

ATTACHMENT 3

PERFORMANCE WORK STATEMENT

US Forest Service, International Institute of Tropical Forestry (IITF) Janitorial Services

General Information

1.0 Background and Purpose

Background

The USDA Forest Service is a land management agency that protects and manages 154 national forests and 20 grasslands in the mainland and in Puerto Rico, encompassing 193 million acres of land, in addition to numerous wilderness, recreation, scenic and other areas. The agency's mission is to sustain the health, diversity, and productivity of the nation's forests and grasslands to meet the needs of present and future generations.

The International Institute of Tropical Forestry (IITF) is a Research Station within the Research & Development branch under the USDA Forest Service.

Janitorial services are essential to Facility Management. IITF Complex is composed of the following five (5) buildings: Headquarters, Library, Conference Center, Remote Sensing laboratory (known as the GIS building) and the multi-purpose building. Square footage per building, asset inventory and other pertinent information may be found in Attachment 4 – Facilities Inventory.

Purpose

This is a non-personal services contract. Contractor shall be accountable solely to the Contractor who, in turn, is responsible to the Government. The Contractor shall provide all transportation, labor, supervision, equipment, materials, and supplies necessary to provide janitorial services in accordance with specifications. Janitorial service applies to all designated spaces including but not limited to offices and administrative spaces/offices, halls, restrooms, work areas, entrance ways, lobbies, storage areas, elevators, and stairways.

Place of Performance

International Institute of Tropical Forestry Headquarters Complex is located at Botanical Gardens South, 1201 Calle Ceiba, San Juan, Puerto Rico, 00926.

Period of Performance

The contract will be awarded for one Base year, with four (4) Option Years (12 months each)

Base Year: August 16, 2026, through August 15, 2027

Option Year 1: August 16, 2027, through August 15, 2028

Option Year 2: August 16, 2028, through August 15, 2029

Option Year 3: August 16, 2029, through August 15, 2030

Option Year 4: August 16, 2030, through August 15, 2031

Contractor Hours of Performance:

Service frequency will be five days a week, Monday through Friday, excluding federal holidays, between the hours of 07:30 AM and 3:00 PM, Atlantic Time Zone.

2.0 Definitions

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

Accidents: Unplanned, work-related events involving that result in injury, illness, or property damage. Examples: slips and falls, equipment malfunctions, and exposure to hazardous chemicals. Report any accidents within 24 hours from occurrence to the COR, or immediately if life or property are threatened. **(Deliverable 7)**

Background Checks/Investigation: Background investigations are required to comply with Presidential Directive HSPD-12 that requires “for unescorted entry into a federal facility, the individual will have a background investigation on file.” Within seven (7) calendar days of contract award and/or a new employee/subcontractor employee being selected for work on this contract, the contractor shall provide a complete list of the name(s), address, social security number, date of birth, and work phone of each employee engaged in the performance of this contract in a password-protected document. **(Deliverable 2)**

Biobased 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. **(Deliverable 5)**

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.

Contracting Officer: The Contracting Officer is a person with the authority to enter, 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.

Contracting Officer’s Representative (COR): The COR monitors all technical aspects of the award instrument and assists in award administration. The COR is authorized to perform the following functions: assure that the Contractor performs the technical requirements of the award instrument; performs inspections necessary in connection with performance; maintains written and oral communications with the Contractor concerning technical aspects of the award instrument; provides written interpretations of technical requirements to the Contracting Officer, monitors Contractor's performance and notifies both the Contracting Officer and Contractor of any deficiencies; coordinates availability of Government Furnished Property, and monitors site entry of Contractor personnel. A letter of designation issued to the COR, a copy of which is sent to the Contractor, states the responsibilities and limitations of the COR, especially with regard to changes in cost or price, estimates or changes in delivery dates. The COR is not authorized to change any of the terms and conditions of the resulting award instrument.

Contractor: The term Contractor as used herein refers to both the prime Contractor and any subcontractors. The prime Contractor shall ensure that his/her subcontractors comply with the provisions of this contract.

Contractor Quality Control Representative: Contractor representative designated to perform on-site inspections, verifying services meet the requirements of the PWS and the Contractor’s QCP. Example: Program Manager.

Contractor Representative: A program manager, foreman, or superintendent assigned in accordance with the "CONTRACTOR EMPLOYEES" clause(s). They must be conversant in the English language and (2) able to read and understand English.

Contractor Service Work Plan: The Contractor shall develop and maintain a Service Work Plan to ensure services are performed in accordance with this PWS. The plan shall include the contractor's daily work schedule and any planned sub-contracting. **(Deliverable 1)**. The Contracting Officer will discuss modification(s) to the contractor's work plan to address performance issues.

Disinfect: Cleaning in order to destroy any harmful microorganisms by application of an approved chemical agent.

Facility: An establishment, structure, or assembly of units of equipment designated for a specific function.

Fixture: All installed items attached to building plumbing system include restrooms and drinking fountains.

Fire Protection and Prevention of Flammable Products: 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.

Government Technical Monitor/Inspector: The Government employee designated by the Contracting Officer's Representative to be responsible for monitoring Contractor performance.

Investigative Team: Individual(s) assigned by the government to perform the adjudication of contractor personnel background investigations.

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. All keys lost by Contractor's personnel shall be reported to the COR immediately and shall be replaced at the Contractor's expense. **(Deliverable 2)**

Moveable Item: Items that are fifty (50) pounds or less such as chairs, trash receptacles, and any easily movable item.

Person Model Sponsor: Government employee assigned to collect background investigation information from the local Forest or Research Unit.

