

## 1 General Information

### 1.1 Background and Purpose

**1.2 GENERAL:** This is a non-personal services contract to provide commercial custodial services at the Sitka Ranger District. The Government shall not exercise any supervision or control over the Contractor's employees. Such contract service providers shall be accountable solely to the Contractor who, in turn, is responsible to the Government.

**Background:** The Sitka Ranger District office buildings consist of: Sitka Ranger District Office (SRD), Warehouse, Cascade Creek Bunkhouse, Geodetic Bunkhouse. The office hosts fifty-six year-round employees, about ten seasonal employees, and 100 visitors per year. One duplex and one bunkhouse that house up to eighteen seasonal employees per year.

**1.2.1 Accessibility:** Sitka is a small fishing community situated in Southeast Alaska. There are no road systems connected to Sitka. Sitka is accessible by commercial airlight, state operated ferry and commercial barging services.

**1.3 Purpose:** The purpose of this service contract is to provide a clean, attractive workplace that presents a professional appearance, and provide cleaning services between seasonal use of bunkhouse living spaces in accordance with this Performance Work Statement (PWS) and the Performance Requirements Measures (PRM).

**1.4 Description of Services:** The Contractor shall provide all personnel, supplies, supervision, tools, materials, equipment, transportation and other items and non-personal services necessary to provide custodial services in accordance with this Performance Work Statement (PWS) except those items specified as Government furnished property and services. The Contractor shall perform to the standards in the contract as well as all local, state, and federal regulations.

**1.5 Contract Type:** The Government will award a Requirements Contract with up to a five-year ordering period. The quantities of services specified in the Schedule of Items are estimates only and are not purchased by this contract. Performance shall be made only as authorized by Task Orders issued in accordance with the Ordering clause. Subject to any limitations in the Order Limitations clause or elsewhere in this contract, the Contractor shall furnish to the Government all supplies or services specified in the Schedule and called for by orders issued in accordance with the Ordering clause.

**1.6 Period of Performance:** Tasks may be ordered within the following timeframe:

Base year Ordering Period shall be: Award through April 30, 2024.

Option year 1 Ordering Period may be: May 1, 2024 through April 30, 2025.

Option year 2 Ordering Period may be: May 1, 2025 through April 30, 2026.

Option year 3 Ordering Period may be: May 1, 2026 through April 30, 2027.

Option year 4 Ordering Period may be: May 1, 2027 through April 30, 2028.

### 1.7 Place of Performance:

- Sitka Ranger District Office (SRD), Warehouse, and Cascade Creek Bunkhouse are located at 2108 Halibut Point Road in Sitka, Alaska 99835.
- Geodetic Bunkhouse is located at 416 Geodetic Way, Sitka, Alaska 99835.

**1.8 Government Regular Working Hours:** The Government's regular working hours are Monday through Friday from 0800-1700 except federal observed holidays.

**1.9 Federal Observed Holidays:**

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

When one of the above designated legal holidays falls on a Sunday, the following Monday will be observed as a legal holiday. When a legal holiday falls on a Saturday, the proceeding Friday will be observed as a legal holiday. If a holiday falls on a scheduled Contractor workday, the following or proceeding workday will be used to schedule the work to be accomplished

**1.10 Service Interruptions:** If any services must be interrupted (even temporarily) due to maintenance of contract work, 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.

**1.11 Bio-based Materials:** Contractor shall utilize 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. The Contractor shall submit a list indicating 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.

**1.12 Conservation of Utilities:** 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.

**1.13 Quality Assurance:** The Contractor shall comply with the quality assurance program as defined in the Performance Requirement Measures. It defines how the performance standards will be applied, the frequency of surveillance, and the minimum Acceptable Quality Level(s) (AQL). Government surveillance of Contractor performance is not limited to the Performance Objectives as outlined in this PWS. The Government reserves the right to conduct compliance surveillance of any contractual requirement of this acquisition.

**1.14 Postaward 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 (FAR) Subpart 42.5. The CO and/or COR shall meet periodically with the Contractor to review the Contractor's performance. At these meetings the CO 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.

