**US CONSULATE GENERAL JOHANNESBURG**

**RFQ NUMBER:**

**JANITORIAL SERVICES**

##### 1. SCOPE OF WORK/ PERFORMANCE WORK STATEMENT

The purpose of this contract is to obtain **Janitorial Services** for real property owned or managed by the U.S. Government at **U.S. Consulate General Johannesburg, 1 Sandton Drive*.*** All cleaning equipment, cleaning supplies, trash bags, and material will be supplied by the Contractor. Contractor is to ensure that adequate stock of cleaning materials and toiletry products are always available. The U.S. Consulate Johannesburg serves as a regional training hub; and from time to time there are more people on site than normal. The Contractor is to ensure that supplies do not run low during peak training periods. All restrooms will be supplied with toilet paper, hand towels, liquid soap, toilet seat sanitizers and ambient room deodorizer spray.The Contractor shall perform Janitorial services in all designated spaces. The janitorial services include entrance walkways and the area immediately in front of the main CAC building, Service CAC, Consular CAC, entrance walkway to Consulate front door area and area immediately in front of Consulate building front door. All bird droppings and similar messes on this walkway/entrance areas will be cleaned by the Janitorial services Contractor. Cleaning services also include the cleaning of offices, kitchen areas, refrigerators, microwaves, sinks, vacuuming of carpeted areas, deep washing/shampooing of carpeted areas twice a year, spot cleaning of spills on carpets on as as-needed basis, cleaning of restrooms / toilets, sanitary bins (located in all toilets), work areas, annex building toilets, showers, lobbies, storage areas, elevators and all stairways and stairwells. Cleaning services will also include the sweeping around the x 2 skip/rubbish dumpsters or containers at the rear service entrance area of the Consulate. Emptying of waste bins, sanitary bins, trash containers, removing plastic trash bags and replacing each rubbish/trash container, sanitary bin with a new plastic bag / lining including the two trash cans located at the area where the skips are located. The Consulate buildings have trash/rubbish containers with lids and wheels located around the site, and located in the storage room. The waste storage room will be cleaned daily to include removing cardboard boxes, plastic bags and trash containers. The trash containers will be emptied into the skip containers on a daily basis, both in the mornings and late afternoons. **Note:** The two “Skip Containers” located at the rear Service Entrance of the Consulate are the responsibility of the municipality trash removal service – Pik-It-Up.

Window washing is also included in this contract and all windows will be washed and cleaned (inside and outside) twice a year. The Contractor will provide the U.S. government with a schedule at the start of each calendar year for the window washing and the deep cleaning of carpeted areas. The Contractor is responsible for providing all equipment, cleaning supplies and material for the window washing and the deep carpet washing/cleaning.

The Contractor shall furnish all managerial, administrative and direct labor personnel that are necessary to accomplish the work in this contract. Contractor employees shall be on site only for contractual duties and not for other business purposes.

The contract is a firm, fixed-price contract and will be for a one (1) year period from the date of the contract award, with two (2), one-year options to renew.

**1.1 DEFINITIONS:**

1.1.1 "New Consulate Compound (NCC)" means the administrative building used for official activities.

1.1.2 "Contracting Officer" means a person appointed with the authority to enter in and administer contracts on the behalf of the Government.

1.1.3 "Contracting Officers' Representative (COR)" means an individual designated in writing by the Contracting Officer to perform specific contract administration functions.

1.1.4 "General Instructions" mean those instructions, directives and guidelines that apply to all cleaning / janitorial personnel.

1.1.5 "Government" means the Government of the United States of America.

**1.2 GENERAL INSTRUCTIONS**

The Contractor shall prepare general instructions for the work force. The Contractor shall provide drafts to the Contracting Officer’s Representative (COR) for review after contract award.

**1.3 DUTIES AND RESPONSIBILITIES**

1.3.1 The Contractor shall schedule routine cleaning requirements to ensure that these are done in the order and timeframe that are most efficient and have the least impact on normal operations. They are to be performed on a daily basis. Vacuuming of carpeted hallways will be performed on a daily basis.

