

AMENDMENT OF SOLICITATION / MODIFICATION OF CONTRACT		1. CONTRACT ID CODE	PAGE OF PAGES 1 1
2. AMENDMENT/MODIFICATION NO. A001	3. EFFECTIVE DATE See Item 16C.	4. REQUISITION/PURCHASE REQ. NO. PR11346765	5. PROJECT NO.
6. ISSUED BY Procurement/Contracting Office U.S. Embassy 1-10-5 Akasaka Minato-ku, Tokyo 107-8420 Japan	CODE	7. ADMINISTERED BY See Item 6.	CODE
8. NAME AND ADDRESS OF CONTRACTOR		<input checked="" type="checkbox"/> 9a. AMENDMENT OF SOLICITATION NO. 19JA80-23-Q-0011	
		9b. DATED (SEE ITEM 11) March 30, 2023	
		10a. MODIFICATION OF CONTRACT/ORDER NO.	
		10b. DATED (SEE ITEM 13)	
11. THIS ITEM ONLY APPLIES TO AMENDMENTS OF SOLICITATIONS			
<p><input checked="" type="checkbox"/> The above numbered solicitation is amended as set forth in Item 14. The hour and date specified for receipt of Offers <input checked="" type="checkbox"/> is extended, <input type="checkbox"/> is not extended. Offers must acknowledge receipt of this amendment prior to the hour and date specified in the solicitation, or as amended, by one of the following methods:</p> <p>(a) by completing Items 8 and 15 and returning one copy of the amendment;</p> <p>(b) by acknowledging receipt of this amendment on each copy of the offer submitted; or</p> <p>(c) by separate letter or telegram which includes a reference to the solicitation and amendment numbers.</p> <p>FAILURE OF YOUR ACKNOWLEDGMENT TO BE RECEIVED AT THE PLACE DESIGNATED FOR THE RECEIPT OF OFFERS PRIOR TO THE HOUR AND DATE SPECIFIED MAY RESULT IN REJECTION OF YOUR OFFER.</p> <p>If by virtue of this amendment you desire to change an offer already submitted, such change may be made by telegram or letter, provided each telegram or letter makes reference to the solicitation and this amendment and is received prior to the opening hour and date specified.</p>			
12. ACCOUNTING AND APPROPRIATION DATA N/A			
13. THIS ITEM APPLIES ONLY TO MODIFICATIONS OF CONTRACTS/ORDERS; IT MODIFIES THE CONTRACT/ORDER NO. AS DESCRIBED IN ITEM 14.			
A. THIS CHANGE ORDER IS ISSUED PURSUANT TO: THE CHANGES SET FORTH IN ITEM 14 ARE MADE IN THE CONTRACT ORDER NO. IN ITEM 10A.			
B. THE ABOVE NUMBERED CONTRACT/ORDER IS MODIFIED TO REFLECT THE ADMINISTRATIVE CHANGES (such as changes in paying office, appropriation date, etc.) SET FORTH IN ITEM 14, PURSUANT TO THE AUTHORITY OF FAR 43.103(b).			
C. THIS SUPPLEMENTAL AGREEMENT IS ENTERED INTO PURSUANT TO AUTHORITY OF:			
D. OTHER:			
E. IMPORTANT: Contractor <input type="checkbox"/> is not, <input type="checkbox"/> is required to sign this document and return <u>one</u> copy to the issuing office.			
14. DESCRIPTION OF AMENDMENT/MODIFICATION			
Request for Quotations (RFQ) Number 19JA80-23-Q-0011 is hereby amended as follows, effective the date of Contracting Officer's signature:			
1. Subsection 1.2 of SECTION 1 is hereby deleted in its entirety and replaced with the attached revised subsection 1.2 (Page 5 through Page 16).			
2. The closing time and date of the quotations is hereby extended from 12:00 p.m., Friday, April 28, 2023, to 12:00 p.m., Monday, May 15, 2023.			
Except as provided herein, all terms and conditions of the document referenced in Item 9A or 10A, as heretofore changed, remain unchanged and in full force and effect.			
15A. NAME AND TITLE OF SIGNER (type or print)		16A. NAME OF CONTRACTING OFFICER	
		Charles F. Hughes	
15B. NAME OF CONTRACTOR/OFFEROR	15C. DATE SIGNED	16B. UNITED STATES OF AMERICA	16C. DATE SIGNED
BY (signature of person authorized to sign)		BY  (signature of Contracting Officer)	04-25-2023

1.2 Continuation to SF-18, Request for Quotations Number 19JA8023Q0011, Block 11(b), Schedule of Supplies/Services

1.2.1 Scope of Work

The purpose of this fixed price contract is to obtain janitorial services for real property owned or managed by the U.S. Government at the U.S. Consulate in Fukuoka, Japan. The Contractor shall perform janitorial services in all designated spaces including, but not limited to halls, offices, restrooms, work areas, entrance ways, lobbies, storage areas, elevators, and stairways. The contract will be for a one-year period from the date specified in the Notice to Proceed, with three one-year options.