- 1.15 Contracting Officer's Representative (COR):** A COR may be assigned to this contract to monitor all technical aspects and assist in contract administration. The COR may be authorized to perform the following functions: ensure that the Contractor performs the technical requirements of the contract; perform inspections necessary in connection with contract performance; maintain written and oral communication with the Contractor concerning technical aspects of the contract; issue written interpretations of technical requirements (without increasing or decreasing contract scope), including Government drawings, designs, and specifications; monitor Contractor's performance and notify both the CO and Contractor of deficiencies; and provide site entry of Contractor personnel. The COR is not authorized to change any of the terms and conditions of the contract.
- 1.16 Contractor's Key Personnel:** The following personnel are considered key personnel by the Government: Contract Manager and Quality Control Representative.
- 1.17 Contract Manager:** The Contractor shall provide a Contract Manager and designated alternate, as applicable, who has full authority to act for the Contractor on all contract matters relating to this contract. The Contract Manager or alternate shall be available during the Government's regular working hours and shall be available on site within one hour after the Government's regular working hours.
- 1.18 Quality Control Representative:** The Quality Control Representative shall implement and maintain full compliance with the Quality Control Plan throughout the contract period.
- 1.19 Special Qualifications:** The Contractor shall ensure bio-hazard cleaning and disposal of bio-hazard materials is performed by qualified and certified personnel, as per OSHA Code of Federal Regulations, 29 CFR 1910.1030 (a thru i and Appendix A).
- 1.20 Conduct of Personnel:** The Contracting Officer may require the Contractor to remove from the job site any employee working under this contract for reasons of misconduct, security, or if they are found to be or suspected to be under the influence of alcohol, drugs, or other incapacitating agents. Contractor employee shall be subject to dismissal from the premises upon determination by the Contracting Officer that such action is in the best interests of the Government. Such removal from the job site or dismissal from the premises shall not relieve the Contractor of the requirement to provide sufficient personnel to perform the services as required by this PWS.
- 1.21 Security Requirements:** Contractor personnel or any representative of the Contractor entering the Government facilities shall abide by all security regulations. At the close of each work period, Government facilities, equipment, and materials shall be secured.

- 1.22 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. Keys shall be retained in possession of the janitorial staff while performing services and returned to the COR prior to contract end date. All keys lost by Contractor's personnel shall be reported to the COR immediately and shall be replaced at the Contractor's expense. In the event that keys, other than master keys, are lost or duplicated, the Contractor shall, upon direction of the CO, 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 replacement of the lock or locks shall be deducted from the monthly payment due to the Contractor. In the event that a master key is lost or duplicated, all locks and keys for that system shall be replaced by the Government and total costs deducted from the monthly payment due to the Contractor.
- 1.23 Safety:** The Contractor shall instruct employees in appropriate measures as specified by applicable provisions of the Occupational Safety and Health Act, 1970, PL 91-596 (84 Stat 1590). The Contractor shall provide a copy of the Safety Data Sheet (SDS) for each of the products used to perform services to the CO and COR within ten (10) days from the date of award, to be approved by the CO. Once products are approved for use on site, the Contractor shall furnish a copy of the SDS at each location where products are stored.
- 1.24 Fire Protection and Prevention:** 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.

## 2 Definitions

- 2.1 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.
- 2.2 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.
- 2.3 Contracting Officer (CO).** A person with the authority to enter into, 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.
- 2.4 Contractor.** The term Contractor as used herein refers to both the prime Contractor and any sub-contractors. The prime Contractor shall ensure that his/her sub-contractors comply with the provisions of the contract. The term in this contract refers to the prime.

