

STATEMENT OF WORK

SECTION 1

LOCATION AND DESCRIPTION

Cheoah Ranger District
1070 Massey Branch Rd.
Robbinsville, NC 28771

The Cheoah Ranger District is located 2 miles north of Robbinsville, NC on SR 143. The administrative complex is a two-story structure with high ceilings and four entrances. There is also a Work Center which is located across the street from the administrative complex.

The Administrative building has a front entrance on the ground level and a separate entrance on the second level. There are three (3) restroom areas: one outside the Visitor's Center and two inside the employee's area, one set of men/women on each floor. The building has approximately 7,000 square feet with outdoor entrances with concrete plazas. Cleaning of the Administrative building will occur 3 days per week.

The Work Center is approximately 1350 sq feet which mostly consists of concrete floors. The Work Center has 2 bathrooms and 1 shower and each one of these has tile floors. There is also a small kitchen that is approximately 30 sq. ft. with a sink, and very small counter space, refrigerator, microwave, ice maker and concrete floor. Cleaning of the Work Center will occur 1 day a week.

SECTION 2

DEFINITIONS

Clean -Clean shall be defined as free of dirt, dust, spots, streaks, stains, smudges, litter, debris, and other residue.

Contracting Officer - The Contracting Officer is a person with the authority to enter into, administer, and/or terminate contracts and make related determinations and findings. The terms include certain authorized representative of the Contracting Officer acting within the limits of their authority as delegated by the Contracting Officer.

Contractor - The term Contractor as used herein refers to both the prime contractor and any subcontractors. The prime Contractor shall ensure that his/her subcontractors comply with the provisions of this contract.

Disinfect - Cleaning in order to destroy any harmful microorganisms by application of an approved chemical agent.

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Waste Containers - Waste Containers are defined as trash receptacles, waste baskets, trash cans, wastepaper baskets, ash trays, or any container holding trash, paper, cigarette butts, or refuse of any type.

Annual (A) - Services performed once during each 12-month period of the contract at intervals of 345 to 385 calendar days.

Semi Annual (SA) - Services performed twice during each 12-month period of the contract at intervals of 160 to 200 calendar days.

Quarterly (Q) - Services performed 4 times during each 12-month period of the contract at intervals of 80 to 100 calendar days.

Monthly (M) - Services performed 12 times during each 12-month period of the contract at intervals of 28 to 31 calendar days.

Twice Weekly (TW) - Service performed twice a week, such as Monday and Thursday or Tuesday and Friday.

Weekly (W) - Services performed 52 times during each 12-month period of the contract at intervals of six to eight calendar days.

Daily (D) - Once each of assigned cleaning days: Monday-Friday, or Sunday-Saturday.

SECTION 3

GOVERNMENT FURNISHED PROPERTY

GOVT FURNISHED PROPERTY/SUPPLIES	QUANTITY	FURNISHED TO CONTRACTOR
Trash can liners, Large and Small	1 box each size	As needed
PAPER TOWELS, CLEANING CLOTHS	12	As needed
Liquid Hand soap for sink areas	4 bottles	As needed
Toilet Paper (2-ply) non- compressed	1 case	As needed
Vacuum Cleaner	2	Upon award of contract
Disposable bags (for feminine hygiene products)	1 box each size	As needed
Keys to Building and Janitor Closets	1	Upon award of contract at Ranger Station by COR

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CLEANING SUPPLIES	QUANTITY	
Windex, Multi-surface Cleaner	1	As Needed
Floor Buffer & Supplies	1	As Needed
Clorox, Mop N Glo, Etc.	1	As Needed
Pine Sol, Fantastic Spray Cleaner	1	As Needed
Furniture Polish	6	As Needed
Toilet Cleaner	1	As Needed
Scrubbing Powder	1	As Needed
Bathroom Cleaner	1	As Needed
Toilet Brushes	4	As Needed
Mops and Mop Heads	4	As Needed
Spray Disinfectant	4	As Needed
Other Miscellaneous Cleaning Supplies	12	As Needed

SECTION 4**CONTRACTOR FURNISHED CRITICAL ITEMS / SERVICES**

Contractor shall purchase and use Bio-Based Products in accordance with 7U.S.C.8102(c)(3) and FAR 52.223-1 Biobased Product Certification submitted by the Contractor.

Contractor shall purchase supplies in accordance with 48 CFR 52.208-9 and FAR 52.208-9 Contractor Use of Mandatory Sources of Supply or Services. Materials and equipment shall be of the type and quality used in large scale commercial cleaning operations, shall meet the requirements specified herein, and shall be approved by the Contracting Officer's Representative (COR) before use.

