

**PERFORMANCE WORK STATEMENT (PWS)**  
***[PR-Culebra NWR-Janitorial Services]***

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II

Part 1

General Information

1. **GENERAL:** This is a non-personnel services contract to provide *[janitorial services]*. The Government shall not exercise any supervision or control over the contract service providers performing the services herein. Such contract service providers shall be accountable solely to the Contractor who, in turn is responsible to the Government.

1.1 **Scope:** The U.S. Fish and Wildlife Service (USFWS) requires professional janitorial and cleaning services to maintain the federal buildings located at the Caribbean Islands National Wildlife Refuge (CINWR) in Culebra, Puerto Rico. The contractor shall provide all labor, supervision, equipment, and materials necessary to ensure a clean, hygienic, and safe environment.

1.2 **Period of Performance:** The period of performance shall be for one (1) Base Year of 12 months and four (4) 12-month option years each Option Year is subject to the availability of funds (SAF). The Period of Performance reads as follows:

Base Year

Option Year I

Option Year II

Option Year III

Option Year IV

Note: All Options are subject to the availability of funds.

1.3 **General Information**

1.3.1 **Quality Control:** The contractor shall develop and maintain an effective quality control program to ensure services are performed in accordance with this PWS. The contractor shall develop and implement procedures to identify, prevent, and ensure non-recurrence of defective services. The contractor's quality control program is the means by which he assures himself that his work complies with the requirement of the contract.

1.3.2 **Quality Assurance:** The government shall evaluate the contractor's performance under this contract in accordance with the Quality Assurance Surveillance Plan. This plan is primarily focused on what the Government must do to ensure that the contractor has performed in accordance with the performance standards. It defines how the performance standards will be applied, the frequency of surveillance, and the minimum acceptable defect rate(s).

1.3.3 Recognized Holidays: *[contractor is or is not required to perform services on holidays.]*

|                                   |                  |
|-----------------------------------|------------------|
| New Year's Day                    | Labor Day        |
| Martin Luther King Jr.'s Birthday | Columbus Day     |
| President's Day                   | Veteran's Day    |
| Memorial Day                      | Thanksgiving Day |
| Juneteenth                        | Christmas Day    |
| Independence Day                  |                  |

1.3.4 Hours of Operation: The contractor is responsible for conducting business, between the hours of *[8:00 AM to 4:00 PM]* Monday thru Friday except Federal holidays or when the Government facility is closed due to local or national emergencies, administrative closings, or similar Government directed facility closings. For other than firm fixed price contracts, the contractor will not be reimbursed when the government facility is closed for the above reasons. The Contractor must at all times maintain an adequate workforce for the uninterrupted performance of all tasks defined within this PWS when the Government facility is not closed for the above reasons. When hiring personnel, the Contractor should keep in mind that the stability and continuity of the workforce are essential.

1.3.5 Place of Performance: The work to be performed under this contract will be performed at *[The contractor shall perform cleaning services across two (2) distinct zones within the Culebra NWR complex]*

1.3.6 Type of Contract: The government will award a *Firm Fixed Price Contract*

1.3.7 Security Requirements: Contractor personnel performing work under this contract must have a *[background check]* at time of the proposal submission and must maintain the level of security required for the life of the contract. The security requirements are in accordance with the attached DD254

1.3.8 1.6.7.1 PHYSICAL Security: The contractor shall be responsible for safeguarding all government equipment, information and property provided for contractor use. At the close of each work period, government facilities, equipment, and materials shall be secured.

1.6.7.2 Key Control. Not applicable

1.6.7.3 Lock Combinations *(If applicable)*. The Contractor shall establish and implement methods of ensuring that all lock combinations are not revealed to unauthorized persons. The Contractor shall ensure that lock combinations are changed when personnel having access to the combinations no longer have a need to know such combinations. These procedures shall be included in the Contractor's Quality Control Plan.

1.3.9 Special Qualifications: *[Not Applicable]*

1.3.10 Post Award Conference/Periodic Progress Meetings: The Contractor agrees to attend any post award conference convened by the contracting activity or contract administration office in accordance with Federal Acquisition Regulation Subpart 42.5. The contracting officer, Contracting Officers Representative (COR), and other Government personnel, as appropriate, may meet periodically with the contractor to review the contractor's performance. At these meetings the contracting officer will apprise the contractor of how the government views the contractor's performance and the contractor will apprise the Government

of problems, if any, being experienced. Appropriate action shall be taken to resolve outstanding issues. These meetings shall be at no additional cost to the government.

