

STATEMENT OF WORK
Performance Based Acquisition
Janitorial Services

1. General:

1.1 The U.S. Fish and Wildlife Service, Red Bluff Fish and Wildlife Office (RBFWO), located at 10950 Tyler Road, Red Bluff, CA 96080, has established a requirement for performance-based janitorial services. The base period is October 1, 2026 through September 30, 2027, with four one-year option periods. Services will be performed at both the main office and the Anderson Field Office (AFO) situated at the Coleman National Fish Hatchery, 2411 Coleman Fish Hatchery Road, Anderson, CA 96007. The contractor shall be responsible for the planning, scheduling, coordination, and execution of all work specified under this contract.

1.2 The janitorial services required will encompass cleaning tasks in all RBFWO buildings, which include the Administration Building (approx. 3,600 sq. ft.), Annex (approx. 1,900 sq. ft.), Conference Room (approx. 2,500 sq. ft.), Bungalow (approx. 1,800 sq. ft.), YCC (approx. 400 sq. ft.), Shop (approx. 300 sq. ft.), Upper Control Building (approx. 200 sq. ft.), and the AFO (approx. 925 sq. ft.). Janitorial services will also extend to kitchenette areas, storage and utility rooms, and restrooms in all seven buildings at RBFWO and the AFO.

1.3 Conduct: The contractor shall undertake all necessary measures and actions that would be prudent for a responsible building owner to enhance the longevity and maintenance of the buildings and property and maintain the health and safety of personnel. All work shall be systematically scheduled and diligently performed.

1.4 Security of Premises: The contractor shall ensure that lights are turned off and all doors and gates are secured in areas accessed during performance. The Government will provide keys and security codes for the facility buildings, which shall not be duplicated. The contractor shall maintain procedures to ensure these keys and codes are neither lost nor accessed by unauthorized individuals. All keys and codes must be returned upon conclusion of the contract. Each building is linked to a central alarm system, and the contractor is responsible for disarming and arming the alarms upon each entry and exit. The main gate is equipped with a lock, and the contractor shall be responsible for unlocking, opening, closing, and securing the gate upon entering and exiting the premises. Any issues or incidents encountered while on-site must be promptly reported to the Contracting Officer's Representative (COR) or designated technical coordinator.

1.5 Safety Measures: The contractor shall implement appropriate safety measures to mitigate the risk of injuries during execution of the work.

1.6 Accident Reporting: The contractor shall promptly report all accidents or injuries involving persons or property to the COR or technical coordinator and fully cooperate with any ensuing investigations.

1.7 Green Product Use: The janitorial services contractor shall meet applicable sustainability requirements. Environmentally preferable products will be used by the contractor, including products with low-emitting materials, recycled content, bio-based products, biodegradable and nontoxic products, and non-ozone-depleting products. Contractor-supplied products and services will be energy-efficient and water-efficient. All products

used shall meet or exceed Environmental Protection Agency guidelines for Environmentally Preferable Purchasing. Products shall not be highly toxic, corrosive, environmentally harmful, carcinogenic, or otherwise create hazardous waste or hazardous material concerns. Desirable characteristics include minimal skin, eye, and respiratory irritation; biodegradability; avoidance of unnecessary dyes and fragrances; recyclable containers; and minimization of non-recyclable waste. The contractor is encouraged to use products with no or low VOCs, low flammability, products designed for cold-water use, and pump sprays rather than aerosols. The contractor shall train employees in the proper use of products. All products shall be clearly labeled, and products stored in commercial quantities shall have Safety Data Sheets (SDS) in close proximity.

2. Place and Period of Performance:

2.1 Locations: Services will be performed at the U.S. Fish and Wildlife Service, Red Bluff Fish and Wildlife Office (RBFWO), 10950 Tyler Road, Red Bluff, CA 96080, and at the Anderson Field Office (AFO), located in a 14 ft. x 66 ft. Fleetwood mobile home at the Coleman National Fish Hatchery, 2411 Coleman Fish Hatchery Road, Anderson, CA 96007.

2.2 Contract Duration: The base performance period is October 1, 2026 through September 30, 2027. The Government may exercise four one-year option periods, which would extend performance through September 30, 2031.

2.3 The contractor shall schedule work to minimize disruption to normal work routines, employee schedules, and employee and visitor foot traffic by coordinating with the station representative.

2.4 Non-Operating Hours include Federal holidays (New Year's Day, Martin Luther King Jr. Day, Memorial Day, Juneteenth, Independence Day, Labor Day, Columbus Day, Veterans Day, Thanksgiving Day, and Christmas Day).

3. Scope of Work:

Twice Weekly Cleaning Tasks:

3.1 Sweep and clean linoleum and tile floors, including damp mopping and waxing as necessary. Chairs, trash receptacles, and other easily movable items shall be repositioned to facilitate thorough cleaning underneath.

