

SECTION II - PERFORMANCE WORK STATEMENT

110 DESCRIPTION OF SERVICES.

This requirement is a performance-based service requirement. The Contractor shall furnish all personnel, materials, equipment, supplies, and incidentals (except Government furnished property) necessary to ensure that custodial services are performed for the Forestry Sciences Laboratory (FSL) Main Office in Grand Rapids, Minnesota, and the Marcell Research Center (MRC) in Bovey, Minnesota. In accordance with the specifications contained in this Performance Work Statement.

The Contractor shall perform the required cleaning services in a manner that will maintain satisfactory facility conditions and present a clean, neat, and professional appearance. Contractor will determine the frequencies, unless otherwise specifically noted and performance will be based on the Government's evaluation of results, not the frequency or method of performance.

Location:

1. Forestry Sciences Laboratory (FSL) is located at 1831 Highway 169 East, Grand Rapids, Minnesota
 - a. The FSL consists of a single-story office/laboratory building with approximately 16,500 square feet.
2. Marcell Research Center (MRC) in Bovey, Minnesota. is located at 43112 Wilderness Trail, Bovey, Minnesota.
 - a. The MRC consists of a single-story office/laboratory building with approximately 3,240 square feet.

****Offerors are highly encouraged to inspect the buildings prior to submitting their offer.****

Failure to inspect the building prior to submitting your offer will not be considered as a basis for claiming a mistake or increased contract price.

120 CONTRACT EFFORT REQUIRED

A. General. Offerors are cautioned that the following service-hour requirement may be less than that required to perform all daily and periodic work requirements. The determination of the total service-hour requirement for the performance of all services herein specified is the sole responsibility of the offeror. The only individuals allowed in the building during performance are contractor employees over 16 years of age who are working under the custodian contract.

B. Service-Hours. All work shall be performed after 6:00 pm and prior to 6:00 am, Monday, Wednesday, and Friday, exclusive of Federal Holidays (exception periodic cleaning on weekends). If a holiday falls on a normal service day, the cleaning will be conducted on the next business day following the holiday.

130 SUPERVISION

The Contractor shall arrange for satisfactory supervision of the contract work. The Contractor or their designated supervisor shall be available at all times: while work is in progress, to receive notices, reports, or requests from the Contracting Officer or the COR. Government direction or supervision of Contractor's employees, directly or indirectly, shall not be exercised.

Contract Manager: The Contractor shall provide the name, telephone number and address of the contract manager, in writing, to the Contracting Officer within five (5) days of award. The term "contract manager" is a person, designated in writing by the Contractor, who has complete authority to act for the Contractor during the term of the contract. The contract manager shall have the authority to accept notices of deductions, Inspection Reports, and all other correspondence on behalf of the Contractor.

140 QUALIFICATIONS OF PERSONNEL

A. Qualifications of the Contract Manager. The contract manager is responsible for the management and scheduling of work to be performed under this contract and shall possess at least two (2) years of recent (within the past three (3) years) experience in the management of custodial type operations of the approximate size of the building(s) to be cleaned under this contract.

A detailed resume containing the information specified below must be submitted to the Contracting Officer for approval prior to assignment of the contract manager to the contract. Both new and replacement contract managers must meet these qualification standards.

1. The full name of the proposed contract manager.
2. A detailed description of the previous three (3) years employment history of the proposed contract manager.
3. The name(s) and address(s) of the companies for whom the proposed manager worked for the past three (3) years along with the name(s) and telephone number(s) of their immediate supervisor. Exhibit 4 Capability Information contains a format for submitting key personnel resumes.

B. Qualification of Other Contractor Personnel.

Personnel employed by the Contractor shall be:

1. Capable employees, qualified in custodial type work.
2. The building shall be fully staffed beginning the first day of work under the contract.
3. All personnel will receive close and continuing first-line supervision by the Contractor.
4. The Contractor will provide the name and phone number of any personnel (or subcontractor) that will be working in either facility.
5. The contractor will provide this information within 2 days start or change of personnel.

200 PERFORMANCE REQUIREMENTS

The Contractor shall accomplish all cleaning tasks to meet the requirements of this Performance Work Statement (PWS) and the Service Delivery Summary (SDS). The minimum cleaning frequencies are established in Section 400, Estimated Workload Data.

