

PERFORMANCE WORK STATEMENT

PROJECT TITLE: JANITORIAL SERVICES, NEBRASKA-KANSAS AREA OFFICE

1. SECTION C-1 - GENERAL

1.1. BACKGROUND.

The Bureau of Reclamation has a requirement for janitorial services at the Nebraska - Kansas Area Office, which is located at 1706 West 3rd St. in McCook, Nebraska in Red Willow County.

The Nebraska - Kansas Area Office (NKAO) manages 15 high and significant hazard dam projects in Nebraska, Kansas, and Colorado. NKAO projects provide water for approximately 264,000 acres of farmland as well as flood control, municipal and industrial water, recreation, and fish and wildlife benefits.

The work required under the purchase order is to keep the office clean for use by the employees and have a neat indoor/outdoor appearance representing Reclamation to employees and visitors who enter the buildings. The Contractor must recognize that the timely and accurate performance of these services is a vital and mandatory requirement of the purchase order.

1.2. SCOPE OF WORK.

The Contractor shall furnish all labor, materials, transportation, cleaning supplies (unless otherwise specified), equipment, and supervision to satisfactorily perform janitorial services as specified. The Contractor shall perform in accordance with the standards as defined in Section C-5 of this Performance Work Statement (PWS).

1.2.1. ESTIMATED SQUARE FOOTAGE. The Government has estimated the number of square feet of floor space and the Contractor shall make no claim against the Government for any excess or deficiency therein. There is a total of approximately 11,100 square feet, which is broken down as follows:

- **ESTIMATED SQUARE FOOTAGE (TYPE OF FLOOR COVERING)**

Carpet	8,654 ft ²
Ceramic Tile Floors	1,018 ft ²
Vinyl Tile.....	680 ft ²
Concrete Floors(2 nd floor).....	648 ft ²
Concrete Warehouse Restroom	100 ft ²
TOTAL	11,100 ft ²

- **ESTIMATED SQUARE FOOTAGE (AREA)**

Office Areas.....	4,750 ft ²
Conference Rooms.....	1,150 ft ²
Lunch/Break Room.....	275 ft ²
Restrooms	500 ft ²
Hallways	1,300 ft ²
Reproduction/ Mail Room	275 ft ²

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LAN/ SCADA Room	150 ft ²
Water Control Room.....	1,300 ft ²
Storage.....	1,225 ft ²
Janitor Closet	100 ft ²
Stairs.....	75 ft ²
TOTAL	11,100 ft ²

Throughout the life of this purchase order, the Contractor is encouraged to continuously seek ways to incorporate innovative and emerging technologies that in the most economic and efficient manner improve mission performance.

1.3. CONTRACTOR PERSONNEL.

1.3.1. CONTRACTOR’S ADMINISTRATION PERSONNEL. The Contractor shall designate a representative in accordance with the clause at GP-3, included in Section G. The Contractor’s administration personnel shall have the authority to act for the Contractor on all matters relating to daily operation of the resultant purchase order. The Contractor’s representative shall be able to read, write, speak, and understand the English language.

1.3.2. EMPLOYEES. The Contractor shall furnish qualified, experienced, drug-free, and safety-oriented personnel to perform the services under this purchase order. Employees shall promptly correct unsafe working conditions or report them to the CO, QAE, or other proper authority. Employees shall report all accidents or injuries, no matter how minor they may seem.

Additionally, this requirement is subject to the applicable Department of Labor wage rates under the Service Contract Act of 1965. If Reclamation exercises any option periods, the CO will furnish updated wage determinations issued by the Wage and Hour Division at the beginning of each renewal option period. The Contractor shall be responsible for paying employees under this purchase order the required minimum monetary wages and fringe benefits.

1.4. SAFETY AND HEALTH REQUIREMENT.

The Contractor shall comply with the safety and health requirements of Reclamation Clause WBR 1452.223-81. The Contractor shall develop and submit a comprehensive safety plan to the Government for review within 10 calendar days after the post award conference.

- At a minimum, the Contractor’s safety plan shall address the following: Statement of Contractor Safety and Health Responsibilities – Acceptance that the Contractor shall be responsible for the safety and health of their employees.
- Plan of Compliance with Regulations, Standards and Codes – The Contractor’s commitment and methods to comply with safety regulations, standards, and codes.
- Plan of Compliance for use of Sub-Contractors – The Contractor’s commitment and methods to ensure that sub-Contractors are working safely.

- Plan of Procedure for Safety Inspection of Equipment – The Contractor’s method of inspecting equipment to ensure that the equipment does not pose a hazard to employees.
- Fire Prevention and Protection - The Contractor’s commitment and methods to exercise fire prevention at all times. Janitor closets shall be kept clean and free from odors and fumes. The Contractor shall use and store all combustible material in a safe manner. The Contractor shall report any fire hazards to the Government representative in charge of the building, and if possible, correct them. In the event of a fire, the Contractor shall call 911 to report the fire and notify the Government representative in charge of the building.

