

Statement of Work

Virgin Islands National Park Janitorial Services

The Contractor shall perform janitorial duties in the Virgin Islands National Park Visitor Center (VC), Visitor Center Public Restrooms, Facility Maintenance Building, Resource Management & Science (RMS) Building, and Resource Management & Science Public Restrooms.

For the performance of this contract, the Contractor shall provide all transportation, labor, equipment, supervision, materials, and supplies, except those listed in the Government Furnished Supplies section of this SOW.

Standard janitorial practices and proper use of cleaning materials and equipment are required.

Uniforms must be worn by Contractor personnel clearly indicating Contractor's name.

If applicable, all vehicles must be identified with Contractor's logo and acquire a Park parking permit.

Prior approval of the Contracting Officer's Representative (COR) is required before any work may be performed outside of listed hours.

In the event services are not provided or required because the facility is closed due to inclement weather or other Acts of God, unanticipated Federal holidays declared by the President, failure of Congress to appropriate funds, etc., the Contracting Officer (CO) will provide guidance.

The Contractor shall not be paid for work not completed and shall reduce their invoice accordingly.

Visitor Center (VC) Public Restroom Cleaning

Provide cleaning services to public restrooms at least seven days per week.

Restrooms shall be cleaned daily with a disinfectant cleaner. Fixtures, metal chrome surfaces, washbasins, shower stalls, mirrors, counter tops, and dispensers shall maintain a high level of luster, if applicable, and be free of dust, mold, mildew, streaks, rust, and encrustation. Urinals and toilet bowls shall be cleaned as far into the trap as possible and under the inside rim with disinfectant cleaners. Cleaning shall include the seat, interior/exterior of bowl/urinal, and flush valve. Partitions, doors, vents, sills, and walls shall be free of dust, and dirt. The full surface area of all stall partitions, doors, and waste receptacles shall be damp wiped with a disinfectant cleaner. NPS-supplied restroom supplies, including paper towels, toilet paper, and liquid hand soap, shall be replenished as needed to always maintain an adequate supply. Sanitary napkin disposal containers shall be emptied, cleaned, disinfected, and lined daily. Restrooms shall be free of discarded material and waste receptacles shall be emptied daily. Trash shall be collected and put in the maintenance yard dumpster or other location as identified by the COR. Waste receptacles shall be lined and kept relatively

free of trash, dirt, stains, and debris. Flooring and base molding shall be free of dirt, debris, all types of marks, and foreign matter, damp mopped using disinfectant cleaner. High cleaning surfaces above 70 inches shall be cleaned free of obvious dust and cobwebs daily.

Exterior light fixtures must be free of debris.

All picnic tables within the Pavilion and Playground must be wiped off at least three (3) times per week using disinfectant wipes.

Performance Standard: Fixtures shall be free of smudges, marks, spots, or unsightly discoloration. Toilet bowls and urinals shall be de-scaled, and the entire surface shall be free from steaks, stains, scale, scum, urine deposits, and rust stains. Floors shall be free of visible loose dirt or streaks, scuff marks, heel marks, other stains and discoloration, and mop strings. Corner, crevices, moldings, and ledges shall be free of all dust and dirt. Flooding of floors shall be avoided at all times. Surfaces shall be left dry. Sufficient supplies shall be provided to meet usage.

Performance Measurement: The Government will inspect restrooms on a random basis. The Contractor shall correct any performance deficiency within one day of notification by the COR.

Total stalls/urinals/sinks:

VC Public Restroom Men's - 3 Stalls, 3 Urinals, 2 Sinks.

VC Public Restrooms Women's - 5 Stalls, 2 Sinks.

Virgin Islands National Park Visitor Center

Service at least seven days a week, or as needed.

Sweep and mop first floor visitor use area at least daily or as needed.

Empty all trash within the visitor use area daily, by end of business.

Wipe down/dust all exhibits in the Visitor Center (visitor use area) which includes clean surfaces (non- Plexiglas) with furniture polish, disinfectant wipes or window cleaner. Clean Plexiglas surfaces with tap water and towels (Plexiglas is deteriorated by chemicals) on a weekly basis.

Sweep all cobwebs, dead bugs, etc. from all surfaces around the Visitor Center; sweep exterior stairs, and access ramps weekly. All areas must look presentable to the public.

Exterior light fixtures must be free of debris.

Virgin Islands National Park Visitor Center Office Spaces

Service at least five days a week, or during working hours.

Sweep and/or vacuum and mop the first & second floor offices and interior stairs at least five days a week.

Clean first & second floor bathrooms which includes: wipe down sink and clean shower, scrub toilet, sweep and mop floors, dust shelves, check toilet paper and hand towels and replace as needed.

Empty all trash in the office spaces, bathrooms and kitchen five days a week or as needed. Discard at a location identified by the COR.

Clean office kitchen areas which include sanitize all surfaces, sweep and mop at least five days a week.

Facility Maintenance Building

This facility requires the following custodial/janitorial services five days a week.

Sweep and/or vacuum and mop entire office area and empty all trash five days a week.

Clean four office bathrooms, which includes: clean sink and shower with disinfectant cleanser, scrub toilet, sweep and mop floor, dust shelves, check and replace toilet paper twice a week; clean more frequently as needed.

Clean office kitchen which includes sanitize all surfaces and vacuum floor on a weekly basis.