BASIC CLEANING SERVICES FORESTRY SCIENCES LABORATORY (FSL) AND MARCELL RESEARCH CENTER (MRC)

210 BASIC CLEANING SERVICES

A. Maintain Floors. All floors shall be swept, dust mopped, damp mopped, wet mopped, as needed, to ensure they have a uniform, glossy appearance and are free of dirt, debris, dust, scuff marks, heel marks, other stains and discoloration, and other foreign matter. Baseboards, corners, and wall/floor edges shall also be clean. All floor maintenance solutions shall be removed from baseboards, furniture, trash receptacles, etc. Chairs, trash receptacles, and other moveable items shall be moved to maintain floors underneath these items. Contractor shall ensure that all moved items should be returned to their original and proper position.

B. Remove Trash. All trash containers shall be emptied and returned to their initial location. Boxes, cans, and papers placed near a trash receptacle and marked "TRASH" shall be removed. Any obviously soiled or torn plastic trash receptacle liners shall be replaced. The trash shall be deposited in the nearest outside trash collection container. Trash receptacles shall be left clean, free of foreign matter, and free of odors.

C. Clean Interior Glass/Mirrors. Clean all interior glass, including glass in doors, partitions, walls, display case, directory boards, etc. After glass cleaning, there shall be no traces of film, dirt, smudges, water, or other foreign matter.

D. Clean Drinking Fountains. Clean and disinfect all porcelain and polished metal surfaces, including the orifices and drain, as well as exterior surfaces of fountain. Drinking fountains shall be free of streaks, stains, spots, smudges, scale, and other obvious soil.

E. Vacuum Carpets and Floor Mats. Vacuum carpeted areas. After vacuuming and cleaning interior and exterior floor mats, mats and rugs shall be free of all visible lint, soil, and other foreign matter. Any spots shall be removed by carpet manufacturer's approved methods as soon as noticed. All tears, burns, and raveling shall be brought to the attention of the Government representative.

F. Fountain Walls. The Contractor shall clean the walls adjacent to drinking fountains. Areas shall have a clean appearance free from dirt, stains, streaks, lint, cleaning marks and cobwebs; hard finished wainscot and glazed ceramic tile surfaces shall be free of cleaning film.

G. General Spot Cleaning. Perform spot cleaning 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. After spot cleaning, the surface shall have a clean, uniform appearance, free of streaks, spots, and other evidence of soil.

H. General Dusting. All horizontal surfaces (desks, countertops, bookshelves, file cabinets, chairs, tabletops etc.) must be dusted or cleaned to eliminate dust collection. All areas will be free of all visible dust, debris, litter, and other foreign matter.

I. Windows. Contractor shall clean all interior and exterior office and laboratory windows. All windows shall be free of streaks, fingerprints, and dust.

220 BASIC RESTROOM/SHOWER AND UTILITY ROOM CLEANING SERVICES.

A. Clean and Disinfect. Completely clean and disinfect all surfaces of sinks; toilet bowls; base of toilet; urinals; lavatories; showers; plumbing fixtures, partitions, dispensers, doors, walls, and other such surfaces, using a germicidal detergent. After cleaning, receptacles will be free of deposits, dirt, streaks, and odors. Disinfect all surfaces of partitions, stalls, stall doors, entry doors, (including handles, kick plates, ventilation grates, metal guards, etc.), and wall areas adjacent to wall mounted lavatories, urinals, and toilets. All floor and sink drain traps should be free of debris, residue, and odors. Clean and disinfect all porcelain and polished metal surfaces, including the orifices and drains.

B. Sweep and Mop Floor. After sweeping and mopping, the entire floor surface, including grout, shall be free from litter, dirt, dust, and debris. Grout on wall and floor tiles shall be free of dirt, scum, mildew, residue, etc. Floors shall have a uniform appearance without streaks, swirl marks, detergent residue, or any evidence of soil, stain, film or standing water. Moveable items shall be tilted or moved to sweep and damp mop underneath.

C. Stock Restroom Supplies. Contractor shall ensure restrooms are stocked sufficiently so that supplies including soap for the soap dispensers, toilet tissues, & paper towels, do not run out. Supplies shall be stored in designated areas and Contractor shall notify Government Representative of needed supplies, up to four weeks in advance.