1.5. SECURITY OR ACCESS REQUIREMENT.

The Contractor shall comply with the security requirements of FAR Clause 52.204-09, and Reclamation Clause WBR 1452.237-80. As such, at least 10 days prior to arriving onsite the Contractor shall submit a list of the names of all Contractor and subcontractor employees that will be working under the purchase order. This list must include a legible photocopy of each employee’s driver’s license. Additionally, the Contractor shall submit a list of all Contractor vehicles and equipment that the Contractor will bring to the worksite. For each vehicle, the list shall include the year, make, model, color, license plate number, and state of issuance.

Reclamation may not have onsite representation throughout the duration of the purchase order during the weekends or after 5:00 pm during the weekdays. As such, Reclamation has determined that Personal Identity Verification (PIV) is applicable to this requirement. Contractor personnel, including subcontractors, will be required to have background investigations before the Government allows unsupervised access to the facility.

The Water Control and LAN/SCADA Rooms are access controlled areas. The Contractor will not have unsupervised access to these areas. The Contractor shall perform required work tasks in the Water Control and LAN/SCADA rooms once a week (Monday-Friday) during working hours between 12:00 p.m. and 3:00 p.m.

During any national emergency, the Contractor and employees may be subject to additional screening for security purposes by Governmental agencies charged with the security of the nation. The Contractor shall not employ any person found unacceptable by such screening for the performance of this purchase order.

1.6. CONTRACTOR QUALITY CONTROL.

- 1.6.1. QUALITY CONTROL PLAN.** The Contractor and not the Government is responsible for the management and quality control actions necessary to meet the quality standards set forth by the purchase order. As such, the Contractor shall establish and maintain a Quality Control Plan (QCP) to ensure they achieve the requirements of the purchase order.

The Contractor shall furnish one copy of the Contractor’s QCP to the CO and the QAE within 10 days after the post award conference. The QCP shall be a specific plan for the

services required under the purchase order. At a minimum, the Contractor's QCP shall address the following items:

- Methods - The Contractor's methods for identifying and preventing deficiencies in the quality and timeliness of services performed before the level of performance becomes unacceptable.
- Performance Inspections - The Contractor's inspection system that covers all the services listed in the Performance Requirements Summary Table (PRST). The inspection system must specify if the Contractor will inspect the services on a scheduled or unscheduled basis, how frequently the Contractor will accomplish the inspections, and the title(s) of the individual(s) who will perform the inspections.

1.6.2. GOVERNMENT REVIEW OF QCP. The Contractor shall develop and submit the QCP for Government review and acceptance. The Government's acceptance of the QCP does not relieve the Contractor of their responsibility to perform services that conform to the purchase order requirements.

If the Government finds the Contractor's plan to be adequate, the Government will accept the plan. The Contractor then uses their QCP to guide and document the implementation of the required management and quality control actions to achieve the specified results.

If the Government finds the Contractor's plan to be inadequate as submitted, the Government will identify the deficiencies to the Contractor in writing. The Contractor shall correct all identified deficiencies and submit a revised Contractor QCP.

1.7. GOVERNMENT'S QUALITY ASSURANCE SURVEILLANCE PLAN.

Reclamation has developed a Quality Assurance Surveillance Plan (QASP) for the services required under this PWS, as required by FAR Subpart 37.6. The primary intent of this plan is to provide the Government's Quality Assurance Evaluator (QAE) a basis for evaluating the quality of performance the Contractor provides during the life of the purchase order. The QASP is not-intended to duplicate the Contractor's QCP. The Government has provided an informational copy of the QASP as Attachment C. The Government is providing this copy to support the Contractor's efforts in developing a QCP and for providing the Contractor an opportunity to comment and propose innovative solutions for the Government's QASP. The QASP is to be a living document that the Government should revise or modify, as circumstances warrant.

1.7.1. QUALITY ASSURANCE EVALUATOR (QAE). Prior to the commencement of onsite work, the CO will designate the QAE in writing to act as the authorized representative, which assists in the technical administration of the purchase order. The CO will not authorize the QAE to make any contractual commitments, or to authorize any contractual changes on the Government's behalf. If any doubt exists as to the extent of the authority of the QAE, the Contractor shall contact the CO for guidance before taking action on the matter.

1.8. PERIOD OF PERFORMANCE.

The Government anticipates that the term of the purchase order shall be from 1 November 2023 through 31 October 2024, plus four 1-year option periods. Reclamation will exercise such option periods at the Government's discretion.

1.8.1. NORMAL HOURS. The Contractor shall perform janitorial services between the hours of 4:00 p.m. and 7:00 p.m., Monday thru Friday and 7:00 a.m. to 7:00pm Saturday and Sunday, holidays excluded. However, the above hours may be flexible at the discretion of the CO or their designated QAE.

