

PERFORMANCE WORK STATEMENT (PWS)
Janitorial Service and Solid Waste Removal with Grounds Policing
Wolf Pen Gap Trail Complex

Part 1
General Information

1. GENERAL: This is a non-personal services contract to provide janitorial service and solid waste removal with grounds policing at the Wolf Pen Gap Trail Complex, Ouachita National Forest, Mena Ranger District, Polk County, Arkansas. 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.

Recreation Site	Nearest City	County
Wolf Pen Gap	Mena, Arkansas	Polk County

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 service and solid waste removal with grounds policing at facilities as defined in this Performance Work Statement. The contractor shall perform to the standards in this contract. Contractor will be responsible for furnishing toilet paper for restrooms. Toilet paper will be soft, two-ply type of toilet paper. Trash bags for waste removal will be a minimum of 3-mil or greater in thickness.

1.2 Scope: The Contractor shall provide janitorial services and waste removal with grounds policing services, as per the specifications, drawings, exhibits, and schedules at Shady Lake Recreation Area, within the Ouachita National Forest.

Note: Transportation of solid waste shall be transported in a state approved vehicle that prevents litter or garbage from scattering in transit. Solid waste must only be disposed of in as state approved site.

1.3 Period of Performance: The period for this contract will be from date of award through March 31, 2024. Note: This solicitation contains an option clause to extend the awarded contract for up to four (4) additional year periods. The four-year option periods are as follows:

- Option Year 1: April 1, 2024 through March 31, 2025
- Option Year 2: April 1, 2025 through March 31, 2026
- Option Year 3: April 1, 2026 through March 31, 2027
- Option Year 4: April 1, 2027 through March 31, 2028

1.4 General Information

1.4.1 Quality Control: The contractor shall develop and maintain an effective quality control program to ensure services are performed in accordance with this Performance Work Statement (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. The contractor will be required to submit a Quality Control Plan in writing within 30 days after contract award. After acceptance of the quality control plan the contractor shall receive the contracting officer's acceptance in writing of any proposed change to his QC system prior to implementation.

1.4.2 Quality Assurance: The government shall evaluate the contractor's performance under this contract in accordance with the Quality Assurance Surveillance Plan (QASP). 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).

1.4.3 Recognized Holidays: Contractor will perform janitorial work according to schedule guidelines including Holidays.

1.4.4 Hours of Operation: The contractor is responsible for conducting business, between the hours of 7:00 a.m. to 11:00a.m., Daily, Sunday-Saturday, including Federal holidays, unless directed otherwise due to facility closure by 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.

1.4.5 Place of Performance: The work to be performed under this contract will be performed at Wolf Pen Gap Trail Complex. There are four trailheads.

West Trailhead: From Mena, take State Highway 8 east for 1 mile to Arkansas 375, then south 8 miles to the trailhead near County Road 277.

South Trailhead: From Mena, take State Highway 8 east for 1 mile to Arkansas 375, then south 10 miles to the trailhead.

North Trailhead: From Mena, take State Highway 8 east for 10 miles to Polk County Road 61, travel 3.5 miles, turn right at the sign, go .5 mile to the North Trailhead.

East Trailhead: From Mena, take State Highway 8 east about 20 miles (about 1 mile east of Big Fork), turn right on Polk County Road 83 (Forest Road 38), travel 5 miles to the East Trailhead.

1.4.6 Type of Contract: The government will award an Indefinite Delivery Indefinite Quantity (IDIQ) Contract to provide all management, labor, transportation, supplies,

materials and equipment to perform janitorial services and solid waste removal services with grounds policing at Wolf Pen Gap.

1.4.7.1 Security: The contractor shall be responsible for safeguarding all government equipment, information and property provided for contractor use.

1.6.7.2 Key Control (*If applicable*). The Contractor shall establish and implement methods of making sure all keys/key cards issued to the Contractor by the Government are not lost or misplaced and are not used by unauthorized persons. NOTE: All references to keys include key cards. No keys issued to the Contractor by the Government shall be duplicated. The Contractor shall develop procedures covering key control that shall be included in the Quality Control Plan. Such procedures shall include turn-in of any issued keys by personnel who no longer require access to locked areas. The Contractor shall immediately report any occurrences of lost or duplicate keys/key cards to the Contracting Officer.