1.3.2 Certain areas and offices require an escort to enter. These areas can only be entered during scheduled times as dictated by the U.S. government.

1.3.3 Temporary Additional Services are services that are defined as Standard Services but are required at times other than the normal workday. These services shall support special events at the U.S. Consulate. The Contractor shall provide these services in addition to the scheduled services specified in this contract. The COR shall order these services as needed. This work shall be performed by Contractor trained employees and shall not be subcontracted. The COR may require the Contractor to provide temporary additional services with 24-hour advance notice.

1.3.4 The Contractor shall include in its next regular invoice details of the temporary additional services and, if applicable, materials, provided and requested under temporary additional services. The Contractor shall also include a copy of the COR’s written confirmation for the temporary additional services.

**1.4 JANITORIAL / CLEANING STANDARDS**

1.4.1 DAILY CLEANING:

1.4.1.1 Sweeping all floor areas to include damp-mopping tile, linoleum, marble floors, staircases and public areas, elevators, CAC guard booth areas, Post One, Switchboard room and all offices. Floors shall be free of dust, mud, sand, footprints, liquid spills and other debris. Liquid spills shall be cleaned and the Contractor shall supply safety / warning signs to alert personnel of the wet floors while cleaning floors. Chairs, tables, trash receptacles/bins and easily moveable items shall be tilted or moved to clean underneath. When completed, the floor and halls shall have a uniform clean appearance.

1.4.1.2 Dusting and cleaning all furniture including desks, chairs, credenzas, computers, monitors, keyboards, computer tables, telephone tables, bookshelves with or without glass doors, coat racks, umbrella stands, pictures, maps, telephones, computers and monitors/screens, lamps and other common things found in an office environment. All furniture shall be free of dust, dirt, and sticky surfaces and areas.

1.4.1.3 Vacuuming all carpeted floors so that they are free from dust, dirt, mud, etc. When completed, the area shall be free of all litter, lint, loose soil and debris. Any chairs, trash receptacles, and easily moveable items shall be moved to vacuum underneath, and then replaced in the original position.

1.4.1.4 Toilets / Restrooms/Showers/ Lactating Room. Thoroughly clean the toilets and restrooms daily to include cleaning of baseboards in the toilet areas. All surfaces shall be free of grime, soap scum, dust, mold and smudges, smears. Wipe down walls and mirrors when they are smudged or dirty. The Contractor shall supply and refill toilet paper, paper hand towels, liquid soap, automatic air fresheners when empty and toilet seat sanitizer. The Contractor shall check those areas used by personnel visiting the chancery 3 times (Morning / Mid-day and afternoon) daily to ensure that the facilities are always clean and neat. The Contractor shall perform quarterly deep cleaning on all bathrooms.

The contractor shall supply check sheets in these areas and also complete them every time they service these facilities.

Please note these toilets/Restrooms include the following: Main buildings, Annex including the showers, three CAC area, Consular areas.

1.4.1.5 Emptying and cleaning all wastepaper baskets, hygiene bins in female toilets, rubbish bins, recycle bins, ashtrays. Replace all wastepaper baskets, rubbish and hygiene bins with plastic liner bags and return bins to their original location. Emptying all shredded paper waste from the paper shredder machines. Removing empty cardboard boxes from all work rooms, offices, kitchen areas and storage rooms.

1.4.1.6 Cleaning of kitchen areas. Cleaning of inside/outside of microwaves, cleaning of wet sink areas, cleaning of refrigerators, outside and inside as necessary to include cabinetry. If cleaning staff find any canteen dishes outside of the canteen, they should return them to the canteen staff.

1.4.1.7 Removing trash and recyclable material to the two skips/dumpsters located in the rear service area of the U.S. Consulate. Removal of trash from the 3rd floor areas. Trash will be placed outside the office door for the Contractor to remove daily. Emptying of the bins located at the dumpsters.

