

**PERFORMANCE BASED WORK STATEMENT (PBWS)**

**HOSPITAL HOUSEKEEPING SERVICES**

**FOR**

**C.W. BILL YOUNG VAMC Healthcare System  
Community Based Outpatient Clinics (CBOC's)**

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## **SECTION 1**

### **GENERAL REQUIREMENTS.**

**1.1. Introduction.** This is a non-personal services contract. The Contractor shall furnish all labor, management, administration, transportation; to execute hospital housekeeping services (Paragraph 5.2) for all indicated medical activities within the C.W. Bill Young VAMC CBOC system in accordance with Government mandated standards/outputs. Facilities are listed in Technical Exhibit A. All references to locations, function, and square feet of rooms are subject to change before or after contract award. The Community Based Outpatient Clinic (CBOC) executive staff may change requirements through the Contracting Office as necessary to adjust operational procedures.

**1.1.1. Clinical Considerations.** The Contractor will consider the clinical environment that this contract involves and instruct his/her personnel in the applicable safety precautions and special requirements. These requirements may include, but are not limited to, such conditions as the cleaning of human secretions, blood, etc., both floor and wall stain removal. The Contractor will be notified of isolation areas that need terminal cleaning. These areas require the use of gloves, gowns, masks, and shoe covers provided by the C.W. Bill Young VAMC.

**1.1.2. Cleaning Chemicals to be used.** All cleaning chemicals used in the performance of this contract will be coordinated through the COR and approved by the C.W. Bill Young VAMC Infection Control Committee prior to their initial use under this contract.

**1.2. Key Personnel.** Key Personnel shall consist of the Contractor provided Executive Housekeeper and individual CBOC site Shift Leaders. A complete resume of experience, with 2 professional references, 1 personal reference and the names and contact phone numbers of previous employers/supervisors who can verify the candidate's 3 years (Executive Housekeeper) or 1 year (Supervisors) of hospital housekeeping experience. All required documentation will be provided prior to award for each individual nominated for a Key Personnel position. Approval of Key Personnel will be at the prerogative of the government.

**1.2.1 Contractor Certification Requirements:** Proof of all required company or individual employee certifications throughout this contract shall be provided by the Contractor as part of the Contractor's bid submission.

**1.2.2 Executive Housekeeper.** The Contractor shall dedicate one Executive Housekeeper for overall supervision of this contract. Duties of this Executive Housekeeper will be to execute managerial and administrative oversight of CBOC's housekeeping requirements.

**1.2.2.1. Experience Requirements.** The Executive Housekeeper shall possess a minimum of 5 years of housekeeping experience, which will consist of a minimum of 2 years of general housekeeping experience and at least 3 years of specific and verifiable hospital housekeeping experience.

**1.2.2.2. Executive Housekeeper Absence from Duty.** For scheduled absences in excess of 3 working days, the Contractor shall notify the COR or his/her designated representative in writing at least 4 work days (M-F) before any scheduled absence. In the event that the Executive Housekeeper is to be absent longer than 2 consecutive weeks, the contractor shall arrange for a suitable and fully qualified temporary replacement. This shall be coordinated with the COR/Chief of Environmental Services of the C.W. Bill Young VAMC at least 1 week in advance for known absences and within 2 hours of commencement of the first day of the absence for unforeseen/unexpected absences. Extended absences; e.g., more than 4 consecutive weeks without Executive Housekeeper supervision, or the ongoing use of temporary personnel resulting in inadequate managerial oversight at the CBOC constitutes nonperformance.

**1.2.2.3 Executive Housekeeper Attendance at required meetings.** The COR requires the Executive Housekeeper to attend all scheduled contract performance meetings and may request attendance at unscheduled meetings as required.

**1.2.3. Shift Leader.** The Contractor shall ensure that a fully qualified shift leader is present for each scheduled shift of employees to execute work requirements at each contract covered CBOC.

**1.2.3.1. Certification and Experience Requirements.** The Shift Leader shall possess at least 1 year of experience within the last 3 years in hospital/medical housekeeping services (not general housekeeping).

**1.2.3.2. Substitution of Shift Supervisors/Leaders** For scheduled absences of longer than 3 days duration, the Contractor shall notify the COR or his/her designated representative in writing at least 4 work days before any scheduled absence. In the event that Shift Leader is to be absent longer than 1 week, the contractor shall arrange for a suitable temporary replacement. This shall be coordinated with the COR/Chief of Environmental Services at least 1 week in advance for known absences and within 2 hours of commencement of the first day of the absence for unforeseen absences. Extended absences; e.g., more than 4 consecutive weeks without Shift Leader supervision, or the ongoing use of temporary personnel resulting in inadequate managerial oversight at the MTF constitutes nonperformance.