Quality Assurance (QA): A method used by the Government to provide some measure of control over the quality of purchased goods and services received.

Quality Control Program (QC): A method used by the Contractor to control the quality of goods and services produced. The Contractor shall develop and maintain a QCP to ensure services are performed in accordance with this PWS.

Quality Control Plan (QCP): The document developed as part of the Quality Control Program. The Plan implements procedures to identify, prevent, and ensure non-recurrence of deficiencies. After acceptance of the QCP the Contractor shall receive the Contracting Officer's acceptance in writing of any proposed change to the

QCP. (Deliverable 1). The Contracting Officer will discuss modification(s) to the contractor's QCP to address performance issues.

Shredder Containers: Shredder Containers are defined as a receptacle that is attached to a shredding machine and contains shredded paper.

Space: A space is an area to receive janitorial services which may or may not be considered a room by common definition. Examples of spaces are definable sections of hallways, stairwells, lobbies, offices, entrances, and elevators.

Waste Containers: Waste containers are defined as trash receptacles, waste baskets, trash cans, wastepaper baskets, trays, or any container holding trash, paper, or refuse of any type.

Service Frequency Definitions:

Response Time: Response time is defined as the time allowed the Contractor after initial notification of a work requirement to be physically on the premises at the work site, with appropriate tools, equipment, and materials, ready to perform the work required.

Daily (D5): Services performed once each calendar day, Monday through Friday, including holidays unless otherwise noted.

Once a month (Monthly, M): Services performed 12 times during each 12-month period of the contract at intervals of 28 to 31 calendar days.

Once a week (Weekly, W): Services performed 52 times during each 12-month period of the contract at intervals of four to five calendar days.

Quarterly (Q): Services performed 4 times during each 12-month period of the contract at intervals of 80 to 100 calendar days.

Semi-Annual (SA): Services performed twice during each 12-month period of the contract at intervals of 160 to 200 calendar days.

Service Interruptions: If any services must be interrupted (even temporarily), 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. **(Deliverable 8)**

Three times a week (3×W): Services performed 156 times during each 12-month period of the contract at intervals of twelve to fourteen calendar days. Per Work Schedule.

Twice per week (2×W): Services performed 104 times during each 12-month period of the contract at intervals of three to eight calendar days. Per Work Schedule.

Contractor Requirements

3.0 Technical Requirements / Tasks

Scope:

Janitorial services requirements are divided into two groups: Basic services and Other Services.

Basic Services- Basic services shall consist of the services listed for the specified spaces. Furniture or other equipment (including waste containers) moved while performing basic services shall be returned to their original position. **(Deliverable 3)**

Other Janitorial Services. Other service work shall consist of additional services to be performed as part of this contract such as policing grounds, buffing floors, high dusting, cleaning of light fixtures, and interior glass cleaning. **(Deliverable 4)**

Service Calls

The Contractor shall respond to service call requests for cleaning within 2 hours during regular working hours. The types of service calls listed, such as cleaning up spills, broken glass, or addressing needs during special events, are situations that typically arise during the day when the facility is occupied. The method by which the Contractor ensures this response capability, including staffing levels, personnel availability, and deployment strategies (e.g., dedicated day staff, on-call personnel with rapid dispatch capability, or other means), is at the Contractor's discretion. The Contractor is responsible for proposing and implementing a plan that reliably meets the 2-hour response time requirement consistently whenever a service call is initiated during Government regular working hours. Typically one request per month. **(Deliverable 8)**

Beyond Customary Cleaning

Any situation requiring cleaning services beyond those normally encountered in routine cleaning work will be considered "beyond customary cleaning". Situations requiring this type of cleaning will be referred to the Contracting Officer or COR prior to commencing work. If the Contracting Officer determines the situation requires extra effort on the part of the Contractor, a quote will be requested prior to commencing work for the level of effort above that is normally required. Residue from relocation of furniture or litter left from meetings or routine gatherings are not considered beyond customary. **(Deliverable 8)**

3.1: Project Management

Outcome: Expert project management ensures an effective and efficient effort.

The Contractor shall:

Provide project management for, but not limited to:

- Meeting performance standards and deadlines.
- Managing personnel.
- Ensuring all personnel have appropriate training and resources to provide the required support.
- The Contractor shall manage the total work effort associated with the janitorial services required herein to assure fully adequate and timely completion of these services. Included in this function will be a full range of management duties including, but not limited to, planning, scheduling, and quality control.
- The Contractor shall provide an adequate staff of personnel with the necessary management expertise to assure the performance of the work in accordance with sound and efficient management practices.
- The Contractor shall maintain an adequate workforce to complete work in accordance with the time and quality standards specified herein.

- Update the Service Work Plan as needed throughout the project.
- Ensure that all deliverables for all tasks under this award instrument are complete, accurate, delivered according to established schedules to the Government for review, comment, and acceptance, and comply with all applicable federal regulations (i.e., Privacy Act, 508, etc.).
- Maintain a day-to-day collaborative working relationship with the COR/designee.
- Provide complete monthly Checklists ensuring services are inspected per PWS. **(Deliverable 6)**

3.2 BASIC SERVICES

3.2.1 Space Cleaning (Per Attachment 5 – Building Specific Work Schedule or More Frequent if Required). Space cleaning shall consist of the following services each time a space is cleaned.