- 2.5 Contracting Officer's Representative (COR).** The Government employee designated by the Contracting Officer to be responsible for monitoring of Contractor performance.
- 2.6 Disinfect.** Cleaning in order to destroy any harmful micro-organisms by application of an approved chemical agent.
- 2.7 Facility.** An establishment, structure, or assembly of equipment designated for a specific function.
- 2.8 Frequency of Service: Apply the following definitions as applicable -**
- 2.8.1 Annual.** Services performed once during each 12-month period of the contract. These services are to be conducted in accordance with the specified schedule unless change is scheduled in writing.
  - 2.8.2 Semi-Annual.** Services performed twice during each 12-month period of the contract. These services are to be conducted in accordance with the specified schedule unless change is scheduled in writing.
  - 2.8.3 Monthly.** Services performed at intervals of 28 to 31 calendar days.
  - 2.8.4 Weekly.** Services performed 52 times during each 12-month period of the contract at intervals of six to eight calendar days.
  - 2.8.5 Bi-Weekly.** Services performed 104 times during each 12-month period of the contract at intervals of three to four calendar days.
  - 2.8.6 Daily.** Services to be performed in intervals as ordered in the Task Order.
- 2.9 Moveable Item.** Items that are fifty (50) pounds or less such as chairs, trash receptacles, and any easily movable item.
- 2.10 Non-Personal Services.** The person rendering services are not subject, either by the contract's terms or by the manner of its administration, to the supervision and control usually prevailing in relationships between the Government and its employees. Non-personal service contracts are authorized by the Government in accordance with FAR 37.012, under general contracting authority, and do not require specific statutory authorization.
- 2.11 Performance Requirements Measures (PRM).** Identifies the key performance indicators of the contract that will be evaluated by the Government to ensure the Contractor meets standards.
- 2.12 Quality Assurance (QA).** A method used by the Government to provide some measure of control over the quality of purchased goods and services received.
- 2.13 Quality Control (QC).** A method used by the Contractor to control the quality of goods and services provided.
- 2.14 Random Sampling.** A method of looking at a few individual items in a lot to determine the quality of that lot against a standard.
- 2.15 Space.** An area to receive custodial services, which may or may not be considered a room by common definition. Examples of space are definable sections of hallways, stairwells, lobbies, offices, entrances, and elevators.
- 2.16 Sub-Contractor.** One that enters into a contract with a prime Contractor. The Government does not have privity of contract with the sub-contractor.

## Contractor Requirements

### 3 Technical Requirements / Tasks

#### 3.1 GENERAL FACILITY INFORMATION

##### **Sitka Ranger District Office (SRD):**

The SRD office area under this contract covers approximately 12,500 square feet (sq. ft.) of office space and related areas such as entrance/exit ways, corridors, outside porches, conference room, stairwells, mailroom, restrooms, and warehouse restroom. The main office has two (2) floors with two (2) restrooms, two (2) water fountains on each floor. Kitchen items range: one fridge, one microwave, one double sink.

Restrooms include: six (6) toilets, two (2) urinals. Water Fountain station: four (4) drinking fountains and two (2) bottle refill stations. The main office building has approximately 11,500 square feet of carpeting and 500 square feet of vinyl flooring and 500 square feet of wood stairs.

The top of second story windows is approximately 21 feet from ground level. The ground slopes away from the building on three sides, and quite dramatically on the west side of the building.

##### **Warehouse Restroom:**

There is one (1) restroom located in the warehouse with one (1) sink and one (1) toilet. This room is 80 sq. ft.

##### **Cascade Creek Bunkhouse:**

This building is one (1) story dormitory with four (4) bedrooms, two (2) bathrooms, one (1) kitchen, and (1) one mudroom, 1592 sq. ft. Top of 1<sup>st</sup> floor windows are no more than 9 ft above grade.

- Each Bathroom has: two (2) sinks, one (1) toilet, one (1) shower stall.
- Kitchen has: one (1) double sink, one (1) range/oven, two (2) side by side refrigerators and 1 microwave.
- Laundry room: one (1) washer and one (1) dryer.

##### **Geodetic Bunkhouse:**

This building has two (2) story dormitory style units each with: four (4) bedrooms, two (2) bathrooms, and 1296 sq ft each. Top of 1<sup>st</sup> floor windows are no more than 10 ft above grade and top of 2<sup>nd</sup> floor windows are no more than 20 ft above grade

Each Unit also contains:

- One Bathroom contains: one (1) sink, one (1) toilet, one (1) tub/shower
- One Bathroom contains: one (1) sink, one (1) toilet
- Kitchen: one (1) double sink, one (1) range/oven, one (1) refrigerator, one (1) microwave.
- Laundry room: one (1) washer and one (1) dryer.

### 3.2 TECHNICAL REQUIREMENTS

This is a requirements contract; level of effort required by the Contractor shall be determined at the Task Order level. The quantities and dates of each task(s) required will be specified on the Task Order. All work performed under this contract shall be accomplished outside of regular business hours.

