside doors are swept free of dirt, cobwebs, leaves, and debris.
2 times per month	Remove cobwebs	Interior walls, doorways, desk areas, ceilings, corners, behind doors, and anywhere cobwebs collect on the interior of the building are free of cobwebs. Exterior entrances are free of cobwebs.

Restrooms		
Frequency	Performance Objective	Required Results
Every service day	Clean all restroom fixtures Includes handrails, toilets, urinals, and hardware, sinks, mirrors, counters, waste receptacles, soap and paper product dispensers. This includes: All listed restrooms in the location information.	Porcelain and metal surfaces and fixtures are disinfected and clear of dust, spots, water spots, stains, rust, mold, mineral deposits, soap residue, excess moisture, or other deposits and free of debris. Fixtures such as sinks, toilets are cleaned on inside and outside surfaces. Mirrors have a clean shine, clear of streaks. Remove calcium-mineral buildup in sinks, toilets, and water fountains.
Every service day	Service all product dispensers including, paper towels, soap, toilet paper, and seat covers. This includes: All listed restrooms in the location information.	Dispensers are fully filled.
Every service day	Clean all restroom floors This includes: All listed restrooms in the location information	Floors are clean and free of dirt and debris, streaks, mop strand marks, gum, grease, tar, dark scuff marks and skipping areas. Walls, baseboards, corners, and other surfaces are free of splashing and markings from the equipment. The finished surface is dry with a uniform luster.
Conference Rooms and Break Rooms		
Frequency	Performance Objective	Required Results
Every service day	Clean breakroom/kitchenettes Includes counter tops and tables, sinks, microwaves, vending machines, refrigerators, and glass surfaces. Contractor is not expected to wash dishes. If sink is filled with dishes, contractor is excused from that cleaning task for the day.	Breakroom/Kitchenette areas are free of all trash. Sink, counter, tabletops, and microwaves are disinfected and free of dust, spots, stains, and streaks. Exteriors of refrigerators are free of dust, spots, stains, and streaks.
Every service day	Wipe down conference room tables; white boards, arrange chairs against the walls or around tables	Tables and chairs are free of dust, dirt, smudges, and streaks and have a uniform shine. Furniture is arranged so that the room has an orderly appearance. Vents on doors shall appear clean and free of dust and cobwebs.

Quarterly Services		
Quarterly	Clean all windows and blinds inside building and offices.	All outside blinds shall be free of cob webs and dirt.

Semi Annual Services		
Twice Per Year	Clean all door frames Clean all inside window glass	Door Frames will appear clean and polished All inside window glass shall be cleaned and have a polished appearance with no dust, dirt, grime, or other debris detectable around the window casings.

Annual Services		
Frequency	Performance Objective	Required Results
Annually	Steam clean all carpet areas with extraction method.	All carpets will be clean of dirt, spots, and stains and will be left with a uniformly clean and sanitary look and smell.
Annually	Deep cleaning of windows	All windows, seals and ledges will be wiped clean of dirt and dust. All blinds on windows will be wiped clean and free of dust
Annually	Clean restrooms walls and grout	Restroom walls and grout shall be cleaned and wiped down

C.6-1 Contractor-Furnished Supplies

The Contractor shall furnish all supplies, materials, and equipment necessary for the performance of work under this contract. All supplies and materials shall be of a type and quality that conform to applicable Federal specifications and standards and, to the highest extent feasible and reasonable, include the exclusive use of bio based products. All supplies, materials, and equipment to be used in the performance of work described herein are subject to the approval of the COR.

- Cleaning solutions and products
- Cleaning supplies and materials
- Cleaning tools and equipment
- Hygiene waste dispenser bags
- Trash bags for interior trash containers

- Ammonia-free glass cleaner for use on all interior windows
- Task check-list

Bio Based Requirements

The Contractor shall utilize products and materials made from bio based materials to the maximum extent possible without jeopardizing the intended end use or detracting from the overall quality delivered to the end user. For the bio based content products evaluation, all non-chemical products proposed for use under this contract must conform to the Department of Agriculture (USDA) Designated Bio based Products List (DBPL) whenever practicable.

The following is a list of products USDA requires to be bio based for custodial purposes. Each product submitted for use under this contract must be identified with one of these categories. Labeling should be printed on all containers. See Attachment 3 – List of Sustainable Products.