**1.3.11 Contracting Officer Representative (COR):** The (COR) will be identified by separate letter. The COR monitors all technical aspects of the contract and assists in contract administration. The COR is authorized to perform the following functions: assure that the Contractor performs the technical requirements of the contract; perform inspections necessary in connection with contract performance; maintain written and oral communications with the Contractor concerning technical aspects of the contract; issue written interpretations over technical requirements, including Government drawings, designs, specifications; monitor Contractor's performance and notifies both the Contracting Officer and Contractor of any deficiencies; coordinate availability of government furnished property, and provide 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 order.

**1.6.11 Key Personnel:** The following personnel are considered key personnel by the government: [*Merenica Banks, Contracting Officer, [Merenica\\_Banks@ios.doi.gov](mailto:Merenica_Banks@ios.doi.gov) or 703-358-2072. COR - Silmarie Padron, [silmarie\\_padron@fws.gov](mailto:silmarie_padron@fws.gov), or 786-847-3314*] The contractor shall provide a contract manager who shall be responsible for the performance of the work. The name of this person and an alternate who shall act for the contractor when the manager is absent shall be designated in writing to the contracting officer. The contract manager or alternate shall have full authority to act for the contractor on all contract matters relating to daily operation of this contract. The contract manager or alternate shall be available between [8:00 a.m. to 4:30 p.m.], Monday thru Friday except Federal holidays or when the government facility is closed for administrative reasons. Qualifications for all key personnel are listed below:

**1.6.12 Identification of Contractor Employees:** All contract personnel attending meetings, answering Government telephones, and working in other situations where their contractor status is not obvious to third parties are required to identify themselves as such to avoid creating an impression in the minds of members of the public that they are Government officials. They must also ensure that all documents or reports produced by contractors are suitably marked as contractor products or that contractor participation is appropriately disclosed.

PART2  
DEFINITIONS & ACRONYMS

2. **DEFINITIONS AND ACRONYMS:**

2.1. **DEFINITIONS:**

2.1.1. **CONTRACTOR.** A supplier or vendor awarded a contract to provide specific supplies or service to the government. The term used in this contract refers to the prime.

2.1.2. **CONTRACTING OFFICER.** A person with authority to enter into, administer, or terminate contracts, and make related determinations and findings on behalf of the government. Note: The only individual who can legally bind the government.

2.1.3. **CONTRACTING OFFICER'S REPRESENTATIVE (COR).** An employee of the U.S. Government appointed by the contracting officer to administer the contract. Such appointment shall be in writing and shall state the scope of authority and limitations. This individual has authority to provide technical direction to the Contractor as long as that direction is within the scope of the contract, does not constitute a change, and has no funding implications. This individual does NOT have authority to change the terms and conditions of the contract.

2.1.4. **DEFECTIVE SERVICE.** A service output that does not meet the standard of performance associated with the Performance Work Statement.

2.1.5. **DELIVERABLE.** Anything that can be physically delivered but may include non-manufactured things such as meeting minutes or reports.

2.1.6. **KEY PERSONNEL.** Contractor personnel are evaluated in a source selection process and that may be required to be used in the performance of contract by the Key Personnel listed in the PWS. When key personnel are used as an evaluation factor in best value procurement, an offer can be rejected if it does not have a firm commitment from the people that are listed in the proposal.

2.1.7. **PHYSICAL SECURITY.** Actions that prevent the loss or damage of Government property.

2.1.8. **QUALITY ASSURANCE.** The government procedures to verify that services being performed by the Contractor are performed according to acceptable standards.

2.1.9. **QUALITY ASSURANCE Surveillance Plan (QASP).** An organized written document specifying the surveillance methodology to be used for surveillance of contractor performance.

2.1.10. **QUALITY CONTROL.** All necessary measures taken by the Contractor to assure that the quality of an end product or service shall meet contract requirements.

2.1.11. **SUBCONTRACTOR.** One that enters into a contract with a prime contractor. The Government does not have a contract with the subcontractor.

2.1.12. **WORKDAY.** The number of hours per day the Contractor provides services in accordance with the contract.

2.1.12. **WORK WEEK.** Monday through Friday, unless specified otherwise.