1.8.2. RECOGNIZED HOLIDAYS. The Contractor is not required to provide service on recognized Federal holidays established by Federal law (5 U.S.C. 6103). The Contractor can find a schedule of the 2018 recognized holidays at the following website: <https://www.opm.gov/policy-data-oversight/snow-dismissal-procedures/federal-holidays/#url=2018>.

1.8.3. SPECIAL EVENTS/EMERGENCIES. On occasion, the Contractor may be required to provide additional or limited services because of an unforeseen circumstance or combination of circumstances. Section C-5 describes the Contractor's responsibilities for such services.

1.9. CONSERVATION OF UTILITIES.

The Government will furnish lights, power, and water from regular outlets in the facilities. The Contractor shall instruct all employees in utility conservation practices. The Contractor is not allowed to adjust thermostats. The Contractor shall be responsible for operating under conditions that preclude the waste of utilities.

1.10. DOCUMENTATION AND RECORDS.

All documentation, records, and schedules as described in this PWS that are the responsibility of the Contractor, are the property of the Government. The Contractor shall turn over such documentation to the Government upon completion or termination of the purchase order. All records are subject to the Freedom of Information and Privacy Acts. As such, the Government will handle any requests for release of any records accordingly.

2. SECTION C-2 - DEFINITIONS

2.1.1. AS DIRECTED, AS REQUIRED, AS PERMITTED, APPROVAL, ACCEPTANCE.

Terms that indicate direction, requirement, permission, approval, or acceptance by the Contracting Officer are intended unless stated otherwise.

2.1.2. CLEAN. The absence of bottles, cloudy film, cobwebs, coffee grounds, debris, dirt, dust, discarded materials, encrustation, fingerprints, graffiti, grease, grime, gum, ink, litter, marks, mold, odors, oil, pieces of paper, rust, scale, scum, smudges, spillage, spots, stains, watermarks, tape, tar, trash, residue, or any other extraneous matter on all surfaces or objects in order to present a lustrous appearance, as applicable, and an overall appearance of cleanliness.

2.1.3. CONTRACTING OFFICER (CO). A duly appointed person with the authority to enter into, administer, or terminate purchase orders, and to make findings and determinations on behalf of the United States Government. This is the only individual authorized to change the purchase order or any of the requirements stated herein.

2.1.4. CONTRACTOR. The individual, partnership, company, or corporation responsible for the duties and responsibilities under the purchase order. The term also covers requirements for any subcontractor. The Contractor is ultimately responsible for ensuring that all subcontractors comply with the terms and conditions of the purchase order.

2.1.5. DEFICIENCY. A shortcoming in the quality or state of services performed.

2.1.6. DEFECTIVE SERVICE. A unit of service that contains one or more defects, or non-conformance with specified requirements.

2.1.7. DOCUMENTATION REVIEW. A method of surveillance the Government may use in the administration of the Government's Quality Assurance Surveillance Plan. Under this level of monitoring, the Government will review documentation prepared by the Contractor.

2.1.8. FREQUENCY OF SERVICE.

- Yearly- Services performed once during each 12-month period of the purchase order, specifically during the month of January.
- Quarterly - Services performed four times during each 12-month period of the purchase order, specifically during the months of March, June, September, and December.
- Monthly - Services performed twelve times during each 12-month period of the purchase order.
- Weekly - Services performed one time during each week of the purchase order.
- Daily - Services performed five times during each week, Monday-Friday of the purchase order.

2.1.9. INSPECTION. The critical examination of a facility, system, or procedure to discover and remedy discrepancies and inefficiencies.

- 2.1.10. MAJOR DEFICENCY.** Any service feature that would cause the Contractor to be determined unacceptable.
- 2.1.11. PERFORMANCE REQUIREMENTS.** Tasks the Contractor performs.
- 2.1.12. PERFORMANCE REQUIREMENTS SUMMARY TABLE (PRST).** An outline of purchase order requirements that identifies the key service outputs the Government will inspect, the related performance standards, and the method(s) of performance assessment and surveillance.
- 2.1.13. PERFORMANCE STANDARD.** The desired results, expressed by the Government, expected from performance of purchase order services, to satisfy the requirement.
- 2.1.14. PURCHASE ORDER DISCREPANCY REPORT.** A formal letter produced by the CO upon receipt of a Quality Assurance Surveillance Checklist that documents the Contractor is providing defective services. The letter will indicate if the Government will affect the price computation system in accordance with the Performance Requirements Summary Table and the Inspection of Services Clause in the purchase order.
- 2.1.15. QUALITY ASSURANCE.** Those actions taken by the Government to ensure services meet the requirements established in the Performance Work Statement (PWS).
- 2.1.16. QUALITY ASSURANCE EVALUATOR.** A Government person designated by the Contracting Officer, with authority to act within the scope of the delegated authority, including but not limited to, the surveillance and inspection of the Contractor's performance.
- 2.1.17. QUALITY ASSURANCE SURVEILLANCE PLAN (QASP).** An organized, written, "living" document outlining the Government's methodology for monitoring Contractor performance.
- 2.1.18. QUALITY CONTROL.** Those actions taken by a Contractor to ensure that Contractor performance meets the requirements of the purchase order.
- 2.1.19. QUALITY CONTROL PLAN.** An organized, written document outlining the Contractor's methodology for ensuring Contractor performance.
- 2.1.20. RANDOM SAMPLING.** A method of surveillance the Government may use in the administration of the Government's Quality Assurance Surveillance Plan. Under this level of monitoring, the Government prepares documentation on a regular and continual basis to assess the Contractor's ongoing performance.