### **1.3. Housekeeping Staffing Standards**

Contractor shall provide adequate housekeeping staff to ensure completion of all required/assigned work tasks, in accordance with the Standards of this PBWS, during each. Failure on the part of the contractor to not complete all assigned/required tasks or complete the assigned/required tasks to the standard of this PBWS during a particular shift shall constitute non-performance for the specific area or task not completed.

### **1.4. Contractor Requirements.**

**1.4.1. Contractor Employee Orientation & Language Requirements.** The Contractor shall provide a one-day orientation training session at each CBOC before beginning any work activities. Completion of this requirement is on the Contractor's time and at the Contractor's expense. All Contractor Executive Housekeeper & Work Supervisor/leader personnel will be able to fluently speak, read, and write the English language at a standard acceptable to the COR. All other Contractor employees will be able to speak, read & write the English language, at a level which will permit them to perform their duties and understand both written and verbal instructions and directions.

**1.4.2 Initial Orientation and Continuing Education.** The Contractor shall provide initial orientation to each employee prior to commencement of their employment under this contract. Additionally, the contractor shall provide continuing education training in medical cleaning procedures and environmental services for all employees at least semi-annually.

**1.4.2.1 Training Documentation.** The contractor shall maintain a file of all employee training records that is conducted during the course of this contract. The Contractor shall provide to the Government copies of all initial orientation and continuing education documentation/certificates for all of its employees (including purpose of training) within 24 hours of being requested by the COR. All Contractor training records will be maintained at the home office site.

**1.4.3 Uniforms:** The Contractor shall provide all of its housekeeping employees, other than the Executive Housekeeper, uniforms of distinctive color and design distinguishable from all other CBOC employee uniforms. All employees will be required to wear a clean uniform during their hours of duty in the CBOC.

**1.4.3.1 Contractor Employee Attire & Personal Hygiene.** Attire worn by Contractor employees shall comply with general safety and hygiene requirements commensurate with working in a hospital/clinical environment. The wearing of open-toed shoes or sandals by contractor employees while on duty is prohibited. Contractor employees shall adhere to a personal standard of acceptable hygiene, which will include clean clothing and shoes and the application of personal hygiene products which will eliminate personal body odors during their work hours.

**1.4.3.2. Personal Protective Clothing/Equipment.** The Contractor shall provide to its employees any necessary or required Personal Protective Clothing (PPE) and devices (i.e., rubber aprons, safety shoes, protective face shields, outdoor gear, etc.) at its expense.

**1.4.3.4. ID Badges.** All housekeeping personnel shall wear & visibly display either a Government or Contractor provided identification badge as part of their uniform at all times while in the conduct of their duties under this contract. The Government ID badge remains the property of the Government and shall be returned upon contract completion or at the time an employee is terminated or terminates employment.

**1.4.4 Medical Treatment of Contractor Employees.** The CBOC will provide emergency treatment to prevent loss of life, limb, or prevent undue suffering to the Contractor's employees working at each of the CBOC's. The Contractor shall pay for medical services provided in accordance with current policies regarding civilian emergencies for Government/Contractor personnel. Required medical examinations and treatment for all job related injuries or illness shall be the responsibility of the Contractor.

**1.4.4.1 Needle Sticks & Blood Exposures.** Contractor employees who have accidental percutaneous (needle stick), ocular or mucous membrane exposure to blood or other body fluids will receive initial treatment at the respective CBOC in accordance with the C.W. Bill Young VAMC "Bloodborne Pathogen Exposure Control Plan", at no cost to the employee or company.

**1.4.4.2 Health Exams.** The Government reserves the right to require examinations or re-examination of any employee as determined necessary by the C.W. Bill Young VAMC Director/ COR. Any such examinations shall be performed by the Government at Government expense.

**1.4.4.3 Required Immunizations.** Contractor staff shall have received or commenced receiving all required immunizations **prior** to beginning work at the CBOC. The Contractor shall forward current immunization records for all employees within 5 calendar days of any Government request. If required by the Hospital Infection Control Committee (ICC), the Government will provide serologic screening and subsequent immunization of Contractor staff, at no cost to the employee or the company.