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.

1.2.1.1 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 within thirty days after contract award. The Contracting Officer's Representative must approve these general instructions before issuance.

1.2.1.2 Duties and Responsibilities

(a) Certain areas listed in subsection 1.2.3 Locations for Janitorial Services require an escort and can only be entered during scheduled times. The General Instructions shall emphasize security requirements so that accidental security violations do not occur.

(b) Contractor shall schedule routine cleaning requirements to ensure that these are done in the order and time frame that are most efficient and have the least impact on normal operations. They are to be performed daily.

(c) Contractor shall schedule periodic cleaning requirements so that it causes minimal disruption to the normal operation of the facility. The COR shall determine the schedules presented which meet the needs of the individual facility.

(d) The Contractor shall complete and submit "Standing Work Orders" to the COR by the written due date. The "Standing Work Orders" will be generated by the Global Maintenance Management System (GMMS) and will be provided to the contractor by the COR.

1.2.1.3 Type of Services. Standard Services shall include the following work:

1.2.1.3.1. Daily Cleaning Requirements shall consist of:

(a) Sweeping all floor areas including damp mopping of areas such as tile, linoleum, marble floors, staircases, and public areas. Floors shall be free of dust, mud, sand, footprints, liquid spills, and other debris. Chairs, trash receptacles, and easily moveable items shall be tilted or moved to clean underneath. The frequency may be higher than once per day when it is rainy or snowy. When completed, the floor and halls shall have a uniform appearance with no streaks, smears, swirl marks, detergent residue, or any evidence of remaining dirt or standing water.

(b) Dusting and cleaning all furniture including desks, chairs, credenzas, computer tables, telephone tables, bookshelves with or without glass doors, coat racks, umbrella stands, pictures, maps, telephones, computers and flat panel monitor displays, lamps and other common things found in an office environment. All furniture shall be free of dust, dirt, and sticky surfaces and areas. At no point should the Contractor touch or move documents left on a desk.

(c) Vacuuming all clean rugs and carpets, runners, and carpet protectors 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 or designated position.

(d) Thorough cleaning of toilets, bathrooms, mirrors, and shower room, using suitable non-abrasive cleaners and disinfectants. All surfaces shall be free of grime, soap scum, mold, and smudges. The Contractor shall refill paper towels, toilet paper, and soap in all bathrooms. The Contractor shall check those areas used by personnel visiting the chancery several times daily to ensure that the facilities are always clean and neat.

(e) Emptying all wastepaper baskets and shredder bins, washing or wiping them clean with a damp cloth, replacing plastic wastepaper basket linings and returning items where they were located.

(f) Removing any grease marks or fingerprints from walls, doors, door frames, radiators, windows and window frames, glass desk protectors, reception booths and partitions.

(g) Removing trash to designated area as directed by the COR and keeping trash area in a reasonably clean condition.

(h) Returning and cleaning dirty glasses and cups to the snack bar at the Consulate, Principal Officer's Office Suite wet bar, and the kitchen at the Fukuoka American Center (FAC).

(i) Sweeping all outdoor concrete surfaces located inside the Consulate compound including the courtyard, residential garage, parking area, and walkway behind the snack bar, and hose-cleaning them as appropriate. These concrete surfaces shall be free of dust, mud, sand, and other debris.

(j) Cleaning of the tableware in the kitchen of the cafeteria in downstairs and kitchenette of the PO's Office of upstairs of the [Consulate Office Building](#) (COB).

(k) Cleaning of the tableware in the kitchenette of the FAC. Including cleaning of tableware after program, reception, and other events.

(l) Enhanced Disinfection Cleaning services on the general touch surface throughout the Chancery building and Fukuoka American Center. Areas and surfaces to be disinfected includes but not limited to Main Entrance glass door push plates & door pulls. All hardline entrance & exit door handles/push bar, all Sanitizer Dispensers, all water dispenser touch panel, all Telephones in public space, all Bathroom Door knobs, Visa/ACS entrance and exit door handles/push bar, Visa/ACS Interview Window & Counter, Visa/ACS waiting room counter, VCAC pedestrian entrance/exit door and PCAC door Handles/Push Bars.

1.2.1.3.2 [Monthly](#) Cleaning Requirements shall consist of:

(a) Wiping window blinds with a damp cloth to ensure that all smudges are removed.

(b) Cleaning inside window glass and sash of smudges and accumulated dirt.