3. SECTION C-3 - GOVERNMENT-FURNISHED REQUIREMENTS

3.1. GENERAL.

The Government shall provide, without cost, the facilities, equipment, materials, and information listed below. The Contractor shall be liable for any loss or damage to Government property while in their possession, and shall be responsible for any damage to Government buildings or equipment occurring because of performance of the purchase order. The Contractor shall understand that in the performance of the purchase order, the Contractor is an independent Contractor, and not an agent or employee of the United States.

3.2. SITE VISIT.

The Government strongly urges offerors to inspect the site where offerors are to perform the required services, and to satisfy themselves regarding all general and local conditions that may affect the cost of performance. In no event shall failure to inspect the site constitute grounds for a claim after award.

The Government will support a site visit prior to submission of quotations. Any offeror desiring to conduct the site visit shall contact Mr. Mark Rouse at 308-345-1031 for coordination.

Reclamation will hold the site visit at the Nebraska-Kansas Area Office, which is located at 1706 West 3rd Street, McCook, NE, 69001.

3.3. GOVERNMENT-FURNISHED PROPERTY AND MATERIALS.

The Government will furnish toilet tissue, paper towels, trash bags, hand soap, and soap for dispensers in restrooms. The Contractor shall be responsible for the proper care and storage of these materials.

The Government will provide storage space. The Government will not permit wasteful or unauthorized use of Government-furnished materials. The Contractor will not use Government-furnished materials for use outside of the job requirements of this purchase order. The Government will not be responsible for the loss of or damage to the Contractor's property while in storage on Government premises. All property found in the performance of this purchase order shall become the property of the Nebraska-Kansas Area Office and must be turned in to the QAE.

3.4. POST AWARD CONFERENCE.

In accordance with Reclamation Clause WBR 1452.242-80, the Government will hold a post award conference, virtually, within 10 calendar days after award of the purchase order and prior to the beginning of any onsite work. The purpose of the post award conference will be to review the purchase order, the work to be performed, established safety requirements and procedures, and to clarify the work areas.

3.5. PERFORMANCE EVALUATION MEETINGS.

The Contractor's administration personnel may be required to meet with the QAE, as determined necessary, to discuss the Contractor's performance, to include actual or potential problems. All parties shall make a mutual good faith effort to resolve any issues. All parties to the discussion shall review and sign written minutes of the meeting. Should the Contractor not concur with the minutes, the Contractor shall state any areas of non-concurrence in writing to the CO within seven business days of receipt of the minutes. If the Contractor requests, the QAE will hold a meeting whenever the CO issues a Purchase Order Discrepancy Report.

4. SECTION C-4 – CONTRACTOR-FURNISHED REQUIREMENTS

4.1. GENERAL.

Except for those items or services specifically stated to be Government-furnished in Section C-3, the Contractor shall furnish all items (equipment, materials, cleaning supplies, incidentals, etc.) required to perform the tasks identified in this purchase order. In the performance of the purchase order, the Contractor shall use equipment of the type and durability used by professional janitorial firms and equipment in good working condition. All equipment shall have adequate bumpers and guards to prevent marking or scratching of fixtures, furnishings, or building surfaces.

All electrical equipment used by the Contractor, or his/her employees, shall meet all applicable safety requirements. The equipment must operate at full-rated performance levels using existing building circuits. It shall be the responsibility of the Contractor to prevent the operation or attempted operation of electrical equipment, or combinations of equipment, that require power exceeding the capacity of existing building circuits.

4.2. GENERAL WORK PLAN.

The Contractor shall provide a written work plan along with their initial offer. At a minimum, the written work plan shall address the following:

- A description of methods, procedures, and equipment to be used;
- The Contractor's commitment to the use of biobased products;
- The Contractor's procedures to meet employee health, safety, and environmental management practices; and
- Example checklists, forms, etc. to document work completed.