230 OTHER

A. Cleaning of Laboratories. The Contractor shall clean laboratories (floors and trash only) to the specific area's standards set forth above for tile and carpeted floors, and trash removal. Contractor must ensure that exposed floors under work counters are cleaned along with other floors. **NOTE: The Contractor shall not disturb lab tables, counters, sinks or equipment, or unplug any laboratory equipment.** The Contractor shall be responsible for any loss or damage to equipment, which results from Contractor employee's negligence in these areas.

B. Entrances. The Contractor shall clean the landings, the outside and inside interior entrances of the buildings and the lobbies, corridors, and hallways. Glass should be free of debris, dirt or fingerprints. Areas shall be clear of trash, debris, dust, cobwebs, etc. Polish and clean both sides of entrance glass in buildings.

C. Building Security. Contractor shall be responsible for security of the building during performance of services. Contractor must ensure that all exterior doors and windows in all areas

are locked; and designated light and miscellaneous equipment shut off. The building's security system must be armed and disarmed accordingly.

D. Miscellaneous. The Contractor shall:

1. Turn in lost and found articles to COR/Alternate. In addition, the Contractor shall ensure that all articles found shall be tagged to identify where they are found.
2. Turn off lights when not in use.
3. Immediately notify proper authorities when an unauthorized or suspicious person is seen on the premises or if items noticed are suspicious in nature.
4. The Contracting Officer will give the contractor a written notice in advance stating rooms to be dropped/added from the contract and when to return to normal cleaning schedule, as applicable. The contractor shall submit a proposal for an increase/decrease of the contract price when there is additional space that requires cleaning or when a building is expected to remain unoccupied for 30 calendar days or longer. The increase/decrease will be made through a bilateral agreement and take effect the following month after service has ceased/increased.

E. Emergencies. In case an emergency arises during the Contractor's employees' normal working hours (such as flooding of a building), Contractor shall divert their force as directed by the COR/Alternate to meet the emergency. Contractor shall immediately respond to an emergency such as a flood, excessive litter, or debris, etc. and notify the COR/Alternate as soon as possible. In the case of a COR notification of emergency, Contractor response time during regular work hours should be within 15-30 minutes of notification. Contractor shall not attempt to clean hazardous materials spill. When employees are no longer needed, they shall return to normal duties. Contractor shall not be penalized for the portion of the normal daily work, which would have been performed.

The Contractor employees will be required to follow emergency procedures identified by the NRS Emergency Procedures Plan, in the case of an emergency. The plan will be provided to Contractor within ten days after award of contract.

240 PERIODIC CLEANING SERVICES

A. Floors. All tile floors shall be stripped and re-waxed; stripper and wax shall not pool. Contractor shall ensure that chairs, wastepaper baskets or similar items are moved prior to cleaning and then replaced. Areas shall be free of pooled wax, swirl marks, footprints, etc.; floor maintenance solutions shall be removed from baseboards, and all moved items should be returned to their original and proper position.

B. Interior Windows. Clean glass surfaces. After surfaces have been cleaned, all traces of film, dirt, smudges, water, and other foreign matter shall be removed from frames, casings, sills, and glass.

C. Exterior Windows. Windows are the glass surfaces, which are an integral part of the outer wall of the building. Storm windows do not have to be removed unless window surfaces between the panes are dirty. After windows have been cleaned, exterior frames, casings, sills, and glass shall be free of all traces of film, dirt, smudges, water and other foreign matter, and storm windows replaced.

D. High Dusting. High ledges, pipes, ducts, vents and baseboards and radiator covers, and fins shall be dusted. Areas shall be free from accumulated dust or other accumulated foreign matter.

E. Light Fixtures. Ceiling light fixtures shall periodically be dusted. Areas shall be free from accumulated dust or other accumulated foreign matter.

F. Walls. Clean all painted walls; also, wood panels in the office building. Areas shall have a clean appearance free from dirt, stains, streaks, lint, cleaning marks and cobwebs; hard finished wainscot and glazed ceramic tile surfaces shall be free of cleaning film.

G. Window Coverings. Conference room drapes shall be vacuumed, and venetian blinds dusted. Coverings shall be free of accumulated dust, free of all traces of film, smudges, or other accumulated foreign matter.