1.4.1.8 Sweeping up trash and debris around the two skips/dumpsters in the rear service area of the Consulate.

1.4.1.9 Sweeping debris from walkways in front of main CAC entrance, waiting area around benches in front of main CAC entrance. Sweep and clean debris from walkway in front of main entrance door of the Consulate main building. Sweep and clean debris from braai area.

1.4.1.10 Cleaning of glasses, cups, and coffee services in conference facilities throughout the building and in the Consul General’s executive suite offices. The Contractor shall clean the items in hot soapy water and rinse, dry and polish so that a presentable appearance is maintained.

1.4.1.11 Removing any grease marks or fingerprints from walls, doors, door frames, windows and window frames, glass desk protectors, reception booths, elevators and partitions.

1.4.2 Periodic Cleaning Requirements shall consist of:

1.4.2.1 Weekly Dusting tops of tall furniture, tops of picture frames and areas not covered in daily dusting.

1.4.2.2 Weekly Spot cleaning of baseboards and walls.

1.4.2.3 Deep shampoo cleaning of carpeted floors/offices (Twice a year) (estimated 2,561 s/meters)

1.4.2.4 Waxing / polishing floors. (Twice a year)

1.4.2.5 Window washing. Wash and clean the windows, inside and outside surfaces, of the main Consulate building. (Twice a year)

1.4.2.6 Spot cleaning of small stains on carpets on an as-needed basis.

1.4.2.7 Deep cleaning of bathrooms (Quarterly).

1.4.2.8 Annual strip and re-seal of vinyl (estimated 414 s/meters) and buff/shine of marble floors (estimated 994 sq/meters).

**2. MANAGEMENT AND SUPERVISION.**

The Contractor shall designate a representative who shall be responsible for on-site supervision of the Contractor's workforce at all times. This supervisor shall be the focal point for the Contractor and shall be the point of contact with U.S. government personnel. The supervisor shall have sufficient English language skills to be able to communicate with members of the U.S. government staff. The supervisor shall have supervision as his or her sole function.

2.1 SCHEDULES.

The Contractor shall maintain work schedules. The schedules shall take into consideration the hours that the staff can effectively perform their services without placing a burden on the security personnel of the Post. The Contractor shall deliver standard services between the hours of **07:00** AM and **17:00** PM Monday through Thursday and from **07:00** to **13:00** hours on Friday except for the holidays observed by the U.S. Consulate Johannesburg. A holiday schedule will be provided to the Contractor at the start of each calendar year. Typically, there are 11 U.S. Holidays and up to 9 South African Holidays observed each year. For those items other than routine daily services (Temporary Additional Services for special events), the contractor shall provide the COR with a detailed plan as to the personnel to be used and the time frame to perform the service. The Contractor must provide at least 24 hour advance notice to the COR who will consider any deviation from the hours identified above.

2.2 QUALITY CONTROL.

The Contractor shall be responsible for quality control. The Contractor shall perform inspection visits to the work site on a regular basis. The Contractor shall coordinate these visits with the COR. These visits shall be surprise inspections to those working on the contract. Additionally, the COR has the right to perform additional and unannounced inspections at any time.

The contractor shall implement and enforce the required quality control measure as required, this includes check sheet etc.

**3. LOCATIONS FOR JANITORIAL SERVICES.**

All standard services in this contract are to be delivered on regular Embassy working days.

3.1 Main Consulate Building. Ground floor.

3.1.1 Ground floor, lobby, toilets, atrium, staircase main, staircases internal, cantina area, hallways, Consulate section, Consulate public waiting area, toilets in consulate public waiting area, Information Resource Center (library), Multi-Purpose training room, CLO office, break rooms, kitchen, elevators, training rooms, rear entrance (motor pool area), storage room (trash storage room) at rear entrance of main building, all offices on ground floor, Post One, Switchboard operator room, mail room office and Motor Pool office included. (**Note**: Inside area of canteen kitchen will be maintained and cleaned by the contracted food service provider.)