4.3. COMPANY EXPERIENCE.

Company experience is an objective criterion that determines whether the Contractor has or has not performed similar work. Therefore, the Contractor shall furnish a list (no more than four) of Federal, State, local government, or commercial projects similar in scope, complexity, and magnitude to the work required under this solicitation that the Contractor has completed within the last three years. These projects must clearly demonstrate the Contractor's successful ability to accomplish projects in a timely and satisfactory manner. The "Past Performance References", attachment B, is supplied as a required template for this information. At a minimum, the Contractor shall provide the following information for each project:

- Name of the Customer (Government Agency or Commercial);
- Purchase order number, type, date, name of project;
- Description of the work;

- Initial purchase order amount and final purchase order amount; and
- Name, telephone number, and e-mail address of a point of contact for the customer to confirm and verify the information provided.

The Government will not evaluate references with incorrect or missing phone numbers and contact names, which may potentially result in a less favorable rating of the Contractor's offer.

4.4. BIOBASED CLEANING SUPPLIES.

The Contractor shall comply with Section 9002 of the Farm Security and Rural Investment Act of 2002, Executive Order 13423, and the Federal Acquisition Regulation to provide biobased products. Therefore, the Contractor shall utilize products and material made from biobased materials to the maximum extent possible without jeopardizing the intended end use or detracting from the overall quality delivered to the end user. All supplies and materials shall be of a type and quality that conform to applicable Federal specifications and standards. The QAE must approve all supplies and material used in the performance of the purchase order.

The Contractor shall submit a complete list of biobased products that the Contractor will use in carrying out the requirements of the PWS. This list shall include the name of the manufacturer, cost of each material, and the intended use of each of the materials. It is desirable that the Contractor supply the greatest number of biobased products listed that meet the health and environmental specifications. The following is an example list of products that the Contractor may use in this purchase order for which biobased products are available. The list is not all-inclusive.

- Bathroom and Spa Cleaners
- Carpet and Upholstery Cleaners
- Drain Cleaners
- Floor Care Cleaners and Protectors
- Floor Care Sealers
- General Purpose Cleaners
- Glass Cleaners
- Graffiti and Grease Removers
- Industrial Cleaners
- Lavatory Flushing Fluids
- Multi-Purpose Cleaners

- Wax Strippers

The awarded Contractor shall be required to submit a complete list of biobased products purchased to carry out the purchase order requirements. The Contractor shall list the volume used and the total cost for each individual product. The Government will use this information for reporting purposes.

Contractors can find more information about the BioPreferred Program by visiting www.biopREFERRED.gov.

4.5. PRICING INFORMATION.

The Contractor shall not include any allowance for contingencies that cover increased costs for adjustments contained in FAR Clause 52.222-43, *Fair Labor Standards Act and Service Contract Act-- Price Adjustment (Multiple Year and Option Contract)*.

The Contractor shall price the four option-year periods by assuming the minimum hourly wages and fringe benefits established by the Administrator, Wage and Hour Division, U.S. Department of Labor, for the base period of performance would equally apply to the four option periods. The Government has incorporated the base period minimum wage rates and fringe benefits in Section J.

If Reclamation exercises any option periods, the CO will furnish updated wage determinations at the beginning of each renewal option period to the Contractor. The Contractor shall be responsible for paying employees under this purchase order the required minimum monetary wages and fringe benefits.

5. SECTION C-5 - SPECIFIC TASKS / SERVICES REQUIRED

5.1. GENERAL.

The Contractor shall indemnify, save, and keep harmless the Government against any or all loss, cost, damage, claim, expense, or liability whatsoever, because of accident or injury to persons or property of others occurring in connection with operations under the purchase order. The Contractor agrees to comply with the workmen's compensation law of the state of Nebraska and to secure public liability insurance with companies satisfactory to Reclamation. The Contractor further agrees to exonerate, indemnify, and hold harmless the United States from and against, and shall assume the responsibility for payment of all federal, state, and local taxes or contributions imposed or required under employment insurance, social security, income tax laws, and workmen's compensation law, with respect to the Contractor's employees engaged in the performance of this purchase order.

The Contractor shall provide experienced and qualified professional personnel to provide the services to include, but not limited to the tasks identified below. Throughout the life of the purchase order, the Contractor is encouraged to continuously seek ways to incorporate innovative and emerging technologies that in the most economic and efficient manner improve mission performance.

The Contractor must recognize that the timely and accurate performance of these services is a vital and mandatory requirement of the purchase order. Therefore, on-time performance of this work is required. The Government will allow the Contractor to use a limited amount of emergency personal time for unforeseen events such as personal illness, immediate family member illness, etc. If the Contractor needs to use emergency personal time, then they must contact the CO or the QAE as soon as possible, but no later than sixty minutes after the start of their shift. Failure to notify the Government may result in payment deductions as specified in Section C-5.6.