1.2.1.3.3 [Quarterly](#) Cleaning Requirements shall consist of:

(a) Shampooing the entire surface of carpets in the high traffic areas.

(b) Cleaning and sanitizing the trash holding area.

(c) Dusting and wiping light fixtures. When completed, the light fixtures shall be free from bugs, dirt, grime, dust, and marks.

1.2.1.3.4 [Semi-Annual](#) Cleaning Requirements shall consist of:

Wet cleaning of all outside windows glass of the COB.

1.2.1.3.5 [Annual](#) Cleaning Requirements shall consist of:

(a) Stripping wax coats, spot checking sealer coats, and completely reapplying wax coats.

(b) Shampooing carpets in all areas.

(c) Cleaning all light fixtures using appropriate methods to restore the original luster to the fixtures. This will include ensuring that all crystal reflectors are individually washed.

(d) Dry cleaning and/or washing curtains and sheer curtains in the principal officer's room upstairs.

1.2.1.3.6 **Periodic** Cleaning Requirements shall consist of:

- (a) Polishing all brass surfaces including door and window handles, plaques, and Great Seal in the courtyard.
- (b) Dusting tops of tall furniture, tops of picture frames and areas not covered in daily dusting.
- (c) Spot cleaning baseboards and walls.
- (d) Spot waxing and polishing floors as needed.
- (e) Shampooing (small area spot clean as needed) carpets.
- (f) Dusting windowsills and blinds.
- (g) Cleaning shutters as required.
- (h) Dusting electric light bulb covers and wipe off dirt and spiderwebs.

1.2.2 Management and Supervision

1.2.2.1 The Contractor shall designate a full-time staff(s). This staff shall be the focal point for the Contractor and shall be the point of contact with U.S. Government personnel. The staff(s) shall have supervision as his or her sole function. **In addition, the Contractor shall maintain a back-up staff to cover the absence of the said designated full-time staff(s).**

The work shall be performed by Contractor trained employees with at least three years of experience and shall not be subcontracted.

1.2.2.2 The Contractor shall maintain 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 Consulate. For those items other than routine daily services, 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.

1.2.2.3 The Contractor shall be responsible for quality control. The Contractor shall perform inspection visits to the work site monthly, which shall be done by a Project Manager who is a certified janitorial inspector. The Project Manager shall have English Speaking Level 1, see Attachment 3 - English Speaking Levels. The Contractor shall coordinate these visits with the COR. These visits shall be surprise inspections to those working on the contract.

The Project Manager is required to conduct monthly inspection at the Consulate and the Fukuoka American Center and is required to submit a one page of hand-written monthly report after inspection.

1.2.3 Locations for Janitorial Services

All standard services are to be delivered on regular Consulate working days, between the hours of 08:45 and 17:15 and 8:45 to 12:00 noon at the FAC, Monday through Friday, except U.S. and Japanese holidays identified in DOSAR 652.237-72 Observance of Legal Holidays and Administrative Leave under SECTION 2: Contract Clauses. Other hours may be approved by the COR. The Contractor must provide at least 24-hour advance notice to the COR who will consider any deviation from the hours identified above.

Periodic service that cannot be performed on regular Consulate working days may be delivered on a weekend or holiday as mutually agreed upon by the COR and the Contractor, between the hours of 08:30 and 17:00, at no additional cost to the U.S. Government.

(a) Consulate Office Building (COB), First Floor - total area: 473 square meters. The location of covered electric light bulb are at the night lights under the eaves and under the wooden cover walk around the COB on the ground floor.

<u>Location</u>	<u>Qty.</u>	<u>Est. Area</u>	<u>Sch. Hrs.</u>	<u>Escort</u>
Entrance	2	-	daily	no
Lobby	1	27.2	daily	no
Waiting area	1	48.5	daily	no
Corridors	1	74.4	daily	no
Rest rooms	2	31.2	daily	no
Offices	7	202.7	daily	no
Management area	1	48.5	daily	no
Snack bar	1	25.5	daily	no
Server room	1	15.0	as needed	yes
Storage room	1	18.5	as needed	no

(b) Consulate Office Building (COB), Second Floor - total area: 264.6 square meters.

<u>Location</u>	<u>Qty.</u>	<u>Est. Area</u>	<u>Sch. Hrs.</u>	<u>Escort</u>
Corridor	1	31.2	daily	no
Offices	5	100.9	daily	no
Rest rooms	3	38.0	daily	no
Conference room	1	36.5	daily	no
Landing	1	17.9	daily	no
Vault	1	39.1	as needed	yes

(c) Consulate Office Building (COB), Basement - total area: 171 square meters.