3.1.2 Main Consulate Building, Second floor.

Tiled floor, hallways, carpeted hallways, kitchen areas, conference rooms, toilets, water fountain area, work rooms (empty paper shredder bags when full, remove empty cardboard boxes and dispose of recyclable waste), stairwells; and all offices on the second floor. Offices in the CAA area will be cleaned daily. Escort is required for these offices. Contractor will call the offices to schedule times.

3.1.3 Main Consulate Building, Third floor. Tiled floors, passageways, stairwells, staircase, elevators and concrete floor area outside of generator room. Offices in the CAA area will be cleaned daily. Escort is required to these offices. Contractor will call the offices to schedule times for cleaning.

3.1.4 Outside main Consulate building. Sweep walkways around front and rear door areas of main Consulate building. Sweep braai area. Clean Guard break room, Annex building toilets and showers CAC guard buildings, toilets, windows and furniture.

**4. PERSONNEL**

4.1 General. The Contractor shall maintain discipline at the site and shall take all reasonable precautions to prevent any unlawful, riotous or disorderly conduct by Contractor employees at the site. The Contractor shall preserve peace and protect persons and property on site. The Government reserves the right to direct the Contractor to remove an employee from the worksite for failure to comply with the standards of conduct. The Contractor shall immediately replace such an employee to maintain continuity of services at no additional costs to the Government.

* + 1. Standards of Conduct.

4.2.2 Uniforms and Personal Equipment. The Contractor's employees shall wear clean, neat and complete uniforms when on duty. All employees shall wear uniforms approved by the Contracting Officer's Representative (COR).

4.2.3 Neglect of duties shall not be condoned. The Contractor shall enforce no sleeping while on duty, unreasonable delays or failures to carry out assigned tasks, conducting personal affairs during duty hours and refusing to render assistance or cooperate in upholding the integrity of the worksite security.

4.2.4 Disorderly conduct, use of abusive or offensive language, quarreling, intimidation by words, actions, or fighting shall not be condoned. Also included is participation in disruptive activities, which interfere with normal and efficient Government operations.

4.2.5 Intoxicants and Narcotics. The Contractor shall not allow its employees while on duty to possess, sell, consume, or be under the influence of intoxicants, drugs or substances that produce similar effects.

4.2.6. Criminal Actions.Contractor employees may be subject to criminal actions as allowed by law in certain circumstances. These include but are not limited to the following actions:

* falsification or unlawful concealment, removal, mutilation, or destruction of any official documents or records or concealment of material facts by willful omission from official documents or records;
* unauthorized use of Government property, theft, vandalism, or immoral conduct;
* unethical or improper use of official authority or credentials;
* security violations; or,
* organizing or participating in gambling in any form

4.2.7 Key Control. The Contractor shall receive, secure, issue and account for any keys issued for access to buildings, offices, equipment, gates, etc., for the purposes of this contract. The Contractor shall not duplicate keys without the COR's approval. Where it is determined that the Contractor or its agents have duplicated a key without permission of the COR, the Contractor shall remove the individual(s) responsible from this contract. If the Contractor has lost any such keys, the Contractor shall immediately notify the COR. In either event, the Contractor shall reimburse the Government for the cost of rekeying that portion of the system.

#### **4.3. Notice to the Government of Labor Disputes**

The Contractor shall inform the COR of any actual or potential labor dispute that is delaying or threatening to delay the timely performance of this contract.

### **4.4. Personnel Security**

4.4.1 After award of the contract, the Contractor shall provide the following list of data on each employee who will be working under the contract. The Contractor shall include a list of workers and supervisors assigned to this project. The Government will run background checks on these individuals. It is anticipated that security checks will take ***60-90 days*** to perform. For each individual the list shall include:

Full Name

Place and Date of Birth

Current Address

Identification number, Copy of passport

***[Contractor personnel will need to complete the security background screening form, sections B and D. Fingerprinting will be done at U.S. Consulate.]***

* + 1. The Government shall issue identity cards to Contractor personnel, after they are approved. Contractor personnel shall display identity card(s) on the uniform at all times while providing services under this contract. These identity cards are the property of the US Government. The Contractor is responsible for their return at the end of the contract, when an employee leaves Contractor service, or at the request of the Government. The Government reserves the right to deny access to U.S.-owned and U.S.-operated facilities to any individual.