Federal holidays do not have to be worked from November through April. However, services will be required on Federal Holidays from May through October for the Visitor Center and Entrance areas including the visitor restrooms.

Federal holidays:

New Year's Day - 1 January

Martin Luther King Day

Washington's Birthday

Memorial Day

Juneteenth National Independence Day

Independence Day - 4 July

Labor Day

Columbus Day

Veteran's Day

Thanksgiving Day

Christmas Day - 25 December

Services are to be completed after normal office hours, i.e., past 5:00 pm on weekdays.

Contractor shall provide all labor, supervision, and transportation, necessary to provide janitorial

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services in accordance with this specification. Supplies shall be provided by the Ranger District unless otherwise arranged with Contractor. Contractor shall notify COR of the need for replacement of cleaning supplies as the need arises.

All cleaning services shall comply with the most recent CDC cleaning guidelines (<https://www.cdc.gov/coronavirus/2019-ncov/community/disinfecting-building-facility.html>). Except for items listed under the Government Furnished Property (Section 3), the contractor shall furnish all labor, supplies, materials, equipment, transportation, incidentals, and supervision necessary to perform this service. Cleaning materials used shall be a product specifically manufactured for the surface to be cleaned and approved by the Contracting Officer Representative (COR) prior to use.

The Contractor must follow the Janitorial descriptions, performance standards, and schedules provided herein by the Forest Service. The Plan consists of the methods to be used and scheduling of work requirements.

The Contractor shall perform the following in conjunction with regular contract specifications:

1. Lights shall be used only in areas where and at the time when work is actually being performed. Ensure that all lights are turned off upon completion of cleaning the area.
2. Items found items shall be turned-in at the reception desk.
3. Check all doors to be sure they are secure before leaving for the evening. Report any unusual traffic in parking lots to the COR.
4. Water faucets or valves shall be turned off after the required usage has been accomplished.
5. Cleaning of floors and counter tops will be performed according to the manufacturer's instructions or industry standards.
6. The Contractor shall perform the following services to provide for the safety and protection of building personnel and property against injury, molestation, loss, and/or damage from any preventable cause, including, but not limited to fire, theft, espionage, and sabotage.
 - a. Protect Government property, buildings, materials, equipment, supplies, records, and data against unauthorized access, loss, or damage.
 - b. Make a daily tour on each workday to ensure that all machines and appliances are shut off or disconnected; that no smoldering, smoking, or burning materials are in trash receptacles or holding areas.
 - c. Establish a system for custodial personnel to report potentially hazardous conditions and broken pipes or slippery floor surfaces, etc.

- d. Prepare reports of accidents and fires and submit to COR; maintain and make available all records in connection with protection activities. In the event of emergency or unusual occurrences adversely affecting the interest of the Government, summon appropriate assistance, such as the fire and/or police department, and immediately thereafter notify the COR.
 - e. Monitor observance of "Rules and Regulations Governing Public Buildings and Grounds," which are posted in the building. Problems in this regard should be reported to the COR.
7. Keys to the outside entrance doors, restrooms, and janitor closets will be issued only to the Contractor's Employees.

Contractor is responsible for the neatness, cleanliness, and removal of refuse from his/her supply closet.

SECTION 5

TASKS AND CRITICAL SUBTASKS

5.1 - Description of Work: The Contractor shall provide all labor, supervision, tools and equipment and transportation necessary to provide custodial services in accordance with this specification. Custodial service applies to all designated spaces including, but not limited to, halls, restrooms, offices, work areas, entrance ways, lobbies, storage areas, and porch and plaza area. The contractor shall perform the work to the Quality Assurance requirements contained herein.

5.1 Sweep Floors - Sweep floors with no evidence of mud, dirt, dust, or other debris. No dirt shall be left in corners or behind doors.

5.1.1 Acceptable Quality Level: *N/A*

5.1.2 Means of Measurement: Performance will be measured by random sampling.

5.1.3 Positive Incentives: Positive performance evaluations.

5.1.4 Negative incentives: Negative performance evaluations; rework at no cost to Government; Government acceptance with price consideration.

5.2 Mop Floors - Mop floors with no evidence of mud, dirt, dust, streaks; mop strands marks or skipped areas. Walls, baseboards, and other surfaces shall be free of splashing and markings from the equipment. The finished area shall have a uniform luster.

5.2.1 Acceptable Quality Level: *N/A*

5.2.2 Means of Measurement: Performance will be measured by random sampling.

5.2.3 Positive Incentives: Positive performance evaluations.

5.2.4 Negative incentives: Negative performance evaluations; rework at no cost to Government; Government acceptance with price consideration.