1.6.7.2.1. In the event keys, other than master keys, are lost or duplicated, the Contractor shall, upon direction of the Contracting Officer, re-key or replace the affected lock or locks; however, the Government, at its option, may replace the affected lock or locks or perform re-keying. When the replacement of locks or re-keying is performed by the Government, the total cost of re-keying or the replacement of the lock or locks shall be deducted from the monthly payment due the Contractor. In the event a master key is lost or duplicated, all locks and keys for that system shall be replaced by the Government and the total cost deducted from the monthly payment due the Contractor.

1.6.7.2.2. The Contractor shall prohibit the use of Government issued keys/key cards by any persons other than the Contractor's employees. The Contractor shall prohibit the opening of locked areas by Contractor employees to permit entrance of persons other than Contractor employees engaged in the performance of assigned work in those areas, or personnel authorized entrance by the Contracting Officer.

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.

1.6.8 Special Qualifications: Contractor is responsible for ensuring that vehicle being used for solid waste removal meets Arkansas State Law requirements for transporting solid waste. Solid waste must be disposed of in a State approved sanitary landfill or incinerator.

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 (CO), 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 of 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: Russell Standingwater, Other Resources – Contracting Officer Representative (COR), and Ronald Norris, Recreation Technician - Mena Ranger District. 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 7:30 a.m. to 4:00 p.m., Monday thru Friday except when the government facility is closed for administrative reasons. Qualifications for all key personnel are listed below:

1.6.12 Appearance of Contractor Employees: Contractor personnel shall present a neat appearance and be easily recognized. This may be accomplished by wearing clothing bearing the name of the company or by wearing an appropriate badge containing the company name and employee name. Additionally employees shall be fully attired at all times while performing work activities.

1.6.13 Appearance of Contractor Vehicles: Contractor vehicles used for the performance of this contract will be readily identifiable and recognizable to the public. This can be accomplished by placing the name of the company or contractor's name on the vehicle, front driver and passenger doors, or in the windshield of the vehicle, as to not block the

view of the driver. Information will include the wording “CONTRACTOR” to ensure the visiting public recognizes the vehicle being used by the service contractor.

1.6.14 Invoicing Instructions: Invoice once per month, within 14 days after the end of each month through IPP. In addition, submit a copy via email to Russell.Standingwater@usda.gov

PART 2 DEFINITIONS & ACRONYMS

2. DEFINITIONS AND ACRONYMS:

2.1. DEFINITIONS:

2.1.1. CAMPING EQUIPMENT. Privately owned items found on a campsite such as tents, camping trailers, vehicles, motorcycles, bicycles, boats, lawn chairs, coolers, firewood, extensions cords, toys, fishing gear, etc.

2.1.2. 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.

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

2.1.4. 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.

2.1.5. DEBRIS. Stumps, rocks, street sweepings, grass clippings and trimmings, tree trimmings and sticks longer than 18 inches or 1 inch or greater in diameter. It shall also include dead animals and animal waste (regardless of size).

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

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

2.1.8. INCINERATOR. A furnace or a container for incinerating waste material, burn to ash.

2.1.9. JANITORIAL SERVICE. A service in which one performs tasks to keep the premises and offices, or buildings, clean and make minor repairs.

2.1.10. KEY PERSONNEL. Contractor personnel that 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 persons that are listed in the proposal.

2.1.11. GARBAGE/TRASH. Food waste, unwanted or useless material, something in a crumbled or broken condition, debris from pruning or processing plant material. Paper, plastic and rubber by-products.

2.1.12. GENERAL USE AREA. An area which is commonly used by the public as a whole within a defined set of lines or boundary.

2.1.13. GROUND POLICING. To make clean or put in order an area used for a particular purpose, the recreation area.

2.1.14. INVOICE PROCESSING PLATFORM (IPP). Accounting system utilized by the U.S. Department of Agriculture, U.S. Forest Service where contractors submit invoices for payment processing.

2.1.15. INTEGRATED ACQUISITION SYSTEM (IAS). Acquisition system utilized by the U.S. Department of Agriculture, U.S. Forest Service in budget planning and implementation.