3.2.2 Emptying Waste Containers/Trash Collection. Trash removal frequencies shall follow **Attachment 5:**

- **Restroom trash – Daily**
- **Office trash – 2×/week or 3×/week per building**
- **Outdoor bins – per building schedule**

All waste containers shall be emptied, and any plastic liner soiled with food waste or if soiled or leaking shall be replaced with a new plastic liner. If waste containers are soiled or have odor, they shall be washed inside and outside utilizing a disinfectant and shall be made free of odors. After washing, containers shall be wiped dry and new plastic liners installed. An extra plastic liner will be left under the one installed. All items placed adjacent to waste containers and marked "TRASH or WASTE" shall also be removed and properly disposed of. All waste collected shall be disposed of in the appropriate dumpster. Waste that falls on the floor and on outside grounds during the waste removal shall be picked up and disposed of by the Contractor. All shredders identified shall be emptied into a bag type container and the secured bag disposed of in the dumpster.

3.2.3 Low Dusting/Cleaning.

Low dusting shall follow Attachment 5 frequencies (Weekly; Monthly for pipes/fans).

All furniture, the top surface of all partitions, equipment, handrails in stairways, ventilation grills, horizontal surfaces, and windowsills shall be dusted. Walls and doors shall be wiped clean (including glass in partitions and doors). Corridor, lobby, and entrance walls and doors shall be dusted and cleaned if necessary. Miscellaneous hardware and bright metal work shall be wiped clean. Drinking fountains shall be cleaned and disinfected. All surfaces of drinking fountains shall be free of stains, smudges, and scale. All personal items on desks, shelves, windowsills shall not be moved by the Contractor to perform dusting.

3.2.4 Kitchen/Break Room.

Lunchroom frequencies per Attachment 5:

- **Trash – Daily**
- **Sweep & mop – 3×/week**
- **Clean counters/tables/microwave – 3×/week**
- **Windows & doors – Monthly**

All counters' surfaces shall be wiped clean with a disinfecting cleaner. All tables and chairs shall be wiped cleaned. The floors shall be swept and mopped. Floors shall be mopped with an approved cleaning solution to remove dirt, streaks, smears, and stains. All waste containers shall be emptied, and the liner replaced. Soiled waste containers shall be washed inside and outside utilizing a disinfectant and shall be free of odors. After washing, containers shall be wiped dry and new plastic liners installed. Sink and sink areas shall be cleaned and shall be free of stains, smudges and scale. The surface of the stove shall be wiped clean. The outside and inside surface areas of the microwave shall be wiped clean. The Contractor shall replenish the paper towel supply. If

the dispenser is emptied before the next scheduled servicing, the Contractor shall replenish them at no additional cost to the Government. The Contractor shall provide all required supplies.

3.3 Floor Care (Three times a week except for part 3.3.3.) Floor care shall consist of the following each time services are performed. The IITF Facility Congestion Traffic Areas are corridors, stairways, restrooms. Lounges and Kitchen areas.

3.3.1 Sweeping/Dust Mopping Concrete/quarry tile, wood, and resilient flooring shall be swept, or dust mopped to **remove all loose dirt, dust, and debris.**

3.3.2 Damp Mopping. Prior to damp mopping, floors shall be swept/dust mopped. Floors shall be damp mopped with an approved cleaning solution to remove dirt, streaks, smears, and stains. The Contractor is required to remove all scuffmarks.

3.3.3 Spray Cleaning and Buffing Floors shall be performed Monthly as listed in Attachment 5. Prior to spray cleaning and buffing, floors shall be damp mopped as specified above. Floors shall be spray cleaned and buffed to remove traffic marks, heavy soil, etc. The material used for spray cleaning and buffing shall contain a blend of detergents and polymers to emulsify surface soil and repair traffic areas. If buffing produces loose residue, it shall be removed in a manner that will leave the floor clean without destroying the high gloss produced by buffing. When completed, a spray cleaned and buffed floor shall have a uniform, high-gloss finish, free of scuff and heel marks. The floor finish shall be uniform from wall to wall, including corners.

3.3.4 Inside Walk-off Mats. Prior to vacuuming the walk-off mats loose debris shall be removed and properly disposed of. Each time floors are swept/dust mopped or vacuumed, walk-off mats in that area shall be cleaned. Soil and moisture underneath mats shall be removed, and the floor shall be cleaned as appropriate along with the rest of the floor. The mats shall be returned to their original locations afterwards. The Contractor shall report, in writing to the COR, all walk-off mats that are worn out to the point of being ineffective.

3.3.5 Outside Walk-off Mats. Prior to vacuuming the walk-off mats loose debris shall be removed and properly disposed of. Each time the concrete floors surrounding building entrance will be verified and pressure washed as needed to maintain it non-slippery for walking. Soil and moisture underneath mats shall be removed, and the floor shall be cleaned as appropriate along with the surrounding surface area. The mats shall be returned to their original locations afterwards. The Contractor shall report, in writing to the COR, all walk-off mats that are worn out to the point of being ineffective.

3.4 Restroom Services (Daily (M–F, except Federal holidays as required per **Attachment 5**). Restroom services shall consist of the following each time services are performed.

3.4.1 Cleaning Restrooms. Restroom fixtures, including water closets, urinals, lavatories, and sinks shall be washed inside and outside utilizing a disinfectant and shall be free of stains and odors. Pumice sticks and an approved toilet bowl cleaner shall be used to remove stains from urinals and water closets. Brushes, sponges, and cloths that have been used to clean any other part of the restroom (including water closets, urinals, walls, floors, and partitions) shall not be used to clean lavatories or sinks. Floors shall be swept free of dirt and mopped with a disinfectant. Floor drains shall be cleaned and flushed with a disinfectant. Wainscoting, partitions, walls, and doors shall be cleaned free of dirt, stains, and graffiti. Mirrors shall be cleaned and polished. All metal fixtures and hardware shall be cleaned. Waste containers shall be emptied, disinfected, and plastic liners replaced when soiled. If present, shower stall rooms and locker/dressing rooms shall be considered part of the restrooms and cleaned accordingly. All sanitary waste containers in the women's restrooms are to be emptied.