Remove all cobwebs, dead bugs, etc. from all surfaces around the office building monthly, more often, if necessary.

Exterior light fixtures must be free of debris.

Resource Management & Science Public Restrooms and Public Space

This facility requires the following custodial/janitorial services five days a week.

Restrooms shall be cleaned with a disinfectant cleaner. Fixtures, metal chrome surfaces, washbasins, shower stalls, mirrors, counter tops, and dispensers shall maintain a high level of luster, if applicable, and be free of dust, mold, mildew, streaks, rust, and encrustation. Urinals and toilet bowls shall be cleaned as far into the trap as possible and under the inside rim with disinfectant cleaners. Cleaning shall include the seat, interior/exterior of bowl/urinal, and flush valve. Partitions, doors, vents, sills, and walls shall be free of dust, and dirt. The full surface area of all stall partitions, doors, and waste receptacles shall be damp wiped with a disinfectant cleaner. NPS-supplied restroom supplies, including paper towels, toilet paper, and liquid hand soap, shall be replenished as needed to always maintain an adequate supply. Sanitary napkin disposal containers shall be emptied, cleaned, disinfected, and lined daily. Restrooms shall be free of discarded material and waste receptacles shall be emptied daily. Trash shall be collected and put in the maintenance yard dumpster. Waste receptacles shall be lined and kept relatively free of trash, dirt, stains, and debris. Flooring and base molding shall be free of dirt, debris, all

types of marks, and foreign matter, damp mopped using disinfectant cleaner. High cleaning surfaces above 70 inches shall be cleaned free of obvious dust and cobwebs daily.

Remove cobwebs from all exterior doorways. Sweep or blow walkways within the gated area.

Exterior light fixtures must be free of debris.

Resource Management Science Building & Public Conference Room

This facility requires the following custodial/janitorial services five days a week.

Sweep and/or vacuum and mop the offices and interior areas at least five days a week.

Clean three bathrooms which includes: wipe down sink and clean shower, scrub toilet, sweep and mop floors, dust shelves, check toilet paper and hand towels and replace as needed.

Empty all trash in the office spaces, bathrooms and kitchen five days a week or as needed.

Clean office kitchen areas which include sanitize all surfaces, sweep and mop at least five days a week.

Clean Public Conference Room which include sanitize all surfaces, sweep and mop as needed, but no less than once a week and no more than three days a week. COR will provide notice of when Public Conference Room needs cleaning.

Exterior light fixtures must be free of debris.

The contractor shall notify the COR as soon as possible regarding any identified plumbing and/or safety issues.

Government will furnish supplies

The Government shall provide:

- Keys and security access codes to the gates and buildings
- Toilet paper
- Urinal screens
- Urinal cakes
- Trash bags
- Toilet seat covers
- Liquid hand soap
- Bi-Fold paper towels
- Wax paper liners for sanitary napkin disposal

Space will be assigned in the building, as available, for the storage of Contractor-supplied equipment and supplies, which will be used in the performance of work under the contract. The Government will not be responsible in any way for damage or loss of parts or equipment.

Supervisory Personnel

The Contractor shall designate an on-site supervisor who shall be responsible for the conduct and competent performance of work. An equally qualified alternate supervisor shall be provided to act on behalf of the supervisor during his/her absence. The supervisor and alternate shall be designated as key personnel and be able to read, write, speak, and understand English, and have full authority to act for the Contractor. The Contractor shall provide the telephone number of the

supervisor and alternate to the CO within ten calendar days after award of the contract. The Contractor shall immediately notify the COR and CO in writing when a decision to terminate an employee has been made.

Performance Standard: The supervisor or alternate shall be on-site and accessible during the working hours.

Performance Measurement: The Government will document, in writing, those instances where the supervisor or alternate have not responded to calls or are not available to meet.

Key Control

1. Key Issuance

The Government will issue keys or access cards to the Contractor for the sole purpose of performing janitorial services as outlined in this contract. The Contractor shall ensure that all keys/cards are safeguarded and used only by authorized personnel. Unauthorized duplication of keys is strictly prohibited.

2. Access Areas

The Contractor will be granted access only to those areas of the facility necessary to perform the specified work. The Contractor shall not enter areas outside the scope of work unless specifically authorized in writing by the Contracting Officer or their designee.

3. Key Control

The Contractor shall maintain a key control log documenting all issued keys, their assigned personnel, and the dates of issuance and return. This log shall be made available to the Government upon request. Contractor personnel must sign a key issuance form acknowledging receipt and responsibility.

4. Lost or Misused Keys

The Contractor shall immediately report lost or stolen keys or access cards to the COR (Contracting Officer's Representative). The Contractor may be held financially responsible for the cost of rekeying locks, replacing keys, or any other security measures required due to lost, stolen, or misused keys issued under this contract.

5. Return of Keys

All issued keys and access cards must be returned to the Government:

Upon termination or reassignment of any contractor personnel who were issued keys.

Upon the request of the Government.

At the end of the contract period Failure to return keys may result in withheld payments or other contractual remedies.

6. Security Compliance

Contractor employees receiving keys may be required to undergo background checks or security screening as determined by the Government. Access may be denied to any individual deemed a security risk.

Virgin Islands National Park
Visitor Center
1300 Cruz Bay Creek
St. John, VI 00830