**NOTE:** All Contractor employees will show proof of having received the following immunizations. Such "proof" will be shown on the employee's personal "shot record" with appropriate verifying signature from the medical facility providing the immunization, which will be provided to the COR prior to the employee beginning work at the CBOC.

Tuberculosis Testing (TB-tine or PPd)  
Hepatitis B (3 shot series, with blood titer upon completion)

**NOTE:** The first Hepatitis B shot shall be given prior to the housekeeper start working. All remaining shots in this series (2) shall then be completed within a time frame of 6 months. Proof of the initiation of the shot series shall be provided by the contractor before the employee starts work. Proof of completion of the shot series shall be provided at the 6 month anniversary of the employee's commencement of work. All tuberculosis testing results shall be no older than 30 days prior to commencement of work activities at the government hospital.

**1.4.4.4 Contractor Occupational Health Program.** The Contractor shall provide a copy of its existing Occupational Health Program for Contractor employees to the COR within 30 calendar days after award.

**1.4.5. Personnel Roster.** The Contractor shall submit an initial personnel roster to the COR immediately after award, for all personnel proposed to provide housekeeping services at each CBOC. This roster must include; name, date of birth, citizenship, passport number and work permit number if non-US citizen. Updated rosters shall be forwarded at least on a quarterly basis or sooner if there are significant changes in contractor personnel.

**Note:** The Contractor shall not employ anyone living in the United States, its territories and possessions illegally or in violation of the Immigration Laws of the United States. The Contractor shall furnish the COR proper documentary evidence (Copies of passports, work permits, etc.) of his/her employees who are non-US citizens and take such other action as is reasonably necessary to ensure compliance with this provision.

**1.4.5.1. Removal of Unacceptable Employees.**

**1.4.5.1.1. Govt. Right of Removal.** The Government reserves the right to require removal from the job-site any Contractor employee who endangers persons or property (e.g., under the influence of drugs, alcohol, etc.) and whose continued presence at the CBOC is inconsistent with the interest of hospital security. Further, the Government reserves the right to refuse or permit entry to the CBOC of any Contractor employee who is wrongfully appropriating and/or disposing of Government property. In such cases, the Contracting Officer or his designated representative will advise the Contractor of reason for requesting an employee's removal or withdrawing his/her authorization to enter the facility. Removal of the employee shall not relieve the Contractor of its obligations to perform under the contract.

**1.4.5.2.. Collection of ID badges from Ex-Employees.** The Government reserves the right to confiscate any contractor employee's Government ID badge. The contractor shall forward the terminated employee's ID badge to the COR within 3 duty days of any employee's removal. Removal for such cause does not relieve the Contractor of the requirement to provide sufficient personnel to maintain FULL staffing and to execute ALL requirements under the contract.

**1.4.6.. Contractor Compliance with CBOC policies and guidelines.** Contractor personnel shall observe and comply with all rules, policies, and regulations prescribed by the respective CBOC and other federal authorities concerning eating/smoking areas, fire, safety, sanitation, security and possession of firearms or other lethal weapons

**1.4.7 Contractor Operation of Motor Vehicles.** All Contractor motor vehicles operated on CBOC grounds by the Contractor and its employees shall be properly registered and insured.

**1.4.8 Contractor Insurance, Licensing & Permits.** Contractor shall comply with all Federal, State and Local laws for licensing, insurance and permitting for all business conduct and the use of vehicles, equipment and chemicals required by this contract. The Contractor shall obtain said insurance, licenses, and permits necessary for the conduct of business under this contract prior to commencement of services and at no cost to the Government.

## 1.5. Building Security.

1.5.1. **Keys.** The Contractor shall be provided keys or allowed access to rooms requiring cleaning as indicated in para. 3.3. The Government may choose to accompany Contractor personnel when in certain secured areas. Keys provided to the Contractor shall not be duplicated. In the event of a Contractor lost key, the Contractor shall reimburse the Government for the total costs involved but in no case will the charge be less than \$50. The Contractor's Executive Housekeeper shall sign a hand receipt for all keys issued by the C.W. Bill Young VAMC Police.

1.5.2. **Contractor Liability.** The Contractor shall be liable for any unauthorized use of keys, or negligent employee conduct in work areas that directly results in damage, loss, or theft of Government property.

1.5.3. **Completion of Assigned Work Shift.** Contractor employees shall immediately depart the facility upon completion of their assigned shift.