### 3.3 TABLE OF TECHNICAL TASKS – should go into QASP

Task	Required Service	Minimum Acceptable Quality Level
<b>1.0</b>	<b>TASK 1: BASIC JANITORIAL SERVICES: Sitka Ranger District Office (SRD)</b>	
	<b>Duties to be performed three times weekly as defined by the Task Order.</b>	
1.1	Remove Trash	All trash containers shall be emptied, and trash disposed of at the nearest outside trash collection container. Boxes, cans, and paper placed near trash receptacles and marked "TRASH" shall be removed. The Contractor shall provide appropriately sized liners for trash receptacles and replace any obviously soiled or torn liners. Trash receptacles shall be returned to their initial location and left clean, free of foreign matter, and free of odors. Contractor shall not remove contents of recycling bins or boxes.
1.2	Clean Floors	All non-carpeted floor surfaces including stairways, landings, vestibules, lobbies, and all walking surfaces shall be cleaned to ensure they have a uniform, glossy appearance. Moveable items shall be tilted or moved to access the floor underneath those items and shall be returned to their original position after cleaning.
1.3	Vacuum Carpets	All carpeted areas including area and throw rugs, corners, and edges shall be vacuumed to ensure a clean, uniform surface. All tears, burns, and raveling shall be brought to the attention of the COR as soon as practicable. Moveable items shall be tilted or moved to access the floor underneath those items and shall be returned to their original position after cleaning.
1.4	Vacuum and Clean Floor Mats	Interior and exterior floor mats shall be vacuumed and cleaned. Soil and moisture underneath mats shall be removed, and mats returned to their original location.
1.5	Clean and Disinfect Kitchen	All kitchen surfaces including sink, faucet, drain, counter, and backwall shall be cleaned and disinfected. Microwave shall be cleaned inside and out. Oven and dishwasher shall be cleaned inside and out if applicable. The outside of fridge and walls by trash receptacles shall be wiped down. The Government shall be responsible for cleaning inside the fridge.
1.6	Clean and Disinfect Drinking Fountains	All porcelain and polished metal surfaces including drain and exterior surfaces of fountain shall be cleaned and disinfected.

1.7	Clean Interior Plexiglass/Glass/Mirrors  Main Entrance: Clean Interior and Exterior Door Glass	All interior glass and plexiglass including glass in doors, partitions, walls, display cases, directory boards, etc. with an edge lower than seven (7) feet from floor shall be cleaned. This does not include exterior windows.  Main entrance: interior and exterior windows of all doors areas shall be cleaned.
1.8	Dust Furniture and Equipment	Furniture and equipment up to seven (7) feet in height shall be dusted or cleaned to eliminate dust collection.  Furniture includes but is not limited to counters, tabletops, desks, computer stands, filing cabinets, fans and shelving, light fixtures as applicable.  Equipment includes but is not limited to phones, fax machines, printers, computer towers, and screens.  Contractor shall not remove paperwork from desks or other work areas to dust or clean; if surfaces are not clear then it is not necessary to dust or clean.
1.9	Spot Clean	Spot cleaning shall be performed on a continual basis. Spot cleaning includes but is not limited to removing or cleaning smudges, fingerprints, marks, streaks, spills, etc. from washable surfaces of all walls, partitions, vents, grillwork, doors, door guards, door handles, push-bars, kick-plates, light switches, temperature controls, and fixtures.  All carpeted and non-carpeted areas shall be free of spots and stains in accordance with carpet/flooring manufacturers' approved methods.
2.0	<b>TASK 2: BASIC JANITORIAL SERVICES – RESTROOMS:</b> Sitka Ranger District Office (SRD) and Warehouse	
	<b>Duties to be performed three times weekly as defined by the Task Order.</b>	
	<b>Required Service</b>	<b>Minimum Acceptable Quality</b>
2.1	Sweep and Mop Floors	Floors shall be swept, scrubbed and mopped to ensure they have a clean, sanitary, and uniform appearance. Grout on wall and floor tiles shall be clean. Moveable items shall be tilted or moved to access the floor underneath those items and shall be returned to their original position after cleaning.