2.1.16. MOWING. Mowing is defined as the cutting of grass, weeds, vines, or other vegetation, to a specific height, with reel and rotary lawn mowers or gang mowers.

2.1.17. MOWING CYCLE. A mowing cycle is defined as the performance of all mowing and trimming within all of the specified recreation area.

2.1.18. OCCUPIED CAMPSITE. A campsite having camping equipment placed upon it.

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

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

- 2.1.21. QUALITY ASSURANCE Surveillance Plan (QASP). An organized written document specifying the surveillance methodology to be used for surveillance of contractor performance.
- 2.1.22. QUALITY CONTROL. All necessary measures taken by the Contractor to assure that the quality of an end product or service shall meet contract requirements.
- 2.1.23. QUALITY CONTROL PLAN. An organized written document prepared by the contractor specifying how he intends to achieve quality control.
- 2.1.24. SOLID WASTE. Refuse from places of human and animal habitation as in garbage, rubbish, and excrement.
- 2.1.25. SANITARY LANDFILL. A system of trash and garbage disposal in which waste is buried between layers of earth for health purposes.
- 2.1.26. SUBCONTRACTOR. One that enters into a contract with a prime contractor. The Government does not have privity of contract with the subcontractor.
- 2.1.27. WORK DAY. The number of hours per day the Contractor provides services in accordance with the contract.
- 2.1.28. WORK WEEK. Monday through Friday, unless specified otherwise.

PART 3
GOVERNMENT FURNISHED PROPERTY, EQUIPMENT, AND SERVICES

3. GOVERNMENT FURNISHED ITEMS AND SERVICES:

3.1. Services: Not Applicable

3.2 Facilities: Not Applicable

3.3 Utilities: All utilities in the facility will be available for the contractor's use in performance of tasks outlined in this PWS. 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 lights, water faucets, or valves after using the required amount to accomplish cleaning facilities and equipment.

3.4 Equipment: Not Applicable

3.5 Materials: Not Applicable

PART 4
CONTRACTOR FURNISHED ITEMS AND SERVICES

4. CONTRACTOR FURNISHED ITEMS AND RESPONSIBILITIES:

4.1 General: The Contractor shall furnish all labor, supervision, transportation, equipment, and cleaning supplies required to perform work under this contract.

4.2. Materials: The Contractor shall furnish all materials, supplies, and equipment necessary to meet the requirements under this PWS.

4.3. Equipment: The Contractor shall furnish all equipment used to perform work under this specification, all must be in good operating and mechanical condition and shall comply with safety requirements and equipment owner manual instructions.

4.3.1. All contract employees must wear proper personal protection equipment (PPE) while performing work tasks.

PART 5
SPECIFIC TASKS

5. SPECIFIC TASKS:

5.1. Basic Services. The contractor shall provide janitorial services and solid waste removal services with grounds policing at the Wolf Pen Gap Trail Complex.

JANITORIAL SERVICE

Schedule for Janitorial Service

West Trailhead – 1 Vault Toilet (1 stall, 1 riser).

South Trailhead – 1 Vault Toilet (1 stall, 1 riser).

North Trailhead – 1 Vault Toilet (1 stall, 1 riser).

East Trailhead – 1 Vault Toilet (1 stall, 1 riser).

All facilities listed above shall be maintained:

Monday and Friday –April 1-November 30

Cleaning of all facilities shall be performed between the hours of 7a.m. and 12 p.m. only.

Dates of Service will be year-round, January 1 – December 31, on days designated above.

5.2. Task Heading: Janitorial Service – Janitorial service at the designated facilities shall be conducted in the least disruptive manner to forest visitors. Postpone cleaning actions if necessary when units are in use. Notify COR or Inspector of any malfunction or vandalism found.

5.2.1. Open doors and close facility with signs during cleaning operations. Facilities shall be cleaned between the hours of 7:00 a.m. and 12:00 p.m.

5.2.2. Clean all toilet bowls, risers, and urinals, inside and out. Keep clear of fecal matter and stains.

Clean all associated exposed surfaces with the appropriate cleaning agent or disinfectant. Wipe down and dry all exposed surfaces.

