

PERFORMANCE WORK STATEMENT (PWS)

Janitorial Services – Carolina Sandhills National Wildlife Refuge (CSNWR)

Part 1 – General Information

1. GENERAL

This is a non-personnel services contract to provide janitorial services for the Carolina Sandhills National Wildlife Refuge (CSNWR) administrative office. The Government shall not exercise any supervision or control over the contractor's service providers performing the services herein. Such contractor personnel shall be accountable solely to the Contractor who, in turn, is responsible to the Government.

1.1 Description of Services / Introduction

The contractor shall provide all personnel, equipment, supplies, facilities, transportation, tools, materials, supervision, and other items and non-personal services necessary to perform janitorial services as defined in this PWS, except for those items specified as Government-furnished property and services. Services shall ensure the facility remains clean, sanitary, safe, and presentable for staff and visitors, and shall be performed in accordance with professional commercial janitorial standards and all applicable laws, regulations, and safety requirements (including OSHA 29 CFR 1910.141).

1.2 Background

The CSNWR administrative office (approximately 3,500 sq ft) requires routine cleaning and periodic tasks to maintain sanitation, safety, and appearance during business hours. The Government will furnish certain consumables and equipment; the Contractor will furnish all other required supplies and equipment.

1.3 Objectives

Maintain cleanliness and hygiene across all interior areas and designated exterior areas.

Prevent dust, odors, and debris accumulation; ensure routine disinfection of high-touch surfaces.

Provide a professional, presentable facility for staff and visitors at all times.

1.4 Scope

Services include twice-monthly routine cleaning during business hours, periodic tasks (e.g., semi-annual mat shampooing; quarterly Plexiglas cleaning), waste and recycling handling, floor care, restroom sanitation, interior glass cleaning, dusting, disinfecting high-touch surfaces, and sweeping of front and rear porches. Areas included: private offices, conference room, lobby/reception, breakroom, restrooms, common corridors, drinking fountain, front and rear porches, and interior glass/mirrored surfaces. Contractor will be responsible to restock paper products and soap dispensers. FWS will provide paper products and soap for dispensers.

1.5 Period of Performance

Base Year: October 1, 2026 – September 30, 2027

Option Years: Up to four (4) 12-month option periods through FY 2031, contingent upon continued funding and acceptable performance.

Option Year 1: October 1, 2027 – September 30, 2028

Option Year 2: October 1, 2028 – September 30, 2029

Option Year 3: October 1, 2029 – September 30, 2030

Option Year 4: October 1, 2030 – September 30, 2031

1.6 General Information

1.6.1 Quality Control (Contractor)

The Contractor shall develop and maintain an effective Quality Control Plan (QCP) to ensure services are performed in accordance with this PWS. The QCP shall include internal inspection schedules, supervisory oversight procedures, corrective action protocols, and documentation of deficiencies and resolutions. The QCP shall be provided to the Government prior to the start of work.

1.6.2 Quality Assurance (Government)

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).

1.6.3 Recognized Holidays

The Contractor is not required to perform services on Federal holidays (listed below). If a Federal holiday, inclement weather closure, or emergency event occurs on a scheduled cleaning day, the Contractor shall coordinate to reschedule within seven (7) days; no additional compensation will be paid for holiday or rescheduled visits.

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

1.6.4 Hours of Operation

The contractor is responsible for conducting business, between the hours of **8:00AM and 3:00PM** 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 shall keep in mind that the stability and continuity of the workforce are essential.

1.6.5 Place of Performance

Carolina Sandhills National Wildlife Refuge – Administrative Office, 23734 US Highway 1, McBee, SC 29101.

1.6.6 Type of Contract – Firm Fixed Price Contract

1.6.7 Security Requirements

Contractor personnel performing work under this contract must have a *[back ground 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.

Contractor personnel must check in/out with the Refuge Representative. Access is limited to business hours. Contractor personnel shall behave professionally and may not bring guests, weapons, alcohol, or prohibited items. Any security incident must be reported immediately to the Refuge Manager.