## 1.6. Safe Working Environment.

1.6.1. **Contractor Safety Precautions.** The Contractor shall exercise all standard safety precautions (e.g., warning signs, interruption of work, phasing of work, etc.) to allow safe passage of hospital patients, personnel, equipment, or carts in work areas.

1.6.2. **Accident Reports.** The Contractor shall submit accident reports in accordance with the provisions of the C.W. Bill Young VAMC Safety Policy. A copy of all accident reports shall be furnished within 3 working days to the COR who, in turn, will forward it to the C.W. Bill Young VAMC Safety Officer.

## 1.7. Handling/Cleaning of Government Furniture/Equipment.

1.7.1. **Unplugging of Equipment.** Contractor employees shall not unplug **ANY** medical or Government equipment. No electronic or computer equipment will be moved by Contractor employees. If Contractor employees "tape" up electrical lines to move them out of the way during a cleaning evolution, the Contractor employee will remove the tape and return the electrical lines to their original position upon completion of the cleaning evolution.

1.7.2. **Contractor Moving of Furniture.** Contractor employees shall only move furniture and non-medical equipment as required to execute their work duties. Upon completion of work duties, Contractor employees will return **all** equipment and furniture, previously moved, to its original place.

1.7.3. **Contractor Liability for Damages.** The Contractor shall be liable for **ALL** damages incurred while moving or handling equipment/furniture including damage to any part of the building structure if negligence is involved. Furthermore, the Contractor shall be liable for damage to Government property or work areas caused as a direct result of Contractor negligence, equipment, or supplies.

**NOTE:** The Government is responsible for moving all medical/electrical/ electronic/computer equipment so that the Contractor may conduct its cleaning requirements. Contractor employees will NOT move ANY medical or Government owned electronic equipment.

## 1.8 Leadership Communication.

1.8.1. **Required Communications Devices.** Contractor shall provide the Executive Housekeeper, Shift Supervisors each with a pager or cell phone at all times while on duty.

1.9. **Recycling.** The contractor will comply with the C.W. Bill Young VAMC and the respective CBOC recycling policies.



## **SECTION 2**

### **GOVERNMENT-FURNISHED PROPERTY AND SERVICES**

**GENERAL.** The Government will provide the Contractor with certain property and services requirements as set forth herein.

**2.1. Regulations, and Other Directives.** The Government will provide or issue required VA items prior to the start of contract performance. In the event that the Contractor determines a need to access a particular Regulation, Memorandum or other Directive that has not already been provided, they shall contact the COR, who will make the final determination as whether the government will provide the requested document.

**2.2. Facilities.** The Government will provide adequate space for the Contractor to use as supply and equipment storage, including housekeeper's closets. All space designated for Contractor use shall be kept clean by the Contractor. The Government will furnish the following related services:

**2.3. Keys.** Keys will be issued to the Contractor by the CBOC Key Custodian or his/her alternate. Further clarification of this subject can be obtained in para. 1.5.

**2.4. Facility Identification.** Technical Exhibit A of this document lists all facilities to be serviced under this contract.

**2.5. Consumable Supplies.** The Government will provide the following consumable supplies: Trash Receptacles, Trashcan Liners, Paper Towels (for dispensers), Toilet Paper, Deodorizers (for latrine dispensers), Hand Sanitizer, Hand Lotion, and Hand Soap. Additionally, the government shall provide all disinfectants and cleaning chemicals for use by the contractor. It shall then be the responsibility of the government to initiate and obtain all required MSDS paperwork and approval from the Safety and Infection Control Committees for use of the respective chemicals. The MSDS must be obtained and approved before the Contractor can begin using any chemicals within the CBOC.

## **SECTION 3**

### **CONTRACTOR FURNISHED SUPPLIES AND EQUIPMENT**

3.1 **Housekeeping Equipment.** The Contractor shall furnish and maintain all necessary and required equipment, supplies, transportation/vehicles (other than those specified as Government-furnished) and all other items necessary to perform all services required.

3.2 **Listing of Supplies.** Contractor will provide consolidated list of additional cleaning supplies for COR approval prior to use (other than those specified as Government-furnished).