All-purpose cleaner	Degreaser/cleaner	Heavy duty cleaner
Deodorizer	Carpet shampoo	Floor finish
Gum Remover	Floor finish restorer	Grout sealer
Disinfectant sanitizer	Floor sealer	Neutral cleaner (liquid)
Extraction fluid	Furniture polish	Bathroom cleaner
Floor stripper	Glass cleaner	Stainless steel polish
Brass polish/cleaner	Toilet bowl cleaner	Toilet seat covers
Chrome polish/cleaner	White board cleaner	Toilet Paper
Cream cleaner	Wood floor cleaner	Toilet urinal deodorant cakes
Solvent spotter	Laundry detergent	Liquid Hand Soap
Paper Hand Towels	Spot and stain remover	
Lime and scale remover (tub and tile cleaner)		
<i>Trash bags must contain at least 25% recycled post-consumer content and also be biodegradable material.</i>		

C.7 Government-Furnished Items

The Government will provide the following item(s) of Government property to the Contractor for use in the performance of this contract.

- Paper Towels
- Toilet tissue
- Toilet seat covers
- One secure storage room area for Contractor to store supplies and equipment.
- Commercial trash disposal bins (outside dumpster)
- Interior trash and recycle containers

SECTION E. INSPECTIONS AND ACCEPTANCE

D.1 Government Inspections

Government inspections are for the purpose of satisfying the Government that the services are acceptable and do not relieve the Contractor of the responsibility for maintaining quality control.

Visual inspections will be made on a periodic basis by the Contracting Officer Representative or designated inspectors. Such inspections do not constitute acceptance by the Government.

The Contractor (or designated representative) is encouraged to be present to observe inspections.

D.2 Specific Inspection Procedures

This is a performance-based contract that expresses the Government's requirements in the form of minimum quality standards to be met. The Contractor must determine the optimal work schedule, frequency, resource allocations, and performance methods to achieve a work product that meets the standards.

The contractor's performance will be evaluated based upon the Required Results for each task listed in Table 1 in Section C.4. Methods and documentation may include check-off sheets of tasks, written inspections or COR diaries with accompanying photos when deemed necessary, customer surveys, and/or records of customer complaints such as emails.

The service schedule in Section C.4 Table 1 is for estimating purposes and assisting in Government inspections of the work. In some cases, the frequency of required cleaning may be more or less based on use and other factors. The estimated frequencies do not relieve the contractor of the responsibility for additional cleaning if necessary to meet Required Results standards.

E.1 Determination of Acceptability and Payment Deductions

Work on this contract will be deemed acceptable when the Government's visual inspections show acceptable performance.

Payment will be made for fully acceptable work at the prices quoted in the schedule of items. Payment will be made monthly upon receipt of a proper invoice in the IPP system (see Section G).

E.1-1 Performance Thresholds for Acceptability of Work

Major deficiencies, such as tasks not completed, more than 30% of tasks of unacceptable quality, or repeat occurrences (3 or more) of the same issues, will immediately trigger the deduction schedule. Customer complaints will be substantiated by the COR for validity. The COR will inform the Contractor of valid complaints and give the Contractor 24 hours to correct the defect, if it is possible to do so without disrupting government operations at the affected site.

All weekly services are performed to Required Results - performance measures outlined in the table 1 in Section C, and no more than (5) customer complaints are received and substantiated by the COR per calendar month.

Should the Contractor disagree with the complaint after investigation of the site, the Contractor shall notify the Contracting Officer. The Contracting Officer will review the matter with the COR to determine the validity of the complaint.

E.1-2 Deduction Schedule

If the number of valid customer complaints exceeds the acceptable threshold per month, or if the Contractor does not correct deficient work on time, a deduction of five (5) percent may be made from the applicable invoice. Multiple instances of unacceptable work may be further deducted in five (5) percent increments, maxing in an amount of fifteen (15) percent per month or annual task.

SECTION F. DELIVERIES OR PERFORMANCE

F.1 Work Timing

The Contractor shall begin work within seven (7) Calendar days after the effective date of the Notice to Proceed.

Failure to begin work on schedule will make the contract subject to immediate termination for cause.

SECTION G. CONTRACT ADMINISTRATION DATA

G.1 Pre-work

Pre-work conference. Before work begins on service contracts, a pre-work conference is normally held to discuss the contract – especially the specifications, labor provisions, plan of work, and selected standard clauses. The pre-work meeting should be attended by an officer of the firm or someone designated in writing to act on behalf of the firm. The pre-work meeting may be waived at the discretion of the Contracting Officer.