5.2. CONSTRAINTS.

The Contractor shall comply with the rules and regulations governing public buildings and grounds and the following constraints:

- All Contractor personnel proposed to work on the premises shall curb the amount of airborne dust. Therefore, the Government will not allow dry sweeping. The Government will permit vacuuming with a HEPA vacuum, wet mopping, or dry mopping with the use of dust-collecting cleaning products.
- All Contractor personnel shall be safety-oriented and familiar with general safety and health guidelines.

5.3. PERFORMANCE CRITERIA.

The QAE will document acceptable and unacceptable purchase order performance. When the QAE considers the Contractor's performance to be unsatisfactory, the QAE will report the information to the CO along with the recommendation of any applicable payment deductions.

The CO may require the Contractor to explain, in writing, the cause of the poor performance, any corrective actions the Contractor has already taken to obtain an acceptable level, and any future corrective actions the Contractor will utilize to prevent unacceptable performance. Unacceptable performance may result in payment deductions as specified in Section C-5.6.

5.4. SERVICES REQUIRED AT THE NEBRASKA – KANSAS AREA OFFICE

The Contractor shall perform the following frequency of services as defined in Section C-2.

5.4.1. DAILY SERVICES. The Contractor shall perform the following tasks on a daily basis:

- Empty trash receptacles and waste baskets into refuse containers located at the south end of the property. Remove and dispose of trash in boxes, bags, or other items marked “Trash” that is placed next to containers or in hallways. Wash trash receptacles and waste baskets inside and out as needed, or as directed by the QAE. If desired, use trash liners to reduce the frequency of washing. Supply and replace trash receptacle liners, as needed.
- Empty main paper shredder located in the reproduction/mail room if bag is more than 2/3 full and replace shredder bag.
- Empty individual shredders located in individual offices if more than ½ full.
- Clean all restrooms - Remove stains and disinfect all surfaces of washbasins, dispensers, toilets, urinals, showers, and drinking fountains with germicidal disinfectants.
- Clean warehouse restroom - Remove stains and disinfect all surfaces of washbasin, dispensers, toilet, and shower with germicidal disinfectants. Clean and disinfected toilet bowl seat on both sides.
- Clean and disinfect toilet bowl seats on both sides.
- Clean all mirrors, frames, ledges, and partitions.
- Maintain an ample supply of Government-furnished towels, soap, and toilet tissues at all times in the restrooms. Inform the QAE at least 30 days prior to needing additional supplies.
- Clean and refill all dispensers in restrooms.
- Clean restroom walls, enclosures, sinks, counters, and all floor surfaces. Maintain these areas free of soil marks, stains, and spills.

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- Clean the break room area, including tabletops, microwave, chairs, floors, sinks, counter tops, and coffee makers. Refill paper towel and hand towel dispensers with Government-furnished supplies.
- Clean the counter and sink installations located in the hallway and large conference room. Refill hand towel dispensers with Government-furnished supplies.
- Vacuum hallways, reproduction/mail room, and entrance rugs.
- Clean tile entrances.
- Keep the south entrances to the building clean.
- Keep the interior and exterior door glass (including sidelights) clean.
- Lock all exterior doors and access doors to the water control area prior to leaving premises if working unsupervised.

5.4.1.1. STANDARD. The Contractor uses the appropriate equipment, tool, and chemicals that are in good operational condition for completing the required services in a satisfactory manner.

The Contractor misses no more than two (2) days per month due to emergency personal time as addressed in C-5.1.

No more than three (3) tasks per month shall result in the need for service re-performance.

5.4.2. WEEKLY SERVICES. The Contractor shall perform the following tasks on a weekly basis:

- Vacuum all carpeted areas including, but not limited to, office areas, water control room, library, storage, conference rooms, and file rooms.
- Vacuum and mop all vinyl tile floors and stairwell.
- Clean and dust all desktops, tabletops, chairs, floors, fixtures, window wells, ledges, copiers, book cases, file cabinets, print files, and venetian blinds. Do not clean individual desks and computer desks in occupied office spaces.
- Remove soil marks around light switches, doors, and door frames, and marks from the walls and floors.
- Wet mop all ceramic tile floors using a disinfectant.
- Pour one gallon of fresh water into each floor drain located in restrooms.

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- Sweep all entrances to the building.
- Hose down front step and patio area as needed.

5.4.2.1. STANDARD. The Contractor uses the appropriate equipment, tool, and chemicals that are in good operational condition for completing the required services in a satisfactory manner.

No more than three (3) tasks per month shall result in the need for service re-performance.

5.4.3. MONTHLY SERVICES. The Contractor shall perform the following tasks on a monthly basis:

- Vacuum concrete floors.
- Clean baseboards.
- Wet mop carpet protectors.
- Dust hard-to-reach areas not covered under daily services such as light fixtures, HVAC louvers, bathroom vent fans, etc. Remove cobwebs or any other extraneous matter on all surfaces in order to present a lustrous appearance, as applicable, and an overall appearance of cleanliness.

5.4.3.1. STANDARD. The Contractor uses the appropriate equipment, tool, and chemicals that are in good operational condition for completing the required services in a satisfactory manner.