3.3 **Communications Devices.** Contractor shall be responsible for providing pagers or cell phones as indicated in para. 1.8.1

## **SECTION 4**

### **SPECIFIC TASKS AND STANDARDS**

4.1 **Submittals.** The contractor shall submit the following reports as indicated in the detailed listing:

- e. Facility Defect Reports
- f. Personnel Roster
- g. Quarterly Consumable Supplies Report

The following is a detailed explanation of each of the above listed submittals along with the specific requirements for each one.

4.1.1. **Facility Defect Reports.** The Contractor shall report noted facility defects (dripping faucet, loose window screen, graffiti, etc.) in writing within the same duty day of discovery. Emergency facilities' defects (broken water pipes, gas leaks, etc.) shall be reported verbally to the CBOC staff, COR, or Administrative Officer of the Day (AOD) as soon as possible after discovery to facilitate repairs and shall be reported in writing by the end of the work shift.

4.1.2. **Personnel Roster.** The Contractor shall submit a copy of its personnel roster to the COR for all personnel working in the facility no later than 30 calendar days from the date of award. **Proposed employees who have not been listed on the approved personnel roster shall not be allowed to work in the respective CBOC.** The Contractor shall also provide a copy of each employee's ID Badge to the COR immediately **prior** to each employee's start date.

4.1.3 **Quarterly Consumable Supplies Report** – In accordance with Para. 5.44, the Contractor shall submit a report NLT the tenth day of the month following completion of each calendar quarter to the COR listing those consumable supplies used, which were issued to them by the U.S. Government during the previous calendar quarter.

4.2. **Types of Service** – The Government shall solely determine the required tasks and frequencies required to execute each type of service in accordance with specified standards/outputs. In accordance with the concept of Performance Based Work Statements, it shall be the sole determination of the Contractor as to how they will specifically accomplish the assigned tasks to the standards set forth by the Government. The following are the types of service areas covered under this contract, based on category of service and required standards/outputs:

4.2.1. **Clinical Housekeeping** Services of this type are rendered in outpatient clinics. These services shall normally be accomplished during normal working hours, when patients are being seen in those areas that have clinic visits. In treatment and exam rooms, total disinfection cleaning shall be accomplished on a daily basis. These services shall be provided Monday through Friday, excluding Federal holidays at all clinics except the following:

The C.W. Bill Young VAMC has expanded clinic hours for the Bradenton CBOC, Pt. Charlotte CBOC and Sarasota CBOC. The clinics will remain open until 7:00pm on Wednesday nights and will be open from 8:00am to noon on Saturdays.

4.2.2. **Administrative Housekeeping** Services of this type are rendered in administrative areas and offices. These service areas shall receive daily cleaning. Trash receptacles shall be cleaned and emptied daily, excluding Federal holidays. Dispensers shall be stocked with consumable supplies (paper towels, toilet paper, and hand soap and hand disinfectant) as required daily, excluding Federal holidays. All work shall be conducted during normal business hours. These services shall be provided Monday through Friday excluding Federal holidays at all clinics except the following:

Bay Pines VA Healthcare System has expanded clinic hours for the Bradenton CBOC, Pt. Charlotte CBOC and Sarasota CBOC. The clinics will remain open until 7:00pm on Wednesday nights and will be open from 8:00am to noon on Saturdays.

**4.2.3. Public Area Housekeeping** Services of this type are rendered in hallways/corridors, wheelchair ramps, stairwells/stairways (interior/exterior), elevators, lobbies and entranceways. All work shall be conducted during normal business hours. These services shall be provided Monday through Friday excluding Federal holidays at all clinics except the following:

The C.W. Bill Young VAMC has expanded clinic hours for the Bradenton CBOC, Pt. Charlotte CBOC and Sarasota CBOC. The clinics will remain open until 7:00pm on Wednesday nights and will be open from 8:00am to noon on Saturdays.

**4.2.4. Emergency Calls During Business Hours:** There will be instances when housekeeping services are needed before the shift start time of the housekeeper. Contractor shall be able to respond within reasonable time (1 hour) to urgent request for housekeeping service from COR and/or CBOC Administrators.

**4.3 General Standards of Performance.** All work performed under this contract shall conform to the requirements for medical facility cleaning as specified by Joint Commission (JC).

**4.4 Specific Cleaning Duties –** The following is a general listing of the housekeeping duties that will be performed, at a minimum, for each type of cleaning. Specific types of cleaning may also have duties not listed here but are required specifically for that type of cleaning.