5.2.3. Wash, wipe down and dry, all walls, doors, hand rails, cabinets, and benches daily with appropriate cleaning agent and disinfectant.

5.2.4. All chrome surfaces and mirrors should be cleaned and free from stains and smears.

5.2.5. Clean all trash cans and feminine cans daily with the appropriate cleaning agent and disinfectant. Remove trash liner and replace, wipe down all exposed surfaces.

5.2.6. Sweep, hose out and mop floors daily. Clean with appropriate cleaning agent or disinfectant. Remove excess water with squeegee or other effective method.

5.2.7. Toilet paper dispensers should be cleaned and inspected daily for function, refill as needed.

5.2. 8. Keep inside and outside of building free of spider webs and cob webs. Daily wipe down screens, walls, alcoves, and exposed surfaces where they may gather.

5.2.9. Remove wasp nests, and dirt dauber nests, on the inside and outside of facilities, daily.

5.2.10. Sweep and clean concrete walkways to, from, and around buildings. Remove trash and bugs as necessary.

SOLID WASTE REMOVAL and GROUNDS POLICING

Schedule for Solid Waste Removal and Grounds Policing

West Trailhead – 1- Two-bin trash unit.

South Trailhead – 1- Two-bin trash unit.

North Trailhead – 1- Two-bin trash unit.

East Trailhead – 1- Two-bin trash unit.

Solid waste removal shall occur: Monday and Friday – April 1-November 30

Waste removal and grounds policing shall occur between the hours of 7a.m. and 12p.m. only.

Dates of Service will be year-round, January 1 - December 31, on days designated above.

5.3. Task Heading; Solid Waste Removal and Grounds Policing – Solid waste removal and grounds policing at Wolf Pen Gap Trailheads, shall be conducted in the least disruptive manner to forest visitors.

5.3.1. Grounds Policing: Prior to removal of solid waste, police the grounds by walking all general use areas and picking up trash, bottles, cans, glass, and obvious litter.

5.3.2. Police picnic and camp units and keep them free of litter including bottle caps and cigarette butts (Do not perform litter pick up in units that are occupied).

5.3.3. Police and pick up litter in streams and waterfronts that run through or are adjacent to the site.

5.3.4. Solid Waste Removal: Perform solid waste removal of all bins and cans, determine if bin is mostly full.

5.3.5. Open back door of trash bin and tilt liner holder out to remove trash liner.

5.3.6. Remove all loose waste from inside interior of trash bin, and around outside of bin.

5.3.7. Replace removed trash liners with new ones. (Never leave a bin or can empty with no trash liner)

5.3.8. Pick up all waste which spills during removal process.

5.3.9. Once a week clean and wipe down all trash bins, inside and out, with disinfectant cleaner.

PART 6 APPLICABLE PUBLICATIONS

6. APPLICABLE PUBLICATIONS (CURRENT EDITIONS)

6.1. The contractor must abide by all applicable regulations, publications, manuals, and local policies and procedures according to Forest Service Handbook (FSH) 6709.11, Health and Safety Code Handbook

PART 7
ATTACHMENT/TECHNICAL EXHIBIT LISTING

7. Attachment/Technical Exhibit List:

7.1. Attachment 1/Technical Exhibit 1 – Performance Requirements Summary

7.2. Attachment 2/Technical exhibit 2 – Wolf Pen Gap Trail Complex General Map

7.3.

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
5.2 Janitorial Services	All surfaces shall be clean and free of loose dirt, stains, and smears. Trash shall be emptied, and toilet paper refilled. Inside and outside of buildings shall be free of spider webs, insect nests, and debris. Sidewalks shall be free of dirt and debris.	Zero	100 Percent Inspection
5.3.1 Grounds Policing	Grounds are free of litter and debris.	No more than one customer complaint per report.	Random Sampling and Validated Customer Complaint received by COR
5.3.4 Solid Waste Removal	All trash bins emptied with new liners installed. Area around bids is free of trash, litter, and debris.	No more than one customer complaint per report.	Random Sampling and Validated Customer Complaint received by COR

Services not meeting the standard will be re-performed at no additional cost upon notification. Services that cannot be re-performed will be deducted from the invoice.