## 2.2. ACRONYMS:

|        |                                                                |
|--------|----------------------------------------------------------------|
| ACOR   | Alternate Contracting Officer's Representative                 |
| AFARS  | Army Federal Acquisition Regulation Supplement                 |
| AR     | Army Regulation                                                |
| CCE    | Contracting Center of Excellence                               |
| CFR    | Code of Federal Regulations                                    |
| CONUS  | Continental United States (excludes Alaska and Hawaii)         |
| COR    | Contracting Officer Representative                             |
| COTR   | Contracting Officer's Technical Representative                 |
| COTS   | Commercial-Off-the-Shelf                                       |
| DA     | Department of the Army                                         |
| DD250  | Department of Defense Form 250 (Receiving Report)              |
| DD254  | Department of Defense Contract Security Requirement List       |
| DFARS  | Defense Federal Acquisition Regulation Supplement              |
| DMDC   | Defense Manpower Data Center                                   |
| DOD    | Department of Defense                                          |
| FAR    | Federal Acquisition Regulation                                 |
| HIPAA  | Health Insurance Portability and Accountability Act of 1996    |
| KO     | Contracting Officer                                            |
| OCI    | Organizational Conflict interest                               |
| OCONUS | Outside Continental United States (includes Alaska and Hawaii) |
| ODC    | Other Direct Costs                                             |
| PIPO   | Phase In/Phase Out                                             |
| POC    | Point of Contact                                               |
| PRS    | Performance Requirements Summary                               |
| PWS    | Performance Work Statement                                     |
| QA     | Quality Assurance                                              |
| QAP    | Quality Assurance Program                                      |
| QASP   | Quality Assurance Surveillance Plan                            |
| QC     | Quality Control                                                |
| QCP    | Quality Control Program                                        |
| TE     | Technical Exhibit                                              |

PART 3  
GOVERNMENT FURNISHED PROPERTY, EQUIPMENT, AND SERVICES

**3. GOVERNMENT FURNISHED ITEMS AND SERVICES:**

**3.1. Services.**

*The Contractor shall be entirely responsible for managing, supervising, and executing all janitorial services outlined in this Performance Work Statement (PWS) without government-provided personnel support.*

**3.2 Facilities.**

*The Government will provide secure on-site storage space and custodial closets within the facility for the sole purpose of storing contractor-owned equipment, tools, and cleaning materials necessary to execute the duties outlined in this PWS. No administrative office workspace, transportation, desks, or computers will be provided for contractor personnel.*

**3.3 Utilities.**

*The Government will provide all standard facility utilities (water and electricity) necessary for the performance of tasks outlined in this PWS. The Contractor shall instruct all employees in utility conservation practices. The Contractor shall be responsible for operating under conditions that preclude the waste of utilities, which include turning off water faucets, hoses, or valves promptly after use, and ensuring lights are turned off in unoccupied storage or custodial spaces.*

**3.4 Equipment**

*The Government will provide no equipment. The Contractor shall furnish all professional-grade machinery, tools, cleaning carts, and hardware required to execute the duties outlined in this PWS.*

**3.5 Materials**

*The Government will provide facility access guidelines, relevant building security protocols, and standard operating procedures (SOPs) or policies related to building access and safety. All physical cleaning products, consumables, and trash liners shall be provided by the Contractor. Contractor shall provide paper products (toilet paper and paper towels) and refill/replace them as needed.*

PART4  
CONTRACTOR FURNISHED ITEMS AND SERVICES

**4. CONTRACTOR FURNISHED ITEMS AND RESPONSIBILITIES:**

4.1 General (*If applicable*): The Contractor shall furnish all supplies, equipment, facilities and services required to perform work under this contract that are not listed under Section 3 of this PWS.

4.3. Materials.

*The Contractor is responsible for supplying all consumable products and cleaning agents. All chemical products must be approved by the Federal Government (e.g., EPA Safer Choice certified, Green Seal certified, or meeting GSA environmental procurement standards) to ensure indoor air quality and sustainability compliance.*

***Restroom Consumables:***

- *Jumbo-roll or standard toilet tissue (eco-friendly, minimum recycled content standards)*
- *Multi-fold or roll paper hand towels*
- *Hand soap (biodegradable, hypoallergenic, fragrance-free options where applicable)*
- *Sanitary napkin disposal bags and receptacle liners*

***Surface and Facility Cleaning Agents:***

- *Floor care products (strippers, sealers, and finishes appropriate for VTT, terrazzo, concrete, or carpeted surfaces)*
- *Multi-surface and glass cleaners for desks, windows, doors, glass partitions, and touchpoints*
- *Kitchen and breakroom degreasers and food-contact-safe surface sanitizers*
- *Restroom disinfectants, bowl cleaners, and scale removers (EPA-registered hospital-grade disinfectants)*