1.6.7.1 Physical Security

The Contractor shall be responsible for safeguarding all Government equipment, information, and property provided for Contractor use. Government facilities, equipment, and materials shall be secured at the close of each work period.

1.6.7.2 Key Control

Not Applicable.

1.6.7.3 Lock Combinations

Not Applicable.

1.6.8 Special Qualifications

Not Applicable.

1.6.9 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.

1.6.10 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.

COR for this contract: Silmarie Padron

1.6.11 Key Personnel

The follow personnel are considered key personnel by the government: contract manager. 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. and 3:00 p.m., Monday through Friday, except Federal holidays or Government closures.

1.6.12 Identification of Contractor Employees

All contract personnel working in situations where their contractor status is not obvious to third parties are required to identify themselves as such to avoid creating an impression in them to members of the public that they are Government officials. Badges may be required at Government discretion.

1.6.13 Contractor Travel

Not Applicable.

1.6.14 Other Direct Costs (ODC)

Not Applicable.

1.6.15 Data Rights

Not applicable.

1.6.16 Organizational Conflict of Interest (OCI)

Contractor and subcontractor personnel performing work under this contract may receive, have access to or participate in the development of proprietary or source selection information (e.g., cost or pricing information, budget information or analyses, specifications or work statements, etc.) or perform evaluation services which may create a current or subsequent Organizational Conflict interests (OCI) as defined in FAR Subpart 9.5. The Contractor shall notify the Contracting Officer immediately whenever it becomes aware that such access or participation may result in any actual prepotential and shall promptly submit a plan to the Contracting Officer to avoid or mitigate any such OCI. The Contractor's mitigation plan will be determined to be acceptable solely at the discretion of the Contracting Officer and in the event the Contracting Officer unilaterally determines that any such OCI cannot be satisfactorily avoided or mitigated, the Contracting Officer may effect other remedies as he or she deems necessary, including prohibiting the Contractor from participation in subsequent contracted requirements which may be affected by the OCT.

1.6.17 Phase In / Phase Out Period

Not applicable.

1.6.18 Safety and Environmental Requirements

The Contractor shall comply with all federal, state, and local regulations, including OSHA safety standards and EPA chemical handling requirements. Cleaning products must be non-toxic, low-odor, and environmentally preferred whenever possible. Contractor personnel must use appropriate personal protective equipment (PPE) while on site.

Part 2 – Definitions & Acronyms**2. DEFINITIONS AND ACRONYMS**

2.1 DEFINITIONS: *[List any terms used within the PWS that require further definition. At a minimum, insert the definitions provided below].*

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 a 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 privity of contract with the subcontractor.

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

2.1.13 WORK WEEK. Monday through Friday, unless specified otherwise.

2.2 ACRONYMS: *[List all acronyms used in the PWS and what they represent. At a minimum, insert the acronyms provided below].*

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 of 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 government will not provide or assist contract staff with their duties.

As applicable, Government staff may assist with access and coordination.

3.2 Facilities

The Government will provide necessary workspace access within the CSNWR administrative office during business hours.

3.3 Utilities

All utilities in the facility will be available for the Contractor's use. The Contractor shall instruct employees in utilities conservation practices. The contractor shall be responsible for operating under conditions that preclude the waste of utilities, which include turning off the water faucets or valves after using the required amount to accomplish cleaning.

3.4 Equipment

Government-furnished equipment includes: steam mop and pads; anti-static dust wands and refills; broom and dustpan.

3.4.1 Use and Care of Government-Furnished Property

Government-furnished equipment and materials shall be used only for work under this contract and returned in good working conditions. Damage due to negligence may be contractor reimbursable.

3.5 Materials

Government-furnished consumables include trash can liners; restroom dispenser refills; Plexiglas cleaner for displays.