H. Clean/Shampoo Carpets. All carpets shall be cleaned in accordance with standard commercial practices. A heavy-duty spot remover may be required in heavily soiled areas. After shampooing, the carpeted area will be uniform in appearance and free of stains and discoloration. All cleaning solutions shall be removed from baseboards, furniture, trash receptacles, chairs, and other similar items. Chairs, trash receptacles, and other items shall be moved to clean carpets underneath and returned to their original location.

FREQUENCY OF SERVICE.

Annual (A). Services performed once during each 12-month period of the contract.

Semi Annual (SA). Services performed twice during each 12-month period of the contract.

Monthly (M). Services performed 12 times during each 12-month period of the contract.

Weekly (W). Services performed 52 times during each 12-month period of the contract.

Bi-Weekly (BW). Services performed 26 times during each 12-month period of the contract.

Daily (D). Services performed 3 days a week, Monday, Wednesday, and Friday. Except on Federal Holidays. Services performed 156 times during each 12-month period of the contract.

Forestry Sciences Laboratory (FSL)

Services for the FSL Facility shall be completed on the following basis:

1. Daily (D)
2. Monthly (M)
3. Semi Annual (SA)
4. Annual (A)

Marcell Research Center (MRC)

Services for the Marcell facility are the same as the FSL Facility with a few minor differences.

1. Daily (D) are to be done on a Weekly (W) basis 6 months out of the year.
2. Daily (D) are to be done on a Bi-Weekly (BW) basis 6 months out of the year.
3. Four bedrooms that require the same cleaning as the rest of the facility.

MARCELL RESEARCH CENTER (MRC) SITE SPECIFIC INFORMATION

Supervision

Supervision will also be handled in the same manner as Forestry Sciences Laboratory (FSL). Monthly inspections are required by a supervisor to ensure that work is up to quality and performance requirements.

Cleaning Services

1. All tile floors are high traffic areas are to be stripped and waxed semi-annually on the same schedule as Forestry Sciences Laboratory (FSL).
2. A washing machine and dryer will be available on site (government will provide soap, etc.).
3. Trash cans are on site for waste disposal.
4. Personnel will have access to a slop sink and given an area for their equipment.

Schedule

The schedule will be on a six (6) month rotating cycle.

Services will be performed:

1. Bi-Weekly (BW) from the month of October through March.
2. Weekly (W) service will begin in April and continue through September.

Security/Fire

There is a security system as well as a fire monitoring system on site. The contractor must be able to arm and disarm the system as needed and be willing to follow provided detection and evacuation procedures.

300 SERVICE DELIVERY SUMMARY (SDS)

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.

PWS Section No.	PERFORMANCE OBJECTIVE	Performance Threshold
210	Basic Cleaning Services. Floors, baseboards, corners, and wall edges are free of dirt, dust, and debris. Trash is empty. Plastic liners are in good condition. Trash containers are free of odors and visible dirt. Trash is emptied into outdoor trash collection container. Glass and mirrors have no traces of film, dirt, smudges, or water. Drinking fountains are disinfected and free of streaks, stains, spots, smudges, scale, and other deposits. Carpets are free of dirt, debris, litter, and other foreign matter. Dust is not visible.	90-100% Random sampling of inspection reports by COR.
220 & 230	Basic Restroom, Shower and Utility Room Cleaning Services. Surfaces of sinks, toilet bowls, base of toilet, urinals, lavatories, showers, plumbing fixtures, partitions, dispensers, doors, walls, and other such surfaces are clean and disinfected. Surfaces shall be free from streaks, stains, scale, scum, urine deposits, and rust stains. Restrooms are stocked sufficiently.	90-100% Random sampling of inspection reports by COR.
240	Periodic Cleaning Services. Floors have a glossy uniform appearance free of scuffmarks, heel marks, and other stains and discoloration. Windows, walls, and ceiling lights are free of film, dirt, smudges, water, and other foreign matter.	90-100% Random sampling of inspection reports by COR

Government Furnished Property. The following listed items shall be provided:

Paper towels	Trash can liners	Urinal mats
Toilet paper	Air Freshener	Storage closet
Hand soap		

Contractor Furnished Property. The Contractor shall furnish all supplies, materials, and equipment necessary including power driven floor-scrubbing machines, waxing, and polishing machines, industrial type vacuum cleaners, etc., customarily used in the performance of commercial cleaning.