Servicing Restrooms. Servicing restrooms shall include inspecting, replenishing, and cleaning dispensers. Restroom supplies shall include, but are not limited to, paper towels, toilet tissue, disposal seat covers, sanitary

disposal bags and soap. The Contractor shall stock restrooms with enough supplies to ensure that the supplies will last until the next scheduled service. If dispensers become empty before the next scheduled servicing, the Contractor shall replenish them at no additional cost to the Government. The Contractor shall provide all required restroom supplies.

3.5 OTHER SERVICES Other Services shall consist of providing miscellaneous cleaning tasks within the scope of the contract.

3.5.1 Policing Grounds (Three times a week). Paper, bottles, cans, and all other trash and refuse shall be removed from sidewalks, parking and other areas adjacent to the facility. All removed items shall be bagged and deposited in the proper dumpster.

Policing Ground Frequencies (per Attachment 5):

- Headquarters – 2×/week
- Conference – 1×/week
- GIS – 1×/week
- Multipurpose – 1×/week
- Library – 1×/week

3.5.2 Cleaning Light Fixtures (Once a week). The Contractor is required to clean the light fixtures that could be at a height of 12 feet or more above the floor level. Globes, reflectors, covers, diffusers, and plastic side panels shall be removed and cleaned. After cleaning and reassembling, light fixtures shall be free of bugs, dirt, dust, grease, and other foreign matters.

3.5.3 High Dusting/Cleaning.

High Dusting Frequencies (per Attachment 5):

- Cobweb removal – Weekly
- Basement pipes – Monthly
- Ceiling fans – Monthly

High cleaning includes cleaning horizontal and vertical surfaces above 7 - 0" from floor level including all overhead piping and ceiling areas. All dust; lint, litter, and soil shall be removed from all surfaces. Walls shall be free of dirt, smudges, and markings. Ceilings are to be free of cobwebs and loose dirt. The Contractor is to perform the high dusting/cleaning on the same day in conjunction with performing low dusting/cleaning.

3.5.4.Cleaning Interior Glass (Once a week).

Interior glass frequencies per Attachment 5:

- Headquarters – Weekly
- Lunchroom – Monthly
- Conference – Weekly/ or as needed, exterior doors monthly
- GIS – Weekly interior; monthly exterior
- Multipurpose – Monthly
- Library – Weekly

The Contractor shall thoroughly clean all interior glass surfaces and associated window frames, sills, and sashes. All glass surfaces shall be cleaned and left free of streaks and stains, and all adjacent surfaces wiped dry. All paint; putty, film, and foreign matter found on glass surfaces shall be removed.

3.5.5 CLEANING AND DISINFECTING: Three times a week

The contractor shall clean all visible dirty surfaces using general detergents or cleaning products compatible with the surface materials being cleaned and in accordance with directions provided by the product manufacturer.

The contractor shall wipe down all solid, high contact surfaces using a disinfectant from the EPA-registered list (<https://www.epa.gov/pesticide-registration/selected-epa-registered-disinfectants>) or other product containing the same active ingredient(s) at the same or greater concentration than those on the list. Contractor shall use the product in accordance with directions provided by the manufacturer.

Examples of solid, high contact surfaces include but are not limited to” handrails, doorknobs, light switches, countertops, water faucets and handles, work surfaces, sinks, toilets and shower control handles or buttons, restroom stalls, toilet paper and other paper dispensers, door handles and push plates, water cooler and drinking fountain controls. Disinfected surfaces should be allowed to air dry.

- **All Restroom(s) (toilets, partition, handles, rails and showers if applicable)**
- **Water fountain(s)**
- **Kitchen(s) countertops, cabinet handles**
- **Touchpoints (bannisters, exit door handles, office door handles)**

3.5.6 WASTE REMOVAL FROM FACILITY

All waste collected on the day of performance must be removed and disposed of in the approved dumpster.

3.6 Requirements

3.6.1 Work Control. The Contractor shall implement all necessary work control procedures to ensure timely accomplishment of work requirements, as well as to permit tracking of work in progress. The Contractor shall plan and schedule work to assure material, labor, and equipment are available to complete work requirements within the specified time limits and in conformance with the quality standards established herein. Verbal scheduling and reports on the status of Service Call and Other Services work shall be provided when requested by the Contracting Officer.

For this task the contractor should use the QA Inspection Checklist - Attachment 6. The Checklist may be modified by Contractor to allow for task tracking and notetaking. Changes to Checklist must be reviewed d by CO/COR. **(Deliverable 6)**

3.6.2 Work Schedule. The Contractor's Work Schedule shall follow **Attachment 5** frequencies (Daily, 3×/week, 2×/week, Weekly, Monthly), Monday–Friday except Federal holidays. The schedule shall list the type of work to be performed and the areas to be worked. When scheduled services performed fall on a holiday, alternate dates shall be specified. The initial work schedule shall be submitted to the COR for approval within 15 days after award. Once approved, all work shall be performed in strict compliance with the work schedule to facilitate the Government's inspection of the work. Changes to the work schedule shall be submitted for the COR's approval at least three working days prior to performance. In preparing the work schedule, the Contractor shall comply with the following general requirements:

Hours of Operations:

All work shall take place Monday through Friday between 07:30 AM and 3:00 PM Atlantic time zone except on Federal holidays or when the Government facility is closed due to local or national emergencies, administrative

closings, or similar Government directed facility closings reasons No service is performed on Federal holidays unless directed by the COR.