#### **5.0. MATERIALS AND EQUIPMENT**

The Contractor shall provide all necessary janitorial supplies and equipment, including Vacuum cleaners, mops, brooms, dust rags, detergents, cleaners, toilet paper, toilet seat sanitizer, hand towels, hand soap, room deodorizer spray, plastic garbage and container bags, etc. to perform the work identified in this contract, and maintain at a minimum 1 week’s additional supplies on site.

#### **6.0. GOVERNMENT FURNISHED PROPERTY/EQUIPMENT.**

6.1 The Contractor has the option to reject any or all Government furnished property or items (see Attachment 1 - GOVERNMENT FURNISHED PROPERTY). However, if rejected, the Contractor shall provide all necessary property, equipment or items, adequate in quantity and suitable for the intended purpose, to perform all work and provide all services at no additional cost to the Government. All Government furnished property or items are provided in an "as is" condition and shall be used only in connection with performance under this contract. The Contractor is responsible for the proper care, maintenance and use of Government property in its possession or control from time of receipt until properly relieved of responsibility in accordance with the terms of the contract. The Contractor shall pay all costs for repair or replacement of Government furnished property that is damaged or destroyed due to Contractor negligence.

6.2 The Contractor shall maintain written records of work performed, and report the need for major repair, replacement and other capital rehabilitation work for Government property in its control.

* 1. The Contractor shall physically inventory all Government property in its possession. Physical inventories consist of sighting, tagging or marking, describing, recording, reporting and reconciling the property with written records. The Contractor shall conduct these physical inventories periodically, as directed by the COR, and at termination or completion of the contract.

**7.0** **DOSAR clause 652.236-70 Accident Prevention.**

ACCIDENT PREVENTION (APR 2004)

(a) General. The contractor shall provide and maintain work environments and procedures which will safeguard the public and Government personnel, property, materials, supplies, and equipment exposed to contractor operations and activities; avoid interruptions of Government operations and delays in project completion dates; and, control costs in the performance of this contract. For these purposes, the contractor shall:

(1) Provide appropriate safety barricades, signs and signal lights;

(2) Comply with the standards issued by any local government authority having jurisdiction over occupational health and safety issues; and,

(3) Ensure that any additional measures the contracting officer determines to be reasonably necessary for this purpose are taken.

(4) For overseas construction projects, the contracting officer shall specify in writing additional requirements regarding safety if the work involves:

(i) Scaffolding;

(ii) Work at heights above two (2) meters;

(iii) Trenching or other excavation greater than one (1) meter in depth;

(iv) Earth moving equipment;

(v) Temporary wiring, use of portable electric tools, or other recognized electrical hazards. Temporary wiring and portable electric tools require the use of a ground fault circuit interrupter (GFCI) in the affected circuits; other electrical hazards may also require the use of a GFCI;

(vi) Work in confined spaces (limited exits, potential for oxygen less that 19.5 percent or combustible atmosphere, potential for solid or liquid engulfment, or other hazards considered to be immediately dangerous to life or health such as water tanks, transformer vaults, sewers, cisterns, etc.);

(vii) Hazardous materials - a material with a physical or health hazard including but not limited to, flammable, explosive, corrosive, toxic, reactive or unstable, or any operations which creates any kind of contamination inside an occupied building such as dust from demolition activities, paints, solvents, etc.; or

(viii) Hazardous noise levels.

(b) Records. The contractor shall maintain an accurate record of exposure data on all accidents incident to work performed under this contract resulting in death, traumatic injury, occupational disease, or damage to or theft of property, materials, supplies, or equipment. The contractor shall report this data in the manner prescribed by the contracting officer.