400 GENERAL INFORMATION

A. Quality Control. The Contractor shall develop and maintain a quality program to ensure custodial services are performed in accordance with commonly accepted commercial practices. The Contractor shall develop and implement procedures to identify, prevent, and ensure non-recurrence of defective services. As a minimum the Contractor shall develop quality control procedures addressing the areas identified in Service Delivery Summary.

B. Contractor's Quality Control Plan. The Contractor shall discuss with the Contracting Officer's Representative (COR), their quality control plan at a prework meeting before work on the contract begins. The quality control plan shall be approved by the COR at that time. If the Government exercises any of the Options to this solicitation, the plan shall be reviewed and agreed upon by the COR before any work shall begin on the Option Year Contract.

C. Quality Assurance. The Government will periodically evaluate the Contractor's performance in accordance with the Quality Assurance Surveillance Plan (Exhibit 1)

D. Government Remedies. The contracting officer shall follow FAR 52.212.4, Contract Terms and Conditions-Commercial Items (FEB 2002), for Contractor's failure to perform satisfactory services or failure to correct non-conforming services.

E. Pework Meeting. A prework meeting between the Contractor's representative and the COR will be held before any work shall begin on this contract.

F. Contractor Furnished Material and Equipment. Materials and equipment shall be of the type and quality used in large scale commercial cleaning operations and shall be approved by the Contracting Officer before use. Those not covered by federal specifications shall be of commercial grade and quality. Within 10 days after award of this contract, the Contractor shall submit a list of the materials to be used for approval by the Contracting Officer Representative. The list shall include the manufacturers' name, brand name, and statement certifying that materials supplied meet or exceed contract requirements.

G. Equipment. All power-driven equipment for vacuuming, floor scrubbing, waxing, and polishing shall be of the industrial type, mechanically sound, safe to operate, and in a condition that will not harm or excessively wear existing finishes and floor coverings. Storage and use of the approved equipment shall be acceptable to the COR.

500 ESTIMATED WORKLOAD DATA

A. Minimum Frequency Standards-Basic Services. These times are suggested minimums the Government determined the services would need to be performed to maintain quality standards. However, the Contractor may perform more or less frequently, at no additional or reduction of cost to the Government, to maintain required level of service. The FSL is approximately 16,000 square feet, but approximately 12,000 square feet are maintained by the contractor. For definition of requirements see Description of Services. All tasks listed “daily” are to be completed on days of the week cleaning is conducted (Monday, Wednesday, Friday). Cleaning done on these days is estimated to be approximately 3 hrs./day or 9 hrs./week.

BASIC CLEANING SERVICES	Minimum Requirement
Maintain Floors	Daily
Sweep All Tile Floors	Daily
Mop Break Room and Restroom floors	Daily
Vacuum Halls & Entrances (Area Rugs). Vacuum Other Rooms If Needed.	Daily
Wash Tabletops, & Countertops	Daily
Polish Mirrors, Soap Dispensers & Towel Dispensers	Daily
Clean Drinking Fountains	Daily
General Spot Cleaning	Daily
Clean and Disinfect Restrooms & Showers	Daily
Stock Restroom Supplies	Daily
Remove Trash	Daily
Spot Clean Carpet	As needed
Clean Interior Glass	Monthly
Dust window ledges.	Monthly

B. **Minimum Frequency Standards-Periodic Services.** These frequencies are suggested minimums the Government determined the services would need to be performed to maintain quality standards. However, the Contractor may perform more or less frequently, at no additional or reduction of cost to the Government, to maintain required level of service. For definition of requirements see Description of Services.