Federal Holidays

1. New Year's Day – January 1st
2. Three Kings Day- January 6th
2. Martin Luther King Junior's Birthday – Third Monday in January
3. President's Day – Third Monday in February
4. Memorial Day – Last Monday in May
5. Juneteenth – June 19th
6. Independence Day – July 4th
7. Labor Day – First Monday in September
8. Columbus Day – Second Monday in October
9. Veteran's Day – November 11th
10. Thanksgiving Day – Fourth Thursday in November
11. Christmas Day- December 25th

3.6.4 Interference with Government Business. The Contractor shall schedule and arrange work to cause the least interference with the normal occurrence of Government business and mission. In those cases where some interference may be essentially unavoidable, the Contractor shall be responsible for making every effort to minimize the impact of the interference, inconvenience, customer discomfort, etc.

3.6.5 Protection of Government Property. During execution of the work, the Contractor shall take special care to protect Government property including furniture, walls, baseboards, and other surfaces from materials/cleaners not intended to be used on that surface. Accidental splashes shall be removed immediately. The Contractor shall repair and return areas damaged, as a result of work under this contract, to their original condition, to include painting, refinishing, or replacement, if necessary, at no cost to the Government. The Contractor is prohibited from using Government telephones, facilities, or office equipment provided for official Government use. Smoking is not permitted in the building at any time.

3.6.6 Locked Areas. Locked areas in the facility are designated. The Contractor is required to re-lock these areas after completion of work, even if area is found to be unlocked when he arrives to perform services. The Contractor shall be provided a key(s) to gain access to areas requiring service. The COR should be immediately notified if a key is lost.

3.6.7 Building Security. The Contractor shall provide the COR with a list of names, copy of identification and telephone numbers of all the Contractor's employees who will be working at this facility as the background investigation ensues. Any changes to the list shall be provided within twenty-four (24) hours of such change.

The Contractor and all employees shall wear badges or monograms providing ready identification. Employees shall be required to dress neatly, commensurate with the tasks being performed. At no time will anyone visiting the janitorial service staff is permitted in the building unless they are providing contractual services and the COR is notified.

Building Access: All buildings require keys to access. The janitorial staff will need to request access to each building when moving between buildings, unless otherwise determined by the CO/COR. All staff must depart the buildings no later than 4:00pm. Janitorial staff are not authorized to open doors or prop open doors to allow access by others.

Program Manager will receive keys to storage areas designated for contractor equipment and supplies. Lost keys and/or replacement keys will be charged \$25.00 to replace. **(Deliverable 2)**

Upon entering a locked area, the contractor will ensure it is returned to a locked condition once services are completed. At no time will a door be left open unattended.

3.7 Government Acceptance Period for Deliverables

The COR/designee will have the right to reject or require correction of any deficiencies found in the deliverables that are contrary to PWS and Quality Control Plan. In the event of a rejected deliverable, the Contractor will be notified in writing by the COR/designee of the specific reasons for rejection. The Contractor shall have twenty-four hours (24) and/or the next business day to correct the rejected deliverable.

4.0 Deliverable / Schedule

Attachment 5 – Janitorial Work Schedule is incorporated as the controlling schedule for all service frequencies. Any deviation from Attachment 5 requires COR approval.

Key Deliverables

Item No.	Deliverable	Objective	Due
1	Project Manager	The Contractor must provide complete project management to ensure effective, efficient, and compliant delivery of janitorial services as described in the PWS on a daily basis, on-site. Key requirements include: • Ensuring performance meets all standards, deadlines, and quality requirements. • Managing personnel, including scheduling, training, and resourcing to support all janitorial tasks. • Maintaining an adequate and properly trained workforce to fulfill the workload within required time and quality standards. • Ensuring all deliverables are complete, accurate, timely, and compliant with federal regulations. • Maintaining effective day-to-day communication and a collaborative working relationship with the COR or designee. • Conducting planning, scheduling, and quality control inspections to manage the entire scope of janitorial services. • Ensuring furniture and equipment moved during cleaning are returned to their original positions.	Updates to Work Plan shall be prepared as changes occur. Submit changes for the Service Work Plan to the CO/COR no later than five business days prior to changes being requested. Updates to Quality Control Plan (QCP) shall be prepared as changes occur. Submit changes to QCP to the CO/COR no later than five business days prior to changes being requested.

2	Project Manager	Background Investigation Oversight Substitution/Permanent Replacement of Personnel Security and Entry Key Management	Ensure Contractor Personnel are completing background investigations with weekly responses to Investigative Team. Remove Personnel that cannot complete the investigation in a timely manner per PWS. As Established in the PWS
3	Basic Janitorial Services Requires Program Manager Oversight	Basic Services consist of routine janitorial tasks performed at required frequencies for all designated building spaces. • Emptying Waste Containers / Trash Collection – Restrooms daily; office trash twice or three times per week per building; outdoor bins per schedule. – Replace soiled liners and clean containers as needed. • Low Dusting and Cleaning – Weekly; monthly for pipes and fans. – Dust furniture, partitions, vents, windowsills, doors, and clean drinking fountains. • Kitchen / Break Room Cleaning – Trash daily. – Sweep and mop floors three times weekly. – Clean counters, tables, microwave 3x weekly. – Windows and doors monthly. • Floor Care – Sweep and dust-mop three times weekly. – Damp-mop as needed to remove dirt and stains. – Monthly spray cleaning and buffing. – Clean inside and outside walk-off mats. • Restroom Services (Daily, M–F except federal holidays) – Clean and disinfect toilets, urinals, sinks, partitions, mirrors, and floors. – Replenish supplies such as toilet paper, towels, soap, and seat covers. – Empty sanitary waste containers. • Cleaning and Disinfecting (Three times weekly) – Disinfect high-touch surfaces including doorknobs, switches, handrails, counters, faucets, and restroom areas. • Waste Removal – All collected waste must be removed from the facility and placed in the designated dumpster the same day.	As established in the PWS