3.2 Vacuum and clean all rugs, mats, carpets, and runners to ensure they are free from dust, dirt, and debris. Areas must be free of litter, lint, loose soil, or other foreign substances. The contractor shall reposition chairs, trash receptacles, and other easily movable items to vacuum beneath them and restore them to their original positions after cleaning.

3.3 Clean and disinfect bathrooms, sink areas, toilets, and mirrors using approved non-abrasive cleaners and disinfectants. Surfaces must be free of grime, soap scum, mold, and smudges and have a uniform sheen. The contractor shall replace paper towels, toilet paper, and soap in all dispensers as needed.

3.4 Clean and disinfect kitchenette areas, sinks, and countertops using approved non-abrasive cleaners and disinfectants. Surfaces must be free of grime, soap scum, and smudges and have a uniform sheen. The contractor shall replace paper towels and soap in dispensers as necessary.

3.5 Wipe down tabletops in the conference room.

3.6 Empty trash receptacles, replace liners, and properly dispose of trash in the designated dumpster.

Weekly Cleaning Tasks:

3.7 Clean entry doors and adjacent windows.

3.8 Dust and remove cobwebs, and vacuum and dust window ledges, blinds, wall corners, door tops, entryways, picture frames, displays, file cabinets, and bookshelves.

Monthly Cleaning Tasks:

3.9 Clean and sanitize refrigerators and microwaves. The contractor is not responsible for disposal of food items or containers.

Quarterly Cleaning Tasks:

3.10 Clean light fixture covers inside and out.

3.11 Wipe down water coolers, including cleaning catch basins.

Semi-Annual Cleaning Tasks:

3.12 Clean all windows, inside and out.

3.13 Clean all screens and window frames.

4. Contractor-Provided Supplies:

- Vacuums
- Brooms
- Dust mops and dusters
- Wet mops and buckets
- Cleaning cloths and microfiber towels
- Scrub brushes
- Sponges
- Squeegees
- Cleaning solutions (all-purpose cleaners, disinfectants, glass cleaners, restroom cleaners, floor cleaners, degreasers)
- Furniture polish, as needed
- Carpet spot-treatment solution
- Extension poles for high dusting
- Any additional tools or materials needed to meet the cleaning standards outlined in this SOW

5. Government-Furnished Equipment (GFE):

5.1 Government property shall be used solely in performance of contracted services and shall not be used for personal gain or other endeavors.

5.2 The Government shall supply all necessary trash liners, paper towels, toilet paper, and hand and dish soap.

6. Evaluation and Acceptance:

6.1 The contractor's performance will be evaluated based on the criteria detailed herein.

6.2 Performance Evaluation: The quality of services rendered will be assessed to determine whether it meets the established performance thresholds. When performance is unacceptable, re-performance is preferred to price reduction.

6.3 The contractor shall reperform any unsatisfactory work within 24 hours following notification from the COR or Contracting Officer (CO).

6.4 If the contractor fails to reperform or the work remains unsatisfactory, the COR will issue a discrepancy report. Upon issuance, the contractor shall have 10 days to respond in writing, detailing corrective actions to prevent future occurrences of inadequate work.

7. Quality Control/Quality Assurance:

7.1 Quality control shall be maintained in accordance with industry standards, with documentation made available to the agency upon request.

7.2 To assess the contractor's work performance, quality and performance standards may be employed. Completed work must reflect a visually acceptable standard of cleanliness and sanitation.

7.3 If the contractor does not meet minimum performance requirements, the contractor may be required to prepare a corrective action plan outlining how and by what date the required performance levels will be achieved.

7.4 The implementation of incentives or disincentives based on satisfactory or unsatisfactory performance may dictate continuation or termination of services, respectively.

8. Other Performance Requirements and Information:

8.1 The station shall establish a log book for the contractor to sign in and out. The contractor may note observed issues such as unusual conditions, damage to Government property, or other information that adversely affects performance in the log book and shall also report such issues to the station representative. The log book should indicate the time services begin and end each workday. The station representative will annotate issues discovered during inspection and report them to the contractor. The log book will be used to maintain quality control information, including compliments or complaints, and to help determine the overall level of contractor performance.

8.2 The contractor shall ensure all contractor employees use appropriate safety clothing, shoes, or other devices while performing work. Contractor employees shall not wear clothing, or have visible on undergarments, slogans, political or social cause messages, or advertising other than the company name or logo.

8.3 The contractor shall provide the names and certification of a basic background check for all employees who will have access to the station. Unauthorized personnel are prohibited from station grounds.

8.4 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 or vaping. Animals, except service animals, are prohibited from the property. Contractor employees shall observe acceptable courtesy when engaging Government officials and non-Government visitors to the facility.

9. Technical Coordinator:

Administrative Coordination: Jacqueline Gonzalez

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