Basic Service	Minimum Requirement
Clean all interior and exterior windows and ledges.	Semi-Annual
Shampoo all facility carpets.	Semi-Annual
Dust all high ledges, pipes, ducts, vents, baseboards, lights, etc. This is to be performed prior to any floor stripping and waxing. To be done directly prior to stripping and waxing the floors.	Semi-Annual
1. Wax all tile floors-machine strip, seal, and re-wax. 3 coats of wax to be applied. This task is to be conducted within the first 60 days of a new contract or option year. 2. Re-strip and wax all high-use common areas (breakroom, all hallways, entrances, and corridors). This task to be completed 6 months after the initial (all tile floor) work conducted within the first 60 days of a new contract or option year. NOTE: Do not wax linoleum floor in FSL entry way.	Annual

DELIVERIES OR PERFORMANCE

REPORTING REQUIREMENTS

The contractor shall prepare and submit the following deliverables in accordance with the schedule below (documents should be submitted to the CO/COR):

Item No.	Description	Copies To	Due Date
01	Final Quality Control Plan	CO, COR	Within 20 days from date of award
02	Inspection Reports-for both facilities	COR	Monthly
03	Deficiency Reports-for either facility	COR	Within three days of deficiency

DESCRIPTION OF REPORTS

A. Inspection Reports

The Contractor shall submit written copies of Inspection Reports, as specified above. The inspection reports should show the status of all work inspected for the prior period. Any problems or corrections should be addressed, and a summary and date of resolution included. Contractor to list any monthly/semi-annual/annual work completed in that month as part of the month report.

B. Deficiency Reports

The Contractor shall submit deficiency reports within three days of from when the deficiency occurs or is reported. Deficiency reports should be addressing those areas not cleaned and the reason for not cleaning them. Deficiencies include but are not limited to the following: deficiencies in building equipment or damage to the building such as defective ballast, missing/broken/inoperable soap dispensers, stopped up urinals or commodes, missing floor or ceiling tile, and/or broken door or window.

EXHIBIT 1: QUALITY ASSURANCE SURVEILLANCE PLAN FOR CUSTODIAN SERVICES

Introduction

This Quality Assurance Surveillance Plan (QASP) has been developed to evaluate Contractor actions while implementing this Performance Work Statement. It is designed to provide an effective surveillance method of monitoring Contractor performance for each listed objective on the Service Delivery Summary (SDS) in the maintenance contract.

The QASP provides a systematic method to evaluate the services the Contractor is required to furnish.

This QASP is based on the premise the Government desires to maintain a quality standard in the custodial functions needed for their facilities and that a janitorial service contract to provide these services is the best means of achieving that objective.

The Contractor, and not the Government, is responsible for management and quality control actions to meet the terms of the contract. The role of the Government is quality assurance to ensure contract standards are achieved.

In this contract the quality control program is the driver for product quality. The Contractor is required to develop a comprehensive program of inspections and monitoring actions. The first major step to ensuring a “self-correcting” contract is to ensure that the quality control program approved at the beginning of the contract provides the measures needed to lead the Contractor to success.

Once the quality control program is approved, careful application of the process and standards presented in the remainder of this document will ensure a high-quality assurance program.

Acceptable Quality Level Definitions are listed in Exhibit 2.

PWS Section No.	PERFORMANCE OBJECTIVE	Performance Threshold
210	Basic Cleaning Services. Floors, baseboards, corners, and wall edges are free of dirt, dust, and debris. Trash is empty. Plastic liners are in good condition. Trash containers are free of odors and visible dirt. Trash is emptied into outdoor trash collection container. Glass and mirrors have no traces of film, dirt, smudges, or water. Drinking fountains are disinfected and free of streaks, stains, spots, smudges, scale, and other deposits. Carpets are free of dirt, debris, litter, and other foreign matter. Dust is not visible.	90-100% Random sampling of inspection reports by COR.
220 & 230	Basic Restroom, Shower and Utility Room Cleaning Services. Surfaces of sinks, toilet bowls, base of toilet, urinals, lavatories, showers, plumbing fixtures, partitions, dispensers, doors, walls, and other such surfaces are clean and disinfected. Surfaces shall be free from streaks, stains, scale, scum, urine deposits, and rust stains. Restrooms are stocked sufficiently.	90-100% Random sampling of inspection reports by COR.
240	Periodic Cleaning Services. Floors have a glossy uniform appearance free of scuffmarks, heel marks, and other stains and discoloration. Windows, walls, and ceiling lights are free of film, dirt, smudges, water, and other foreign matter.	90-100% Random sampling of inspection reports by COR

SURVEILLANCE: The Government quality assurance person (the COR) will perform random inspections and pass them to the Contractor's quality control inspector (QCI) for correction.