(c) Subcontracts. The contractor shall be responsible for its subcontractor’s compliance with this clause.

(d) Written program. Before commencing work, the contractor shall:

(1) Submit a written plan to the contracting officer for implementing this clause. The plan shall include specific management or technical procedures for effectively controlling hazards associated with the project; and,

(2) Meet with the contracting officer to discuss and develop a mutual understanding relative to administration of the overall safety program.

(e) Notification. The contracting officer shall notify the contractor of any non-compliance with these requirements and the corrective actions required. This notice, when delivered to the contractor or the contractor’s representative on site, shall be deemed sufficient notice of the non-compliance and corrective action required. After receiving the notice, the contractor shall immediately take corrective action. If the contractor fails or refuses to promptly take corrective action, the contracting officer may issue an order suspending all or part of the work until satisfactory corrective action has been taken. The contractor shall not be entitled to any equitable adjustment of the contract price or extension of the performance schedule on any suspension of work order issued under this clause.

(End of clause)

#### **INSURANCE**

8.1 Amount of Insurance. The Contractor is required to provide whatever insurance is legally necessary. The Contractor shall, at its own expense, provide and maintain during the entire performance period the following insurance amounts:

8.2 General Liability (includes premises/operations, collapse hazard, products, completed operations, contractual, independent contractors, broad form property damage, personal injury)

1. Bodily Injury stated in South African Rand (ZAR):

Per Occurrence ***[R 200,000.00]***

Cumulative ***[R 1,000,000.00]***

2. Property Damage stated in South African Rand (ZAR):

Per Occurrence ***[R 300,000.00]***

Cumulative ***[R 1,000,000.00]***

8.3 The types and amounts of insurance are the minimums required. The Contractor shall obtain any other types of insurance required by local law or that are ordinarily or customarily obtained in the location of the work. The limit of such insurance shall be as provided by law or sufficient to meet normal and customary claims.

* 1. For those Contractor employees assigned to this contract who are either United States citizens or direct hire in the United States or its possessions, the Contractor shall provide workers’ compensation insurance in accordance with FAR 52.228-3.
  2. The Contractor agrees that the Government shall not be responsible for personal injuries or for damages to:

1. any property of the Contractor,
2. its officers,
3. agents,
4. servants,
5. employees, or
6. any other person

arising from an incident to the Contractor's performance of this contract. The Contractor shall hold harmless and indemnify the Government from any and all claims arising, except in the instance of gross negligence on the part of the Government.

8.6 The Contractor shall obtain adequate insurance for damage to, or theft of, materials and equipment in insurance coverage for loose transit to the site or in storage on or off the site.

8.7 Government as Additional Insured. The general liability policy required of the Contractor shall name "the United States of America, acting by and through the Department of State", as an additional insured with respect to operations performed under this contract.

8.8 Time for Submission of Evidence of Insurance. The Contractor shall provide evidence of the insurance required under this contract within ten (10) calendar days after contract award. The Government may rescind or terminate the contract if the Contractor fails to timely submit insurance certificates identified above.

### **9.0 LAWS AND REGULATIONS**

9.1 Without additional expense to the Government, the Contractor shall comply with all laws, codes, ordinances, and regulations required to perform this work. In the event of a conflict among the contract and requirements of local law, the Contractor shall promptly advise the Contracting Officer of the conflict and of the Contractor's proposed course of action for resolution by the Contracting Officer.

9.2 The Contractor shall comply with all local labor laws, regulations, customs and practices pertaining to labor, safety, and similar matters, to the extent that such compliance is not inconsistent with the requirements of this contract.

9.3 TRANSITION PLAN

Within ***30 days*** after contract award, the Contracting Officer may request that the Contractor develop a plan for preparing the Contractor to assume all responsibilities for janitorial services. The plan shall establish the projected period for completion of all clearances of Contractor personnel, and the projected start date for performance of all services required under this contract. The plan shall assign priority to the selection of all supervisors to be used under the contract.