No work may begin on this contract until the Contracting Officer has issued a Notice to Proceed.

G.2 Payment

Payments and Deductions. Payment will be made for fully acceptable work at the prices quoted in the schedule of items. In accordance with the inspection clause, payment may be made for less than fully acceptable work at a reduced price (see Section E.1-1-E.1-2 for deduction thresholds).

G.3 Invoice Processing Platform (IPP)

All payment requests must be submitted electronically through the US Department of the Treasury's Invoice Processing Platform System (IPP) at www.ipp.gov.

SECTION H. SPECIAL CONTRACT REQUIREMENTS

H.1 Conduct

All work under this contract shall be performed in a skillful and professional manner. The Contracting Officer may require the Contractor to remove any employee the Contracting Officer deems incompetent, careless, or otherwise objectionable, or for theft or unauthorized possession or removal of materials, supplies, equipment, or property.

The Contractor shall be responsible for maintaining satisfactory standards of employee competency, conduct, appearance and integrity, and shall be responsible for taking such disciplinary action with respect to the employee(s) as necessary.

The Contractor shall prohibit their employees from disturbing papers on desks, opening desk drawers or cabinets, or using telephones or office equipment provided for official Government use.

The Contractor will be notified of non-compliance and will be requested to correct the condition at the Contractor's expense.

The following restrictions apply to the Contractor and employees:

- a. Smoking Tobacco and/or E Cigarettes: All Government facilities are non-smoking/ non Vaping. The Contractor and/ or employees shall not smoke or Vape on Government property.
- b. Gambling: The Contractor shall not participate in games for money or personal property while on Government property.

- c. Alcoholic Beverages and Narcotics: The Contractor shall not be under the influence of, use, or be in possession of any narcotic drug, hallucinogenic, marijuana, barbiturate, amphetamine or alcohol while on Government property. This prohibition shall not apply in cases where the drug is being used as prescribed for a patient by a licensed physician.
- d. Soliciting or Vending: The Contractor shall not solicit or sell any items while on Government property.
- e. Firearms: The Contractor shall not be in possession of any firearms while on Government property.

H.2 Security

The contractor shall place an "out of order" sign on any plugged or otherwise inoperable toilets, sinks, drains, or drinking fountains and report it to the Contracting Officer's Representative.

H.3 Contractor Employee Identification

All Contractor employees shall wear a standardized company uniform, company t-shirt, or company identification badge clearly displayed, while on Government property performing work under this contract.

H.4 Quality Control Plan

The contractor shall provide a method of self-inspection to ensure that the quality of performance meets or exceeds those specified in this solicitation. This plan is to be easy to use, maintain, understand and be applicable to this solicitation. The plan is to be provided with the quote.

H.5 Public officials not personally liable

There shall be no personal liability upon the Contracting Officer or officer in charge, their agents or employees, for any act performed in the discharge of any duty imposed or the exercise of any power or authority conferred upon them by, or within the scope of the contract, it being understood that in all such matters they act solely as agents and representatives of the Government.

H.6 Designation of Contracting Officer's Representative (COR)

The Contracting Officer designates the Contracting Officer's Representative (COR). The COR is responsible for administering the performance of work under this contract. In no event, however, will any understanding, agreement, modification, change order, or other matter deviating from the terms of this contract be effective or binding upon the Government unless formalized by proper contractual documents executed by the Contracting Officer prior to completion of the contract.

On all matters that pertain to the contract terms, the Contractor must communicate with the Contracting Officer. Whenever, in the opinion of the Contractor, the COR requests effort outside the scope of the contract, the Contractor should advise the COR. If the COR persists and there still exists a disagreement as to proper contractual coverage, the Contracting Officer should be notified immediately, preferably in writing if time permits. Proceeding with work without proper contractual coverage could result in nonpayment or necessitate submittal of a contract claim.

H.7 Approval of Subcontracting

The Contractor shall request approval from the Contracting Officer prior to entering into any subcontract arrangement. The written notification shall include as a minimum:

1. The name, address and telephone number of the subcontractor;
2. The date upon which the subcontract was entered into and its duration;
3. A detailed description of the work being subcontracted including a listing of contract items, units, etc., as appropriate;
4. Documentation of the subcontractor's representative authority.

Subcontracting any portion of the contract shall not relieve the Prime Contractor of any responsibility under this contract. Any subcontract agreement shall contain all terms and conditions of the prime contract.