5.3 Vacuum Carpets and Rugs - Vacuum carpets and rugs with no evidence of mud, dirt, dust, or other debris. Extend the vacuum to remove obvious dirt from around and under furniture.

5.3.1 Acceptable Quality Level: *N/A*

5.3.2 Means of Measurement: Performance will be measured by random sampling.

5.3.3 Positive Incentives: Positive performance evaluations.

5.3.4 Negative incentives: Negative performance evaluations; rework at no cost to Government; Government acceptance with price consideration.

5.4 Wax/Buff Tile/Linoleum floors - Wax/buff tile floors to present a clean appearance free from scuff marks or dirt smears.

5.4.1 Acceptable Quality Level: *N/A*

5.4.2 Means of Measurement: Performance will be measured by random sampling.

5.4.3 Positive Incentives: Positive performance evaluations.

5.4.4 Negative incentives: Negative performance evaluations; rework at no cost to Government; Government acceptance with price consideration.

5.5.5 Empty solid waste

5.6 Clean Restrooms - After cleaning, restrooms will be clean and sanitary. Clean all fixtures, including metal and chrome, water closets, urinals, washbasins, mirrors, waste receptacles, floor baseboards, dispensers, and wall surfaces utilizing germicide cleaner-disinfectant. Sweep and wet mop floors utilizing a cleaner- disinfectant. Empty waste receptacles, supply/service paper towels, soap, and toilet paper. Damp wipe the full surface area of all stall partitions, doors, and waste receptacles utilizing a multipurpose (disinfectant-deodorizer) cleaner.

5.6.1 Acceptable Quality Level: *N/A*

5.6.2 Means of Measurement: Performance will be measured by random sampling.

5.6.3 Positive Incentives: Positive performance evaluations.

5.6.4 Negative incentives: Negative performance evaluations; rework at no cost to Government; Government acceptance with price consideration.

5.6.5 Sweep and Mop/Scrub Floors - The floors shall be clean and free of dirt, water streaks, mop marks, string, gum, grease, tar, and similar debris, and present an overall appearance of cleanliness.

5.6.6 Clean Fixtures - Porcelain fixtures and metal surfaces (washbasins, urinals, toilets) shall be clean and bright, there shall be no dust, spots, stains, rust, mold or mildew, encrustation, or excess moisture.

5.6.7 Clean Mirrors

5.6.8 Replenish Supplies and Clean Containers (paper, soap, feminine hygiene)

5.7 Dusting/Cleaning - All partitions, equipment, grills, horizontal ledges, baseboards, and sills shall be dusted. Walls, doors, and partitions shall be wiped clean (including glass in partitions and doors) to a height of 7'0" above the floor level. Light fixtures shall be free of dust and dirt. If accessible, dust/vacuum all office loft areas. Exposed beams and rails shall be free of accumulated dust and grime.

5.7.1 Acceptable Quality Level: *N/A*

5.7.2 Means of Measurement: Performance will be measured by random sampling.

5.7.3 Positive Incentives: Positive performance evaluations.

5.7.4 Negative incentives: Negative performance evaluations; rework at no cost to Government; Government acceptance with price consideration.

5.7.5 Dust all Horizontal surfaces of furniture and partitions

5.7.6 Damp-wipe all glass in office doors (inside and outside)

5.7.7 Damp-wipe all interior office doors and bookcases (using mild cleaner to remove grime when necessary)

5.7.8 Vacuum office chairs

5.7.9 Dust/damp/wipe light fixtures

5.7.10 Vacuum/damp/wipe exposed beams

5.7.11 Air blow tree leaves in visitor's center

5.8 Clean Kitchen - Clean and disinfect kitchen counter tops so there is no noticeable dirt, dust, or other residue. Damp wipe table and chairs. Fill paper towel holder.

5.8.1 Acceptable Quality Level: *N/A*

5.8.2 Means of Measurement: Performance will be measured by random sampling.

5.8.3 Positive Incentives: Positive performance evaluations.

5.8.4 Negative incentives: Negative performance evaluations; rework at no cost to Government; Government acceptance with price consideration.

5.8.5 Disinfect counter tops

5.8.6 Damp wipe table and chairs

5.8.7 Fill paper towel holder

5.9 Drinking Fountains - All drinking fountains shall be cleaned. The stainless-steel surfaces shall be clean and bright, and they shall be free of dust, spots, stains, and streaks. Drinking fountains shall be kept free of trash, ink, coffee grounds, and other debris, and nozzles free from encrustation.

5.9.1 Acceptable Quality Level: *N/A*

5.9.2 Means of Measurement: Performance will be measured by random sampling.

5.9.3 Positive Incentives: Positive performance evaluations.

5.9.4 Negative incentives: Negative performance evaluations; rework at no cost to Government; Government acceptance with price consideration.