### **10. DELIVERABLES**

The following items shall be delivered under this contract:

|  |  |  |  |
| --- | --- | --- | --- |
| Description | Quantity | Delivery To | Date |
| 1.1 General Instructions | 1 | COR | 30 days after award |
| 2.1 Schedules | 1 | COR | 30 days after award and then Weekly as requested by COR |
| 4.0 List of Personnel | 1 | COR | 10 days after award |
| 8.0 Evidence of Insurance | 1 | COR | 10 days after award |
| 9.0 Laws, licenses and Permits | 1 | COR | Date of award |
| 9.3 Transition Plan | 1 | COR | ***30 days*** |

11.0 Quality Assurance and Surveillance Plan (QASP). This plan is designed to provide an effective surveillance method to promote effective Contractor performance. The QASP provides a method for the Contracting Officer's Representative (COR) to monitor Contractor performance, advise the contractor of unsatisfactory performance, and notify the Contracting Officer of continued unsatisfactory performance. The Contractor, not the Government, is responsible for management and quality control to meet the terms of the contract. The role of the Government is to conduct quality assurance to ensure that contract standards are achieved.

|  |  |  |
| --- | --- | --- |
| **Performance Objective** | **PWS Para** | **Performance Threshold** |
| **Services.**  Performs all Janitorial Services as set forth in the performance work statement (PWS), **without requiring intervention from the customer.** | 1 thru 3.14 | All required services are performed and no more than two (2) customer complaints received per month. |

11.1 SURVEILLANCE.The COR will receive and document all complaints from Government personnel regarding the services provided. If appropriate, the COR will send the complaints to the Contractor for corrective action.

11.2 STANDARD**.** The performance standard is that the Government receives no more than two (2) customer complaints per month. The COR shall notify the Contracting Officer of the complaints so that the Contracting Officer may take appropriate action to enforce the inspection clause (FAR 52.212-4, Contract Terms and Conditions-Commercial Items), if any of the services fail to meet the standard.

11.3 PROCEDURES.

(a) If any Government personnel observe unacceptable services, either incomplete work or required services not being performed they should immediately contact the COR.

(b) The COR will complete appropriate documentation to record the complaint.

(c) If the COR determines the complaint is invalid, the COR will advise the complainant. The COR will retain the annotated copy of the written complaint for his/her files.

(d) If the COR determines the complaint is valid, the COR will inform the Contractor and give the Contractor additional time to correct the defect, if additional time is available. The COR shall determine how much time is reasonable.

(e) The COR shall, as a minimum, orally notify the Contractor of any valid complaints.

(f) If the Contractor disagrees with the complaint after investigation of the site and challenges the validity of the complaint, the Contractor will notify the COR. The COR will review the matter to determine the validity of the complaint.

(g) The COR will consider complaints as resolved unless notified otherwise by the complainant.

(h) Repeat customer complaints are not permitted for any services. If a repeat customer complaint is received for the same deficiency during the service period, the COR will contact the Contracting Officer for appropriate action under the Inspection clause.

**12. PRICING**

**12.1 VALUE ADDED TAX**

VALUE ADDED TAX. Value Added Tax (VAT) is not included in the CLIN rates. Instead, it will be priced as a separate Line Item in the contract and on Invoices. Local law dictates the portion of the contract price that is subject to VAT; this percentage is multiplied only against that portion. It is reflected for each performance period.

**12.2 GRAND TOTAL**

**Base Year:** \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

**First Option Year:** \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

**Second Option Year:** \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

**Grand Total:**  \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

**Attachment 1 to Description/Specifications/Performance Work Statement**

**Government Furnished Property**

The Government shall make the following property available to the Contractor as "Government furnished property" under the contract:

1. Chairs, folding type. Quantity = x 4
2. Spare vacuum cleaner, upright Hoover model. Quantity = x 1