2.2	Clean and Disinfect Surfaces	All surfaces of sinks, toilets, urinals, lavatories, dispensers, plumbing fixtures, partitions, walls, stall doors, entry doors (including kick plates, handle, ventilation grates, metal guards), and other such surfaces shall be cleaned and disinfected using a germicidal agent. Vents within seven (7) feet of the floor shall be cleaned.
2.3	De-scale Toilets/Urinals/Sinks	De-scaling shall be performed as necessary to keep areas free of water spots, scale buildup, soap scum, rust, odor, and any other deposits.
2.4	Provide and Stock Restroom Supplies	Contractor shall provide and stock restroom supplies in dispensers to ensure supplies do not run out before the next scheduled cleaning. Supplies include toilet paper minimum 2ply, urinal cakes, paper towels, and liquid hand soap. No overstocking shall be allowed.
3.0	<b>TASK 3: WINDOWS AND FLOORS: Sitka Ranger District Office (SRD)</b>	
	<b>Duties to be performed as defined by the Task Order. Schedule with the COR 72 hours prior to services.</b>	
	<b>Required Service</b>	<b>Minimum Acceptable Quality Levels</b>
3.1	Strip, Scrub, Seal, and Wax Floors on first level (kitchen and bathroom area) second level, (bathroom area)	Floors shall be stripped, scrubbed, sealed, and waxed to maintain a uniform glossy appearance. Contractor shall meet the requirements of commercial practices to include the application of a non-skid commercial wax. A uniform glossy appearance is free of scuff marks, heel marks, wax build-up, air bubbles and other stains and discoloration.
3.2	Clean Interior Windows	Interior of all windows shall be cleaned. Window frames, casings, sills, and glass shall have a clean, uniform appearance.  Windows are present on all two levels of the district office building.
3.3	Clean Exterior Windows	Exterior of all windows shall be cleaned. Window frames, casings, sills, and glass shall have a clean, uniform appearance. Windows are present on all three levels of the district office building.
3.4	Clean Light Fixtures	Apply Tasks 1.8 and 1.9 above
3.5	Clean Window Blinds	Apply Tasks 1.8 and 1.9 above

4.0	<b>TASK 4: CARPET CLEANING: Sitka Ranger District Office (SRD)</b>	
	<b>Duties to be performed as defined by the Task Order.</b> <b>Schedule with COR 72 hours prior to performing services.</b>	
	<b>Required Service</b>	<b>Minimum Acceptable Quality Levels</b>
4.1	Shampoo Carpets and Upholstered Chairs	All carpets and upholstered chairs shall be cleaned in accordance with standard commercial practices. A heavy-duty spot remover may be required in heavily soiled areas. Moveable items shall be moved to access the floor underneath those items and shall be returned to their original position after cleaning.
5.0	<b>TASK 5: BUNKHOUSE CLEANING:</b>	
	<b>Duties to be performed as defined by the Task Order.</b> <b>Schedule with COR 72 hours prior to performing services.</b>	
	<b>Required Service</b>	<b>Minimum Acceptable Quality Levels</b>
5.1	Clean Bunkhouses	Apply Task 1: Basic Janitorial Services
5.2	Clean Bunkhouse Restrooms	Apply Task 2: Except 2.4 Provide and Stock
5.3	Clean Bunkhouse Windows & Floors	Apply Task 3 Except 3.3 Exterior Windows
5.4	Clean Bunkhouse Carpet Cleaning	Apply Task 4
6.0	<b>TASK 6: BUNKHOUSE EXTERIOR WINDOWS:</b>	
	<b>Duties to be performed once as defined by the Task Order.</b> <b>Schedule with COR 72 hours prior to performing services.</b>	
	<b>Required Service</b>	<b>Minimum Acceptable Quality Levels</b>
6.1	Clean Exterior Bunkhouse Windows	Apply Task 3.3 Exterior Windows

#### 4 Key Deliverables/Submittals

Item No.	Deliverable	Objective	Due
1	Quality Control Program	To ensure the Contractor has limited or no deficiencies in performance	By service start date
2	Contract Manager	Designate firm's Contract Manager and Quality Control Representative.	At the Post award meeting
3	Safety Data Sheets	To ensure products are in compliance by approval of the CO and to provide a copy in the location where products are stored	No later than ten (10) business days after contract award or as needed ten (10) days following the approval of additional products
4	Person Model	To identify all employees, including sub-contractors, required to have routine physical access to a Federally controlled facility	No later than ten (10) business days after contract award or as needed ten (10) days prior to replacing any employees performing services in the facilities

#### 5 Government Furnished

##### 5.1 GOVERNMENT FURNISHED PROPERTY

The Government will provide the following item(s) of Government property to the Contractor for use in the performance of this contract. This property shall be used and maintained by the Contractor per provisions of FAR 52.245-1 Government Property and FAR 52.245-9 Use and Charges as incorporated by reference as per FAR 52.252-2. There shall be no charges to the Contractor for water, electric, garbage disposal, or for use of the storage closet.