4	Supplies and Inventory Requires Program Manager Oversight	The Contractor shall maintain, at all times, janitorial supply stock sufficient to support a minimum two (2) weeks of projected operational requirements. Storage Requirements: All supplies shall be stored within government-provided storage facilities, maintained in an organized and readily accessible manner for Government inspection. Replenishment and Continuity: The Contractor shall monitor consumption levels and initiate replenishment actions in a timely manner to prevent depletion below the two-week inventory threshold and to ensure uninterrupted janitorial service performance.	No later than five (5) business days after contract award
5	Biobaased and EPA-designated Supplies	The Contractor shall maintain a list of supplies identifying the name of the manufacturer, brand name, Safety Data Sheets (SDS), biobased or recycled content percentage, and intended use of each product used in the performance of this contract	Maintain list of products available for viewing by CO or COR. Keep a binder for the SDS forms in the janitorial storage area on site.
6	Quality/ Inspection Reporting	Checklists are documented monthly ensure services are completed and inspected following the PWS and QCP.	Submit completed checklists along with Invoice in IPP on a monthly basis.
7	Accidents Requires Program Manager Oversight	Unplanned, work-related events involving that result in injury, illness, or property damage.	Report any accidents within 24 hours from occurrence to the COR, or immediately if life or property are threatened
8	Service Calls Beyond Customary Cleaning	Unscheduled cleaning needs that require urgent attention within the parameters of janitorial services. Situations requiring this type of cleaning will be referred to the Contracting Officer or COR prior to commencing work.	Upon notification by the CO or COR, the Contractor shall respond to the service call within two hours, during scheduled cleaning hours. If the CO determines the situation requires extra effort on the part of the Contractor, a quote will be requested prior to commencing work for the level of effort above that is normally required.

	Any Service Interruption Requires Program Manager Oversight		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.
9	Post Award Conference	Defining the responsibilities, timeline, risks and milestones of contract objectives	No later than five (5) business days after contract award.

5.0 Government Furnished Facilities, Utilities, and Equipment

The Government will provide the following government furnished property to the Contractor for use in the performance of work. This property must be used and maintained by the Contractor in accordance with the clause FAR 52.245-1 “Government Property”.

Government Furnished Facilities. The Government will make available to the Contractor a space to store janitorial supplies and equipment at the facility. The Contractor shall be responsible and accountable for taking adequate precautions to prevent fire hazards, odors, and vermin. The Contractor shall be held responsible for the cost of any repairs caused by negligence or abuse on his/her part, or on the part of his/her employees. The Government Furnished Spaces within the IITF Complex for Contractor equipment storage will be in the IITF Headquarters Building basement and a Janitor Closet located in all buildings.

The Contractor shall obtain written approval from the Contracting Officer prior to making any modifications or alterations to the space provided. Any such modifications or alterations approved by the Government will be made at the expense of the Contractor. At the completion of the contract, all facilities shall be returned to the Government in the same condition as received, except for reasonable wear and tear.

Parking – Contractor vehicle parking shall be identified by COR.

Availability of Utilities. The Government will furnish utility services at existing outlets, for use in those facilities provided by the Government and as may be required for the work to be performed under the contract: electricity, fresh water, sewage service, and refuse collection (from existing collection points). Information concerning the location of existing outlets may be obtained from the Contracting Officer’s Representative. Utilities specified will be furnished at no cost to the Contractor. 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.

Dumpsters – COR will identify Government furnished dumpsters on site.

Keys – Contractor shall be provided keys to access janitorial storage. Building access keys must be returned daily unless otherwise determined by CO/COR.

Government Furnished Materials- None. The contractor is responsible for procuring supplies needed to perform requirements outlined in the PWS.

6.0 Contractor Furnished Items

Except for items listed under “Government Furnished” above, the Contractor shall provide all equipment, materials, supplies, to fulfil the requirements of this contract. Materials, equipment, and supplies shall be capable of meeting the requirements of the contract and of an acceptable commercial grade and quality, meeting the USDA’s biobased certification and the EPA-designated items. **(Deliverable 4)**

Biobased Materials and Supplies The Contractor shall maintain a list of supplies identifying 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. **(Deliverable 5)**

6.1 Inventory Management

Supply Inventory Level

The Contractor shall maintain, at all times, janitorial supply stock sufficient to support a minimum two (2) weeks of projected operational requirements.

Replenishment and Continuity

The Contractor shall monitor consumption levels and initiate replenishment actions in a timely manner to prevent depletion below the two-week inventory threshold and to ensure uninterrupted janitorial service performance.

Storage Requirements

All supplies stored within government-provided storage facilities, shall be maintained in an organized and readily accessible manner for Government inspection.

7.0 Contractor’s Key Personnel

The Contractor shall manage the total work effort associated with the janitorial services required herein to assure fully adequate and timely completion of these services. Included in this function will be a full range of management duties including, but not limited to, planning, scheduling, and quality control. The Contractor shall provide an adequate staff of personnel with the necessary management expertise to assure the performance of the work in accordance with sound and efficient management practices. The Contractor shall maintain an adequate workforce to complete work in accordance with the time and quality standards specified herein.