***Waste Collection and Disposal Materials:***

- *Heavy-duty trash and recycling receptacle liners (various sizes for offices, restrooms, and central collection points, utilizing high-density, puncture-resistant recycled plastic)*
- *Color-coded or clearly labeled bags to separate general waste, paper recycling, and commingled materials in compliance with federal facility sustainability programs*

4.4. Equipment.

*The Contractor shall provide and maintain all machinery, tools, and hardware in safe, operational, and professional working order. Equipment must be equipped with noise-reduction features where possible and HEPA filtration systems to meet indoor air quality standards.*

***Floor Care Machinery:***

- *Commercial-grade automatic floor scrubbers and burnishers*
- *HEPA-filtered backpack and upright commercial vacuums*
- *Wet/dry industrial vacuum extractors for deep carpet and upholstery cleaning*

***Manual Cleaning and Waste Handling Tools:***

- *Heavy-duty utility collection carts and janitorial trucks equipped with separate compartments for waste disposal and linen/supply transport*
- *Large-capacity service-floor tilt trucks or bins for transporting collected trash and recyclables to central loading docks or disposal areas*
- *Microfiber mop systems (flat mops and dust mops with washable pads)*

- *Professional-grade cleaning carts with locked chemical compartments*
- *Brooms, dustpans, long-handled cobweb brushes, and squeegees*
- *Color-coded microfiber cleaning clothes (designated by area to prevent cross-contamination between kitchens and restrooms)*
- *Window and Glass Cleaning Supplies: Lint-free professional glass-cleaning microfiber cloths, heavy-duty window squeegees with interchangeable rubber blades, professional-grade window wash wands/sleeves, and telescoping extension poles for high or hard-to-reach glass surfaces*

***Safety and PPE Equipment:***

- *Wet floor caution signs and safety barriers*
- *Personal Protective Equipment (PPE) for cleaning staff (gloves, eye protection, masks as required)*

## PART 5 SPECIFIC TASKS

### 5. Specific Tasks:

#### 5.1. DESCRIPTION OF WORK:

The contractor shall perform cleaning services across two (2) distinct zones within the Culebra NWR according to the specific schedules below:

#### Zone 1 - Administrative Building (Culebra NWR Office / Maintenance Shop)

##### Biweekly Services:

- Restrooms: Clean and sanitize sinks, mirrors, and toilets; replace garbage bags; check and refill hand soap; restock paper towels.
- Kitchenet: Clean and sanitize sink, countertops, tables, and microwave interior/exterior.
- Conference Room: Dust and clean the conference table, shelving, file cabinets, sink, and interior windows.
- Common & Exhibit Areas: Dust and clean all desks, file cabinets, tables, public exhibits, and shelving.
- Waste Management: Empty all interior garbage cans and transfer trash to the designated exterior dumpster.
- Floor Care: Sweep and mop all rooms (including offices, bathrooms, stairwells, porches, kitchen, exhibit areas, meeting spaces, and storage rooms); vacuum all rugs.
- Glass & Trim: Clean all windowsills and interior/exterior glass doors to remove smudges and prints.

##### Monthly Services:

- Clean all interior and exterior windows and doors, including curtains, shades, blinds, frames, and handles.
- Deep clean the interior and exterior of all refrigerators.
- Exterior Maintenance: Perform routine cleaning and washing of the building's exterior concrete paths to maintain aesthetic standards and ensure safe pedestrian access.

#### Zone 2 - Quarters (Housing Unit)

##### Weekly Services:

- Restrooms: Clean and sanitize sinks, toilets, mirrors, and showers; replace garbage bags; check and refill hand soap; restock paper towels.
- Kitchen: Clean and sanitize sink, countertops, and microwave.
- Furniture Care: Dust and clean all residential furniture.
- Waste Management: Empty all garbage cans and transfer trash to the designated exterior dumpster.
- Floor Care: Sweep and mop all rooms; vacuum all rugs.
- Windows & Doors: Clean all interior and exterior windows and doors (including frames and handles).
- Appliances: Clean the interior and exterior of all refrigerators.

##### Monthly Services:

- Exterior Maintenance: Perform routine cleaning of the building's exterior concrete pathways to maintain high aesthetic standards and ensure safe pedestrian access.
- Clean garage area to maintain high aesthetic standards

#### Government & Contractor Responsibilities

##### Equipment and Materials (Government-Furnished)

The contractor is responsible for supplying all professional equipment (mops, brooms, vacuums, etc.) and cleaning materials necessary to execute the duties outlined in this SOW.