Item No.	Property Description	Qty	Location	Date Available
001	Water and electrical power	As needed	SRD Office, Warehouse, Cascade/Geodetic bunkhouses	As needed
002	Dumpster for trash disposal	As needed	SRD Office, Warehouse, Cascade/Geodetic bunkhouses	As needed
003	Keys to access building and dispensers	As needed	SRD Office, Warehouse, Cascade/Geodetic bunkhouses	As needed
004	Storage, janitor closet on site	As needed	SRD Office	As needed

##### 5.2 CONTRACTOR FURNISHED EQUIPMENT AND SUPPLIES

The Contractor shall supply ALL supplies, equipment (ex. steam cleaner, vacuum cleaner, cleaning supplies, etc.), labor, and supervision not furnished by the Government that are necessary to satisfactorily meet or exceed the performance standards of this contract.

## 6 Performance Requirement Measures

### 6.1 PERFORMANCE OBJECTIVES – refer to **TABLE OF TECHNICAL TASKS** section 3.3.

Performance Objective	Table of Technical Tasks	Performance Standard	Method of Surveillance	Corrective Action
Meet the minimum acceptable quality levels listed for <b>BASIC JANITORIAL SERVICES</b>	<b>TASK 1 – All</b>	95% of requirement satisfied and/or no more than two valid customer complaints per month	Random Sampling, Periodic Surveillance and/or Validated Customer Complaint	Rework within 24 hours  Full invoice payment upon acceptance.
Meet the minimum acceptable quality levels listed for <b>BASIC JANITORIAL SERVICES – RESTROOMS</b>	<b>TASK 2 – All</b>	95% of requirement satisfied and/or no more than two valid customer complaints per month	Random Sampling, Periodic Surveillance and/or Validated Customer Complaint	Rework within 24 hours  Full invoice payment upon acceptance.
Meet the minimum acceptable quality levels listed for <b>WINDOWS AND FLOORS</b> within the specified timeframe for scheduled services.	<b>TASK 3 – All</b>	95% of requirement satisfied	COR acceptance	Contractor shall complete all work that is not within compliance prior to invoice payment
Meet the minimum acceptable quality levels listed for <b>CARPET CLEANING</b> within the specified timeframe for scheduled services.	<b>TASK 4 – All</b>	95% of requirement satisfied	COR acceptance	Contractor shall complete all work that is not within compliance prior to invoice payment

Meet the minimum acceptable quality listed levels for <b>BUNKHOUSE CLEANING</b> within the specified timeframe for scheduled services.	<b>TASK 5 – All</b>	95% of requirement satisfied	COR acceptance	Rework within 72 hours  Full invoice payment upon acceptance.
Meet the minimum acceptable quality listed levels for <b>BUNKHOUSE EXTERIOR WINDOWS</b> within the specified timeframe for scheduled services.	<b>TASK 6</b>	95% of requirement satisfied	COR acceptance	Rework within 72 hours  Full invoice payment upon acceptance.

## 6.2 PERFORMANCE STANDARD

Customer complaints will be substantiated by the COR for validity. Should the COR determine that the complaint is valid, the COR will inform the Contractor orally or in writing and give the Contractor additional time to correct the defect, if additional time is available.

Should the Contractor disagree with the complaint after investigation of the site, the Contractor shall notify the COR. The COR will review the matter to re-examine the validity of the complaint.

The Government will visually inspect the services for compliance prior to acceptance and issuing any payments. Inspections will consist of direct observations.

Any Government personnel or visiting public may observe unacceptable services, incomplete work, or required services not performed and they may contact the COR to communicate a complaint.

## 7. APPENDIXS

### APPENDIX 1 Sitka Building Layouts