The Contractor shall perform the required services with no deviation in timeliness or quality.

5.4.4. QUARTERLY SERVICE. The Contractor shall perform the following task on a quarterly annual basis. The anticipated period of performance is every March, June, September and December but may be flexible at the discretion of the CO or the designated QAE.

- Clean interior and exterior of all windows.
- Vacuum and mop concrete floors.

5.4.4.1. STANDARD. The Contractor uses the appropriate equipment, tool, and chemicals that are in good operational condition for completing the required services in a satisfactory manner.

The Contractor shall perform the required services with no deviation in timeliness or quality.

5.4.5. YEARLY SERVICES. The Contractor shall perform the following tasks on a semi-annual basis. The anticipated period of performance is every January but may be flexible at the discretion of the CO or the designated QAE.

- Completely strip all old wax buildup from all visible floor surface, mop boards, and from those floor surfaces that can be exposed by the removal of non-fixed furnishings once a year. Remove all residue, re-wax, and buff shine without damage to the floor surfaces. The stripping chemical(s) used shall meet the specifications for the type of finish being stripped and shall be used according to the manufacturer's directions. Floor area may require the use of manual scrubbing devices to completely remove the old wax. Rinse all floor surfaces before new wax is applied. After the floor surfaces have been re-waxed and the wax has dried, the finish shall be buffed and uniform and leave no streaks, swirls, etc. No stripping solution or new wax shall remain on any non-floor surface.

The Contractor shall perform these yearly services in the offices located in room 121 (approx. 430 SF) and in the vault room 127 (approx. 250 SF).

- Steam-clean all carpets accessible without moving furniture. (Remove floormats)
- Steam-clean floor and wall tile grout lines and reseal.

5.4.5.1. STANDARD. The Contractor uses the appropriate equipment, tool, and chemicals that are in good operational condition for completing the required services in a satisfactory manner.

The Contractor shall perform the required services with no deviation in timeliness or quality.

5.4.6. SPECIAL EVENTS (S) / EMERGENCIES. The Government may undertake or award other purchase orders for additional work at the Nebraska-Kansas Area Office. The Contractor shall fully cooperate with the other Contractors and with Reclamation employees to adapt scheduling and performing the work under this purchase order. Such coordination may require limited services or additional work. The Contractor shall not commit or permit any activities that will interfere with the performance of work by any other Contractors or Reclamation employees.

5.4.6.1. EMERGENCIES. On occasion, the Contractor may be required to provide additional or limited services because of an unforeseen circumstance or combination of circumstances. The Contracting Officer will direct the Contractor's responsibilities for such services. In accordance with Clause 52.212-4, any resultant changes in the terms and conditions of this purchase order, including equitable adjustments, will be made by written agreement of both parties.

5.4.7. SPECIAL REQUIREMENTS.

- Keep the main entrance to the building clean at all times. The volume of traffic and weather conditions will normally determine this requirement.
- The conference rooms are used intermittently for meetings, employee gatherings, and voting. The Contractor shall consider the associated increased janitorial work due to short term high occupancy use of the office building a normal part of this purchase order.
- All services not specifically covered above but normally performed by a janitorial service shall be a requirement of the purchase order.
- The daily, weekly, monthly, quarterly, and yearly requirements are the minimum intervals for each of the described tasks. The Contractor shall inspect and clean areas as needed to maintain a clean and neat indoor and outdoor appearance.
- The Contractor shall move furniture that is not bolted down and less than thirty pounds or on rollers during the performance of service and return it to original position upon completion.

5.5. PERFORMANCE REQUIREMENTS SUMMARY TABLE (PRST).

The following table summarizes the tasks, the performance standard, monitoring method, and disincentives for not meeting performance standards.

NKAO Janitorial Service

Task Description	Performance Standard	Method of Monitoring	Disincentives
NEBRASKA-KANSAS AREA OFFICE			
Daily Services	<p>The Contractor uses the appropriate equipment, tool, and chemicals that are in good operational condition for completing the required services in a satisfactory manner.</p> <p>The Contractor misses no more than two (2) days per month due to emergency personal time as addressed in C-5.1.</p> <p>No more than three (3) tasks per month shall result in the need for service re-performance.</p>	Random Sampling	<p>(1) Rework at Contractor's expense</p> <p>(2) Payment deductions as specified in C-5.6.</p>
Weekly Services	<p>The Contractor uses the appropriate equipment, tool, and chemicals that are in good operational condition for completing the required services in a satisfactory manner.</p> <p>No more than three (3) tasks per month shall result in the need for service re-performance.</p>	Random Sampling	<p>(1) Rework at Contractor's expense</p> <p>(2) Payment deductions as specified in C-5.6.</p>
Monthly Services	<p>The Contractor uses the appropriate equipment, tool, and chemicals that are in good operational condition for completing the required services in a satisfactory manner.</p> <p>The Contractor shall perform the required services with no deviation in timeliness or quality.</p>	Random Sampling	<p>(1) Rework at Contractor's expense</p> <p>(2) Payment deductions as specified in C-5.6.</p>
Quarterly Services	<p>The Contractor uses the appropriate equipment, tool, and chemicals that are in good operational condition for completing the required services in a satisfactory manner.</p> <p>The Contractor shall perform the required services with no deviation in timeliness or quality.</p>	Random Sampling	<p>(1) Rework at Contractor's expense</p> <p>(2) Payment deductions as specified in C-5.6.</p>
Annual Services	<p>The Contractor uses the appropriate equipment, tool, and chemicals that are in good operational condition for completing the required services in a satisfactory manner.</p> <p>The Contractor shall perform the required services with no deviation in timeliness or quality.</p>	Random Sampling	<p>(1) Rework at Contractor's expense</p> <p>(2) Payment deductions as specified in C-5.6.</p>