##### Personnel & Background Investigation

The contractor shall ensure that all personnel assigned to this contract have completed a federal background investigation/security clearance appropriate for working on federal property before commencing work.

##### Staff Continuity & Substitutions

The contractor is entirely responsible for tracking staff attendance. If a primary cleaning employee is unable to perform their job duties due to leave, illness, or separation, the contractor must immediately inform the Agency and provide a qualified, background-cleared substitute employee. This ensures that janitorial services continue seamlessly as described in the contract timeline.

**Bid Structure & Pricing Line Items (Supplies Evaluation)**

To allow the government to evaluate the total cost of the contract with or without contractor-provided consumables, the contractor must submit a separate cost line item for the required supplies (e.g., hand soap, paper towels, toilet paper, garbage bags) in their quote. The quote must be structured as follows:

- o Line Item 001: Janitorial Base Labor and Equipment Cost
- o Line Item 002: Required Supplies and Consumables Cost

**Point of Contact:**

Silmarie Padron, Project Leader  
Caribbean Islands NWR Complex  
Phone: 786-847-3314  
Email: [silmarie\\_padron@fws.gov](mailto:silmarie_padron@fws.gov)

PART7  
ATTACHMENT/TECHNICAL EXHIBIT LISTING

**6. Attachment/Technical Exhibit List:**

6.1. Attachment I/Technical Exhibit I - Performance Requirements Summary

## TECHNICAL EXHIBIT 1

### Performance Requirements Summary

The contractor service requirements are summarized as performance objectives that relate directly to mission essential items. The performance threshold briefly describes the minimum acceptable levels of service required for each requirement. These thresholds are critical to mission success.

### Performance Requirements Summary (PRS)

Requirements Outcome: Maintain all federal buildings across the two designated zones at the Caribbean Islands National Wildlife Refuge (Culebra, PR) in a clean, hygienic, fully sanitized, and safe condition during normal working hours (Monday–Friday, 8:00 AM–4:00 PM) while adhering to federal security and operational guidelines.

Designated Zone: *Zone 1 - Admin, Zone 2 – Quarter 1*

| Performance Objective                                              | Performance Standard                                                                                                                                                                                                                                                              | Acceptable Quality Level (AQL)                                                                                                                                       | Method of Assessment / Monitoring Method                                             | Incentive / Disincentive                                                                                                                                                                          |
|--------------------------------------------------------------------|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|----------------------------------------------------------------------------------------------------------------------------------------------------------------------|--------------------------------------------------------------------------------------|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| 1. Biweekly Cleaning & Sanitation Services<br><br>(Zone 1 - Admin) | Restrooms (2 total) sanitized and stocked with hand soap, paper towels, and toilet paper; kitchens, sinks, countertops, and microwaves sanitized; office surfaces dusted; floors swept and mopped; glass entrance doors cleaned of smudges; trash emptied to exterior dumpster.   | 95% Compliance. No more than 1 validated customer complaint or defect per month per zone. Zero tolerance for unreplenished restroom supplies during operating hours. | Periodic inspections by the Project Leader/COR; Customer feedback and staff reports. | Positive: Documented positive Past Performance rating (CPARS).<br>Negative: Mandatory re-performance within 24 hours at contractor expense; potential payment deduction for unperformed services. |
| 2. Monthly Services<br>(Zone 1 - Admin)                            | Clean all interior and exterior windows and doors, including curtains, frames, and handles. Deep clean the interior and exterior of all refrigerators. Exterior Maintenance: Perform routine cleaning and washing of the building's exterior concrete paths to maintain aesthetic | 95% Compliance. Services completed on schedule monthly basis                                                                                                         | Periodic visual sampling/inspection by government personnel.                         | Positive: Favorable consideration for option year extensions.<br>Negative: Direct payment deduction for unperformed service days.                                                                 |