At a minimum, the Contractor must propose the following positions as Key Personnel:

Project Manager: The Contractor must designate a Project Manager (PM) as the single Point of Contact (POC) for award management. The PM must have the authority to make decisions for the Contractor, oversee and inspect the work of contractor janitorial staff, and must be the single Contractor representative responsible for all issues, concerns, or problems for this award instrument. The PM must readily respond to questions, concerns, and comments. The PM must proactively alert the Government to potential contractual issues.

PM must be onsite to oversee and supervise janitorial staff on a daily basis; spending sufficient time to ensure successful performance of janitorial staff.

Janitorial Personnel: The Contractor must employ and maintain personnel in the management and key personnel positions who meet the minimum requirements for each of the skill levels to which they are assigned.

Contractor personnel must possess the technical, professional, and interpersonal capability of performing the functions described in this PWS in a competent and professional manner.

During the first ninety (90) days of performance, the Contractor shall make no substitutions of key personnel unless the substitution is necessitated by illness, death, or termination of employment. The Contractor shall notify the Contracting Officer within 5 calendar days after the occurrence of any of these events and provide the information in the paragraph directly below. After the initial 90-day period, the Contractor shall submit the such information to the Contracting Officer at least 10 days prior to making any permanent substitutions.

Substitution/Permanent Replacement: The Contractor shall provide a detailed explanation of the circumstances necessitating the proposed substitutions, complete resumes for the proposed substitutes, and any additional information requested by the Contracting Officer. Proposed substitutes should have comparable qualifications for those of the persons being replaced. The contractor shall provide to the COR three (3) days prior to start of work, each employee's full legal name, social security number and driver's license, if applicable, for security access and security training. The contract file will be documented to reflect any approved changes of key personnel by Contracting Officer. **(Deliverable 2)**

Other Contractor Personnel: The contractor shall provide a list of names of all janitorial staff to the Contracting Officer to keep on file. Any changes must be put in writing to the CO within 5 calendar days.

7.1 Background Check/Investigation

All Contractor personnel (including their subcontractors) working inside a federal building will be required to complete computer based online training courses and data entry for their background investigation. Contractor personnel must have computer access and their own email address to complete investigations. The email address cannot be the prime contractor's company address; each must have their own. The contractor shall provide computer access if Personnel are not able to obtain access on their own. Contractor Personnel may need the Contractor's support through the investigation process by way of explanation or interpretation of background investigation information requested.

Contractor personnel shall work diligently to complete investigation. Failure to complete the investigation within the timeframes allowed for each step in the process will require removal from work under this contract. The contractor shall ensure that all required personnel/employees respond within one week of each prompt for action or information (initial or additional) as part of the HSPD-12 Background Investigation requirement and its associated maintenance. **(Deliverable 2)**

Background Investigation Process:

Anyone requiring routine physical access to Federally controlled facilities or information systems will have a successful **Tier 1 Background Investigation (BI)** (e.g., cleaning crew that requires routine access but not access to information systems will require a Tier 1 BI).

The Background investigation will be initiated through the following internet browser address: <https://eapp.nbis.mil/>. A user ID and temporary password are issued through separate emails from the National Background Investigation Services (NBIS) system. These actions must be completed within 14 days. Extensions can be granted on a case-by-case basis.

Fingerprinting is required for Contractor employees. Depending on the location of the Contractor employee, the fingerprint location may require travel or driving time. Total travel time and fingerprinting process may take 2-3 hours. Fingerprinting shall be arranged with a local provider. Fingerprinting is requirement to be completed in 7 days as part of this process.

The following forms shall be sent to the government email provided during the investigation process:

- The Declaration of Federal Employment (OF306) form is used during the investigation. The OF306 is an encrypted (password-protect) PDF, with instructions. The PDF should have password-protect for viewing, not just editing, otherwise data is just as open as not password-protecting it.
- National Background Investigation Services (NBIS) Security Questionnaire.

Once the new contractor employee's information has successfully been entered into the onboarding tracking software, they will be contacted by email (to their personal email address). The government emails will contain links to websites where the employee can complete the courses. Each course should take 45 to 60 minutes to complete. Contractor employees will need to have access to a computer to complete all training online.

Course Name	Frequency	Method of Training	Length of Training	Completion Date
* Information Security Awareness	Annually	AgLearn	60 minutes	1 year since last completion date.
USDA Records Management	Annually	AgLearn	60 minutes	60 days after assignment.
Section 508	Annually	AgLearn	60 minutes	45 days after assignment.

* This course needs to be completed within 7 days of receipt of the email notification. The course must be completed first. Failure to complete this course in the time allotted will result in a termination of the onboarding process. Once the course is complete the background check process may start.

Email Alerts regarding investigation steps needing attention are generally sent to the Individual receiving the background investigation (to their personal email) and the Government Person Model Sponsor. These alerts are meant to keep the process on track. The Contracting Officer will be directed to terminate contractor personnel that do not attend to the alerts.

Maintenance activities for complete background investigations include but may not be limited to: mandatory annual completion of a short information security training exam, which will be available online or provided via email or in hard copy by the Investigative Team.

Upon termination of Contractor Personnel (including subcontractors), the Contractor will notify the COR, within 12 hours of termination, employee's full legal name, to remove from security system. Any building access keys shall be promptly returned to the Government after employee termination.

8.0 Government Quality Assurance

Any in-process inspection by the Government shall be conducted in a manner consistent with commercial practice. The Forest Service may conduct quality assurance for its benefit and has the right to refuse acceptance of nonconforming services. Quality issues with services tendered for acceptance or rejected by the Government shall be resolved under FAR 52.212-4(b).