STANDARD: Contractor must meet performance threshold as identified in Performance Objective. The COR may notify the contracting officer for appropriate action in accordance with FAR 52.212.4, Contract Terms and Conditions-Commercial Items, (a) Inspection Acceptance, if any of the above service areas do not meet the standard.

PROCEDURES: In accordance with FAR 46.407 Non-Acceptance of Non-Conforming Services and 52.212-4(a) Inspection/Acceptance, the CO/COR/ALTERNATE will give the Contractor an opportunity to correct nonconforming services, when it can be accomplished within the appropriate schedule. Correction will be without additional cost to the Government. In situations where correction cannot be made, the CO must reject those services, which have been determined to be otherwise incomplete. Adjustments to contract prices will be made on a case-by-case basis when services have not been accepted and correction does not occur. The CO/COR/Alternate will notify the Contractor when services have not been accepted.

EXHIBIT 2 - ACCEPTABLE QUALITY DEFINITIONS

Acceptable Quality Level Definitions

The following information is provided to assist the Contractor with understanding the performance-based standard required on task listed in Section C's Performance Work Statement

<u>Points</u>	<u>Adjectival Rating</u>	<u>Description</u>
0-79%	Poor/Unacceptable	Does not meet minimum acceptable standards in one or more areas; remedial action required in one or more areas; deficiencies in one or more areas, which adversely affect overall performance.
80-89%	Acceptable	Meets or slightly exceeds minimum acceptable standards; adequate results; reportable deficiencies with identifiable, but not substantial, effects on overall performance.
90-100%	Excellent	Of exceptional merit; exemplary performance in a timely, efficient, and economical manner; very minor (if any) deficiencies with no adverse effect on overall performance.

EXHIBIT 3 - CAPABILITY INFORMATION

<i>CAPABILITY INFORMATION</i>				
CONTRACTOR NAME, ADDRESS AND TELEPHONE NUMBER:				
1. LIST RELATED EXPERIENCE:				
2. LIST REFERENCES (NAME AND PHONE NUMBERS) FOR THE LAST 3 YEARS:				
NAME, ADDRESS & PHONE NUMBER OF PERSON TO CONTACT	TYPE OF PROJECT	DATE	CONTRACT AMOUNT	
3. LIST ALL OF YOUR FIRM'S CURRENT CONTRACTUAL COMMITMENTS				
CONTRACT AMOUNT	TYPE OF PROJECT	DATE	PERCENT COMPLETE	NAME, ADDRESS & PHONE NUMBER OF PERSON TO CONTACT FOR INFORMATION
4. ORGANIZATION AND PERSONNEL THAT WILL BE AVAILABLE FOR THIS PROJECT:				
5. SPECIFY EQUIPMENT AVAILABLE FOR THIS PROJECT/ SPECIFY PROGRESS RATE FOR THIS PROJECT.				

EXHIBIT 4 - BUILDING INFORMATION

A. Building Data: Forestry Laboratory

Location: 1831 Hwy 169 E., Grand Rapids, Minnesota

Number of Stories: One

Population: Approximately 29

Official working hours of building occupants: 8:00 AM – 4:30 PM, Monday - Friday

B. Building Statistics:

Facility (the entire building/office/laboratory)	16,500 SF
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Approximate Size of Cleaning Area	12,000 SF
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Gross area of VCT floors	8260 SF
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Gross area of high traffic area VCT	2650 SF
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Gross area of Carpet	3440 SF
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Gross area of Concrete	150 SF
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Gross area of Linoleum	150 SF
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Toilet fixtures *	16 Fixtures
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Showers	2
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Exterior windows	70 Windows
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* Fixtures are defined here as washbasins, commodes, and urinals.

EXHIBIT 4 - BUILDING INFORMATION

A. Building Data: Marcell Research Center

Location: 43112 Wilderness Trail, Bovey, Minnesota

Number of Stories: One

Population: 1 with up to 12 at times.

Official working hours of building occupants: 8:00 AM – 4:30 PM, Monday - Friday

B. Building Statistics:

Facility (office/laboratory)	3,240 SF
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Gross area of VCT floors	1580 SF
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Gross area of Carpet	1,660 SF
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Toilet fixtures *	9 Fixtures
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Showers	2
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Exterior windows	14 Windows
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* Fixtures are defined here as washbasins, commodes, and urinals.