5.6. GOVERNMENT REMEDIES.

The Government will compare the Contractor's performance to industry standards and will not exclude common sense considerations as applied by the QAE. If the performance of any required service is unsatisfactory, and poor performance is clearly the fault of the Contractor, the CO may reduce monthly payments as appropriate.

The following deductions will in no way affect the Government's right under the "Default" clause of the purchase order. All work shall be subject to inspection, approval, and acceptance by the Government. The Government will consider work incomplete when any one of the following conditions exists:

- The Contractor did not perform any or all of the tasks.
- The Contractor did not use the appropriate equipment, tools, and chemicals or the equipment was not in good operational condition for completing the requirement in a timely, satisfactory manner.
- The Contractor is not in compliance with FSIRA, EO 13423, and/or the FAR regarding the mandatory use of biobased products to the maximum extent possible.

The Government may make the following pay deductions for defective services, if the Government gives the Contractor a written Purchase order Discrepancy Report prior to executing such pay deductions.

- The Government uses the total number of deficiencies found to determine the percentage found unacceptable. The percentage found unacceptable subtracted from 100 percent determines the percentage acceptable.
 - For example - During the month, the Contractor was required to complete 10 service outputs. By the last calendar day of the month and after Government surveillance was completed, the Government determined that two of the service outputs were deficient. Two outputs out of 10 results in a 20% unacceptable rate. Twenty percent subtracted from 100% is 80% acceptable. Therefore, the Contractor may be paid 80% of their monthly invoice.

The Government explicitly reserves the unilateral right to apply any of the above payment provisions and to deduct any appropriate amounts from Contractor's submitted invoices prior to payment of such invoices.

6. SECTION C-6 - SUBMITTALS

6.1. REQUIRED SUBMITTALS.

Submittals from the Contractor are required during the term of the purchase order to ensure quality and safe work under the purchase order. Required submittals are as follows:

RSN	Clause Or Section Title	Submittals Required	Due date or delivery time	No. of sets to be sent to:	
				CO	QAE
1	Liability Insurance 1452.228-70	Acceptable certificate of liability insurance	Within 10 calendar days after contract award	1	0
3	Site Security 52.204-09 & WBR 1452.237-80	List of all Contractor employees and subContractor employees working on this purchase order	Within 10 days after contract award at the pre-work meeting & continuously for new employees	1	1
4	Safety Plan WBR 1452.223-81	Safety plan	Post Award Conference	1	1
5	Hazardous Material Identification and Material Safety Data 52.223-03 A1	List of chemicals to be used for this purchase order and their associated MSDS	Post Award Conference	1	1
6	Section C-1.4 Quality Control Plan	Quality Control Plan	Post Award Conference	1	1
7	Section C-4.2	List of biobased products purchased to carry out the purchase order requirements.	Annually on the anniversary date of the contract award	1	1
8	Reporting Requirements 52.204-10	Reporting Executive Compensation and First-Tier Subcontract Awards at http://www.fsr.gov	By the end of the month following the month of award of a subcontract with a value of \$25,000 or more.	1	0

6.2. SUBMITTAL REVIEW.

6.2.1. TIME REQUIRED FOR SUBMITTAL REVIEW. Submittal review will require 10 days for review of each submittal or re-submittal, unless otherwise specified. Time required for review of each submittal or re-submittal begins when the Government receives the complete sets of materials required for a particular RSN and extends through the return mailing postmark date.

6.2.2. REVIEWER ADDRESSES. Submittals shall be provided to the following addresses/individuals:

- Contracting Officer (CO): Bureau of Reclamation - GP-5000; Attn: Monte Baird; 316 North 26th Street; Billings, MT 59101
- Quality Assurance Evaluator (QAE): Bureau of Reclamation; Nebraska-Kansas Area Office; Attn: NK-Rouse; 1706 West 3rd, McCook, NE 69001