9.0 Performance Requirements Measures

Performance requirements for the janitorial service contract for the IITF Complex located at the Botanical Gardens South, Rio Piedras, PR., include the following and shall be performed in accordance with Janitorial Services.

The Performance Requirements Measures table describes the acceptable quality level of performance expected by the Government and the means by which the Government may use to validate acceptable services.

a. Work Requirements. Work Requirements are a series of tasks associated with each particular Contract Requirement and are listed in column 1 of the PRS. The Work Requirements are typically specified in terms of timeliness of performance, the quality of work, and the preparation of documentation (if applicable).

b. Quality/ Performance Standards. The Standard of Performance for each Work Requirement is identified in column 2 of the PRS by reference to the respective paragraph in Section C which specifies in detail the work to be performed.

c. Acceptable Quality Level (AQL). The Acceptable Quality Level for each Work Requirement is identified in column 3 of the PRS. The Acceptable Quality Level, when exceeded, indicates that the Contractor's monthly overall performance is unsatisfactory. The AQL does not represent a threshold for payment deductions. Deductions can be taken for any defects (with appropriate credit for rework) regardless of whether or not the AQL was exceeded.

d. Means of Measurement (MOM). The Means of Measurement for each work requirement is identified in column 4 of the PRS. The MOM indicates the methods used for Quality Assurance purposes by the COR.

e. Negative/Positive Incentives. The Negative/Positive Incentives for each work requirement are identified in columns 5 and 6 of the PRS. Where there is more than one negative incentive noted one or all may be used.

f. COR Review – Indicates that the Government will be responsible for monitoring the Contractor's performance in meeting specific performance standards/acceptable quality levels. The Government Review may be performed by the COR, technical monitors, inspectors, and/or other Government personnel interacting with the Contractor.

g. Customer Feedback – Feedback may be obtained either from the results of formal satisfaction surveys or from positive or negative feedback received by the Government from customers or stakeholders. Feedback must be validated with the award requirements, must be set forth clearly and in writing the detailed nature of the feedback, and must be signed and forwarded to the COR, who shall assess the validity of the feedback, retain it in the quality assurance file and determine if action is required and/or considered in the overall performance assessment of work performed. The COR shall ensure the tabulated results of all satisfaction surveys are kept on file.

Performance Measures Standards

Required Services	Performance Standards	Acceptable Quality Level	Monitoring Methods	Disincentives	Incentives
Space Cleaning	Requirements as specified in the PWS	95% acceptability to meet this requirement	Inspections by Government and customer complaints	Rework of line items at no cost to the government. Deduction for line items. Negative performance rating.	Positive performance rating.
Floor Care	Requirements as specified in the PWS	95% acceptability to meet this requirement	Inspections by Government and customer complaints	Rework of line items at no cost to the government. Deduction for line items. Negative performance rating.	Positive performance rating.
Restroom Services	Requirements as specified in the PWS	95% acceptability to meet this requirement	Inspections by Government and customer complaints	Rework of line items at no cost to the government. Deduction for line items. Negative performance rating.	Positive performance rating.
Stripping & Waxing Floors	Requirements as specified in the PWS	95% acceptability to meet this requirement	Inspections by Government and customer complaints	Rework of line item at no cost to the government. Negative performance rating.	Positive performance rating.
Cleaning Light Fixtures	Requirements as specified in the PWS	95% acceptability to meet this requirement	Inspections by Government and customer complaints	Rework of line item at no cost to the government. Negative performance rating.	Positive performance rating.
Low Dusting /Cleaning	Requirements as specified in the PWS	95% acceptability to meet this requirement	Inspections by Government and customer complaints	Rework of line item at no cost to the government. Negative performance rating.	Positive performance rating.
High Dusting /Cleaning	Requirements as specified in the PWS	95% acceptability to meet this requirement	Inspections by Government and customer complaints	Rework of line item at no cost to the government. Negative performance rating.	Positive performance rating.
Cleaning Interior Glass	Requirements as specified in the PWS	95% acceptability to meet this requirement	Inspections by Government and customer complaints	Rework of line item at no cost to the government. Negative performance rating.	Positive performance rating.
Cleaning Window Covers/Shades; Blinds	Requirements as specified in the PWS	95% acceptability to meet this requirement	Inspections by Government and customer complaints	Rework of line item at no cost to the government. Negative performance rating.	Positive performance rating.
Locked Areas Requirements	Requirements as specified in the PWS	100% acceptability to meet this requirement	Inspections by Government and customer complaints	Negative performance rating.	Positive performance rating.
Security Requirements	Requirements as specified in the PWS	100% acceptability to meet this requirement	Inspections by Government and customer complaints	Negative performance rating.	Positive performance rating.
Background Investigation Requirements	Requirements as specified in the PWS	100% completion to meet this requirement	Status Updates from Contractor or Gov't Investigative Team	Negative performance rating. Removal of Contractor staff	Positive performance rating

9.0 Performance Requirement Summary

Performance requirements for the janitorial service contract for the IITF Complex located at the Botanical Gardens South, Rio Piedras, PR., included in **Attachment 5** Work Schedule and in section 3.0 Technical Requirements / Tasks and 4.0 Deliverable / Schedule and shall be performed in accordance with Janitorial Services.

Required Services	Standard (Referring to PWS)	Method of Quality Assurance
Project Management	Section 3.1	Weekly Inspections/ Quality Assurance Checklist
Basic Janitorial Services	Section 3.2	Weekly-Monthly Inspections/ Quality Assurance Checklist
Other Services	Section 3.5	Bi-Monthly Inspections/ Quality Assurance Checklist
Quality Inspection Reporting	Section 3 and Section 4	Monthly Inspections/ Quality Assurance Checklist