Part 4 – Contractor Furnished Items and Services

4. CONTRACTOR FURNISHED ITEMS AND RESPONSIBILITIES

4.1 General

The Contractor shall furnish all supplies, equipment, facilities, and services required to perform work under this contract that are not listed under Part 3.

4.2 Security Clearances

Not Applicable (no clearance required for janitorial services at CSNWR).

4.3 Materials

Contractor-furnished materials include toilet bowl cleaner; glass cleaner and paper towels; disinfectant cleaner and cloths; mop and bucket; vacuum; carpet shampooer and cleaning solution (for periodic tasks).

4.4 Equipment

Contractor shall furnish all necessary equipment not provided by the Government to meet this PWS.

Part 5 – Specific Tasks

5. Specific Tasks

5.1 Basic Services (Tasks Per Visit)

Clean and disinfect toilets, urinals, sinks, counters, and mirrors.

Restock restroom paper/soap from Government-furnished inventory.

Empty and reline all trash receptacles (restrooms, offices, common areas); place waste in designated bin on back porch.

Collect and separate recycling; place on back porch for pickup.

Vacuum all carpeted rooms.

Dust mop and steam mop laminate floors (no chemicals).

Wet mop bathroom and breakroom tile floors using disinfectants.

Clean sink, counters, and appliance exteriors in breakroom.

Clean interior glass (lobby to admin office).

Dust horizontal surfaces, picture frames, blinds, sills; damp wipe baseboards and chair rails.

Disinfect high-touch hardware (handles, switches).

Sweep front and rear porches.

Empty exterior trash can on front porch.

Clean/sanitize drinking fountain.

5.2 Periodic Tasks

Shampoo three (3) FWS Shield' door mats twice annually (January and July).

Clean Plexiglas displays with Government-supplied anti-static cleaner quarterly (October, January, April, July).

5.3 Performance Standards and Acceptable Quality Levels (AQL)

Trash removal: 100% serviced.

Hard floors: Clean, free of soil, spills, or residue.

Laminate floors: Free of dust, streaks, or debris.

Carpets/rugs: Free of visible debris and spots.

Restrooms & breakroom: Sanitized; no odors.

Dusting: No visible accumulation.

Glass & mirrors: Streak-free and clear.

Spot cleaning: No visible smudges or marks.

Exterior porches: No sand, leaves, or debris.

Part 6 – Applicable Publications

6. APPLICABLE PUBLICATIONS (Current Editions)

OSHA 29 CFR 1910.141 – Sanitation.

EPA requirements for chemical handling (as applicable).

Part 7 – Attachment / Technical Exhibit Listing

7. Attachments / Technical Exhibits

TE-1: Attachment I/

Attachment 1 - Technical Exhibit I - Performance Requirements Summary

Attachment 2 – Contractor Janitorial Services Inspection Checklist

TECHNICAL EXHIBIT 1

Performance Requirements Summary

The contractor service requirements are summarized into 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 Objective	Standard	Performance Threshold	Method of Surveillance
Trash removal serviced	All trash emptied and relined; waste placed in designated bin	100% serviced each visit	Random sampling
Hard floor care	Floors clean, free of soil/spills/residue	Meets standard; zero visible residue	Periodic inspections
Laminate floor care	Free of dust, streaks, debris; steam mop only (no chemicals)	Meets standard; zero visible streaks/debris	Periodic inspections
Carpet vacuuming	Free of visible debris and spots	Meets standard; no visible debris/spots	Periodic inspections
Restroom sanitation	Surfaces disinfected; supplies restocked; odor-free	Meets standard; no odors	Random sampling
Dusting	No visible accumulation on horizontal surfaces	Meets standard	Periodic inspections
Glass/mirrors	Streak-free and clear	Meets standard; no streaks	Periodic inspections
High-touch disinfection	Handles, switches disinfected	Meets standard	Periodic inspections
Exterior porches	No sand, leaves, or debris	Meets standard	Periodic inspections