| Performance Objective                               | Performance Standard                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                      | Acceptable Quality Level (AQL)                                                                         | Method of Assessment / Monitoring Method                                             | Incentive / Disincentive                                                            |
|-----------------------------------------------------|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|--------------------------------------------------------------------------------------------------------|--------------------------------------------------------------------------------------|-------------------------------------------------------------------------------------|
|                                                     | standards and ensure safe pedestrian access.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                              |                                                                                                        |                                                                                      |                                                                                     |
| 3. <i>Weekly Services (Quarters (Housing Zone))</i> | <p>Restrooms (2 total) clean and sanitize sinks, toilets, mirrors, and showers; replace garbage bags; check and refill hand soap; restock paper towels.</p> <p>Kitchen (1 total), clean and sanitize sink, countertops, and microwave.</p> <p>Furniture Care, dust and clean all residential furniture.</p> <p>Waste Management, empty all garbage cans and transfer trash to the designated exterior dumpster.</p> <p>Floor Care, sweep and mop all rooms; vacuum all rugs.</p> <p>Windows &amp; Doors, clean all interior and exterior windows and doors (including frames and handles).</p> <p>Appliances, clean all the interior and exterior of all refrigerator and appliances.</p> | 100% Compliance. All scheduled monthly/bi-monthly tasks completed within the specified calendar month. | Monthly inspection checklist review and physical verification by the Project Leader. | Negative: Withholding of monthly invoice payment until tasks are verified complete. |
| 4. <i>Monthly Services (Quarters)</i>               | <b>Exterior Maintenance, perform routine</b>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                              |                                                                                                        |                                                                                      |                                                                                     |

| Performance Objective                               | Performance Standard                                                                                                                                                                                                                                                | Acceptable Quality Level (AQL)                                                      | Method of Assessment / Monitoring Method                                   | Incentive / Disincentive                                                                                                                  |
|-----------------------------------------------------|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-------------------------------------------------------------------------------------|----------------------------------------------------------------------------|-------------------------------------------------------------------------------------------------------------------------------------------|
| <i>(Housing Zone)</i>                               | <p><b>cleaning of the building's exterior concrete pathways to maintain high aesthetic standards and ensure safe pedestrian access.</b></p> <p>Clean garage area to maintain high aesthetic standards and ensure safe pedestrian access.</p>                        |                                                                                     |                                                                            |                                                                                                                                           |
| 5. Security Clearances & Personnel Vetting          | All contractor personnel must complete a federal background investigation/security clearance prior to starting work on federal property. No un-cleared staff permitted on-site.                                                                                     | 100% Compliance (Critical Defect). Zero tolerance for un-cleared personnel on site. | 100% verification of security clearance documentation prior to site entry. | Negative: Immediate removal of un-cleared personnel from premises; issuance of Cure Notice or potential contract termination for default. |
| 6. Staff Continuity, Hours & Coverage               | Provide continuous coverage of 4 hours/day, Mon–Fri (8:00 AM–4:00 PM), excluding federal holidays. Contractor must track attendance and immediately notify the agency and provide a qualified, background-cleared substitute during primary staff leave or illness. | 98% Compliance. No unannounced absences or gaps in service exceeding 1 working day. | Daily sign-in logs and Project Leader attendance tracking.                 | Negative: Non-payment for unworked hours; documented negative past performance evaluation.                                                |
| 7. Supply Management & Line Item Billing Separation | Furnish all mops, brooms, vacuums, and consumables (soap, paper towels, toilet paper,                                                                                                                                                                               | 100% Accuracy on billing structure and continuous availability of supplies on site. | Monthly invoice review and inventory audit by the Project Leader.          | Negative: Rejection of non-compliant invoices until properly itemized.                                                                    |

| Performance Objective | Performance Standard                                                                                                        | Acceptable Quality Level (AQL) | Method of Assessment / Monitoring Method | Incentive / Disincentive |
|-----------------------|-----------------------------------------------------------------------------------------------------------------------------|--------------------------------|------------------------------------------|--------------------------|
|                       | garbage bags). Invoice must clearly separate Base Labor & Equipment (Line Item 001) from Required Supplies (Line Item 002). |                                |                                          |                          |

## Deliverables &amp; Performance Schedule Matrix

| Deliverable Description                                       | Frequency / Due Date                                        | Government Contact / Reviewer DOC |
|---------------------------------------------------------------|-------------------------------------------------------------|-----------------------------------|
| Security Clearances & Background Check Documents              | Prior to contract start / Prior to onboarding any new staff | Silmarie Padron, Project Leader   |
| Monthly Janitorial Inspection Checklist                       | Last business day of each month                             | Silmarie Padron, Project Leader   |
| Consumable Supplies Usage & Line Item Billing (Line Item 002) | Monthly with invoice submission                             | Silmarie Padron, Project Leader   |
| Staff Substitute Notification                                 | Immediate notification upon primary staff leave or illness  | Silmarie Padron, Project Leader   |