5.10 Outside Areas - Porch area, concrete surfaces, walkways, ramps, and surrounding area shall be clean and free of all trash, dirt, and foreign matter. Trash bags in garbage cans will be collected and removed to outside dumpster. Replace plastic garbage can liners. Ash receptacles will be emptied into a metal container with lid. Cigarette butts, matches and other discarded materials shall be removed from the receptacle.

5.9.1 Acceptable Quality Level: *N/A*

5.9.2 Means of Measurement: Performance will be measured by random sampling.

5.9.3 Positive Incentives: Positive performance evaluations.

5.9.4 Negative incentives: Negative performance evaluations; rework at no cost to Government; Government acceptance with price consideration.

5.10.5 Clean Porch

5.10.6 Clean concrete surfaces, walkways, and ramps

5.10.7 Empty garbage cans and replace liners

5.10.8 Clean ash receptacles

5.10.9 Damp wipe enclosed information boards

SECTION 6

FREQUENCY SCHEDULE

TASK/ CRITICAL SUBTASK	FREQUENCY
5.1 Sweep Floors	3 X Week
5.2 Mop Floors	3 X Week
5.3 Vacuum Carpets and Rugs	Weekly or as needed
5.4 Wax Buff Tile/Linoleum Floors	Monthly or as needed
5.5 Empty Trash Cans	3 X week
5.6 Clean Restrooms	3 X Week
5.6.5 Sweep Floors	3 X Week
5.6.5 Mop Floors	3 X Week
5.6.6 Clean Fixtures	3 X Week
5.6.7 Clean Mirrors	3 X Week
5.6.8 Replenish Supplies and Clean Containers	3 X Week
5.7 Dusting/Cleaning	
5.7.5 Dust all horizontal surfaces of furniture and partitions	Weekly
5.7.6 Damp wipe all glass in office doors (inside and out)	Weekly
5.7.7 Damp wipe all interior office doors and bookcases	Quarterly
5.7.8 Vacuum office and visitor's center chairs	Quarterly
5.7.9 Dust/damp/wipe light fixtures	Quarterly
5.7.10 Vacuum/damp wipe exposed beams and pipes	Quarterly
5.7.11 Air blow tree leaves in visitor's center	Quarterly
5.8 Clean Kitchen	
5.8.5 Disinfect countertops	3 X Week
5.8.6 Damp wipe table and chairs	3 X Week
5.8.7 Fill paper towel holder	3 X Week

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5.9 Drinking Fountains 5.9.5 Clean drinking fountains (inside and outside building)	3 X Week
5.10 Outside Areas 5.10.5 Clean porch 5.10.6 Clean concrete surfaces, walkways, and ramps 5.10.7 Empty garbage cans and replace liners 5.10.8 Clean ash receptacles 5.10.9 Damp wipe enclosed information boards	Weekly Weekly Weekly Weekly Weekly
5.11 WORK CENTER 5.11.1.Sweep Floors in main areas 5.11.2 Mop Floors in main areas 5.11.3 Clean Bathrooms and shower 5.11.4 Clean Kitchen 5.11.5 Take out trash	1 X Week 1 X Week 1 X Week 1 X Week 1 X Week

CONTRACTOR'S CONDUCT

Contractor shall be personally responsible for any breakage that occurs as a result of his/her employee's conduct while performing cleaning activities. Contractor shall keep all keys secure, and buildings will be only accessible to contractor or his/her employees. The contractor shall arrange for supervision of the work at all times. The Contractor or Contractor Designated Supervisor shall be available at all times when the contract work is in progress to receive notices, reports, or requests from the COR.

INSPECTION AND ACCEPTANCE

Inspection of work shall be accomplished at regular intervals by the COR or designated project inspector. It is recommended that the Contractor or his/her representative attend inspections periodically but is not mandatory.

Inspections will begin at approximately 8:00 - 9:00 AM on Monday through Friday. Actual time and day may vary with advanced notice to Contractor.

The inspection form will be used to assist in determining satisfactory performance in accordance with requirements of contract. A copy of inspection list and a list of discrepancies will be left for the Contractor to expedite remedial action.

PAYMENT

Payment - The Contractor will submit a monthly invoice through IPP and provide the COR a

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copy of the invoice along with the completed daily work schedule at the end of each service month. Payments shall be made through IPP with approval of invoice on a calendar month (30 days) basis in arrears. Upon receipt of Contractor's IPP invoice, payments will be made 30 calendar days from the acceptance date in accordance with the Prompt Payment Act.