<u>Location</u>	<u>Qty.</u>	<u>Est. Area</u>	<u>Sch. Hrs.</u>	<u>Escort</u>
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Supply room	1	30.3	as needed	yes
Machine room	1	100.6	as needed	yes
Office	1	24.1	daily	no

(d) Consulate Office Building (COB), Other Areas - total area: 853.9 square meters.

<u>Location</u>	<u>Qty.</u>	<u>Est. Area</u>	<u>Sch. Hrs.</u>	<u>Escort</u>
Stairwells	2	9.8	daily	no
Stairways	2	32.0	daily	no
Courtyard	1	214.5	as needed	no
Parking area	1	331.8	daily	no
Garage	1	120.7	as needed	no
Outside snack bar	1	72.8	as needed	no

(e) Fukuoka American Center (FAC) - total area: 375.35 square meters.

<u>Location</u>	<u>Qty.</u>	<u>Est. Area</u>	<u>Sch. Hrs.</u>	<u>Escort</u>
Entrance	1	-	daily	no
Offices	5	-	daily	no
Server room	1	-	as needed	yes
American Center Reference Services (ACRS)	1	-	daily	no
Multipurpose room	1	-	daily	no
AV booth	1	-	daily	no
Kitchen	1	-	daily	no
Janitor's room	1	-	daily	no
Storage room	1	-	daily	no

(f) Total square meters for all areas (COB+FAC) are 2,129.85 square meters.

1.2.4 Personnel

(a) 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 U.S. Government.

(b) Standard of Conduct

(1) 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). Employees must always display a Consulate-issued identification card.

(2) 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.

(3) 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) 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.

(5) 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:

(i) 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.

(ii) unauthorized use of Government property, theft, vandalism, or immoral conduct.

(iii) unethical or improper use of official authority or credentials.

(iv) security violations; or,

(v) organizing or participating in gambling in any form.

(6) Key Control. The Contractor shall receive, secure, issue and account for any keys issued for access to but not limited to buildings, offices, equipment, gates, 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.

(7) Infection Control Measures. The Contractor shall comply with the latest local/Embassy requirements related infection control measures.

1.2.5 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.

1.2.6 Personnel Security

(a) Ten days after award of the contract, the Contractor shall provide a completed Regional Security Office (RSO) Tokyo Security Form (see Attachment 4) 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 30 calendar days to perform.

(b) U.S. Government shall issue identity cards to Contractor personnel, after they are approved. Contractor personnel shall always display identity card(s) on the uniform 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 U.S. Government. The U.S. Government reserves the right to deny access to U.S.-owned and U.S.-operated facilities to any individual. The Contractor personnel must immediately inform the Local Guard Force and COR if an identity card is lost or stolen.

(c) Contractor personnel shall follow all security-related instructions from Post Management and the Local Guard Force, as well as any alarms. Contractor personnel shall also appropriately react to any regularly scheduled emergency drills.

1.2.7 Materials and Equipment

See Attachment 2 - Contractor Furnished Materials.

1.2.8 Government Furnished Property

(a) 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.

(b) 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.

(c) 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.

1.2.9 Insurance

(a) 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:

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

(1) Bodily Injury stated in Japanese Yen:

Per Occurrence: 30,000,000 JPY
Cumulative: 300,000,000 JPY

(2) Property Damage stated in Japanese Yen:

Per Occurrence: 3,000,000 JPY
Cumulative: 30,000,000 JPY

(c) 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.

(d) 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.

(e) 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, agents, servants, employees, or any other person arising from an incident to the Contractor's performance of this contract.

(f) 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.

(g) 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.

(h) 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.

(i) 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.

1.2.10 Laws and Regulations

(a) 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.

(b) 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.

1.2.11 Transition Plan

Within 10 calendar 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.

1.2.12 Deliverables

The following items shall be delivered under this contract:

Description	Quantity	Delivery To	Date
1.2.1.1 General Instructions	1	COR	Within 30 days after contract award

1.2.2.3 Monthly Inspection Report	1	COR	After inspection
1.2.6 RSO Tokyo Security Form	1	COR	10 days after contract award
1.2.9 Insurance	1	CO	Within 10 days after contract award
1.2.11 Transition Plan	1	COR	Within 10 days after contract award

"CO" = Contracting Officer
"COR" = Contracting Officer's Representative

1.2.13 Quality Assurance and Surveillance Plan (QASP)

This plan provides an effective method to promote satisfactory 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 monitor quality to ensure that contract standards are achieved.

Performance Objective	Scope of Work Paragraph	Performance Threshold
Services. Performs all janitorial services set forth in the Schedule of Supplies/Services.	Subsections 1.2.1 through 1.2.8	All required services are performed and no more than two customer complaints are received per month.

1.2.13.1 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.

1.2.13.2 Standard. The performance standard is that the Government receives no more than two 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 exceed the standard.

1.2.13.3 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.