1. Emptying of all trash receptacles to include all “red bag” waste in each area of the facility. (see **NOTE** below)
2. Damp dusting of all surfaces (dry dusting is NOT permitted.) This may include radiators, light fixtures, etc.
3. Vacuuming of carpeted floors
4. Damp mopping of hard surface flooring.
5. Disinfectant cleaning of **every** bathroom within the area to be cleaned.
6. Filling & restocking of all dispensers (Paper towels, toilet paper, air fresheners and soap) within the room.
7. Damp dusting of all high surfaces including the visible exterior surfaces of all air intake and exhaust vents.
8. Removal of insects from light fixtures.
9. Damp wiping of walls and baseboards.
10. Disinfectant cleaning of all bed surfaces, exam tables, exam chairs and equipment as directed.

**NOTE:** Red bag waste from all areas of the clinics will be safely collected by the Contractor’s Housekeeping staff and deposited in the large red container designated for this purpose located in each clinic’s Soiled Utility Room.

**NOTE:** Dry dusting is not permitted in any areas or facilities covered by this PBWS. All dusting will be accomplished using moist or damp dusting equipment (i.e. dust cloths, damp mops, etc).

#### **4.4.1. Cleaning of Entrances and Entrance Platforms, Steps, Sidewalks, Docks and Parking areas.**

**4.4.1.1 Required Cleaning Radius.** – Related areas within a 10ft radius of all building entrances to include walls, sidewalks, loading docks, parking lots, outside furniture, entrance lighting/canopies, interior/exterior trash receptacles, and entrances/entrance platforms.

**4.4.1.2. Standard of Cleanliness.** – All identified areas shall be visibly clean; e.g., marks from walls, etc., and free of obvious trash and debris. The contractor shall minimize impact on patient care.

#### **4.4.2. Cleaning of Elevators**

**4.4.2.1 Standard of Cleanliness.** – Cleaning of elevators shall include the cleaning of all light fixtures, ventilator slots, guide tracks and floor door guide tracks. The elevator shall be cleaned daily.

**4.4.2.2. Surfaces to be Cleaned.** – All interior surfaces of passenger and service elevator floors shall be stripped and refinished and be visibly clean. Only one elevator at a time is allowed to be out of service (for each bank of elevators). Elevator cars shall be cleaned at the first-floor (or ground) level only.

**4.5 Restricted Cleaning Times.** – The Contractor shall clean during the business hours per each CBOC and extended hours (including Saturdays).

#### **4.6 Defective Performance**

The Contractor's failure to perform a single cleaning task in a room/area shall not in itself render the entire service unsatisfactory. Defective performance noted by the COR during quality assurance inspections will be immediately brought to the Contractor's attention in order that the specific defective services may be re-performed to meet the required standards.

#### **4.7 Window Cleaning**

**4.7.1 Sites to be Cleaned.** This process shall include the Interior/Exterior of all windows Including Framework, Bug Screens, Skylights, Overhead Canopies, Smoking, and Bus Stop Shelter Glass.

**4.7.2. Standard of Window Cleaning.** All interior and exterior windows shall be free of streaks, smudges, dirt, and debris in accordance with the type of service for the area being cleaned.

**4.7.3. Period of Performance.** All exterior windows and screens shall be cleaned at least monthly.

#### **4.8. Smoking Areas and Trash Receptacles.**

**4.8.1. Smoking Areas/Shelters.** The Contractor shall clean all outside smoking areas/shelters and empty ashtrays and inside and outside trash receptacles and police the area immediately around the trash receptacles. These services shall be provided Monday through Friday excluding Federal holidays at all clinics except the following:

\*\*\*The C.W. Bill Young VAMC has expanded clinic hours for the Bradenton CBOC, Pt. Charlotte CBOC and Sarasota CBOC. The clinics will remain open until 7:00pm on Wednesday nights and will be open from 8:00am to noon on Saturdays.\*\*\*

4.8.2. **Trash Receptacles.** All inside and outside trash receptacles shall be visibly clean inside and out, emptied, with no ground debris in immediate vicinity of receptacles. The Contractor shall replace worn out, damaged, or unserviceable receptacles as directed by the COR

**NOTE:** The Government will furnish replacement trash receptacles.

#### 4.9. **Air Registers/Diffusers/Grill Covers & Radiators.**

4.9.1. **Cleaning Requirements.** The Contractor shall clean the exterior surfaces of all intake, exhaust registers, radiator vents, airway louvers/grills and radiator interiors where access panels permit entry. This excludes interior register ways duct work.

4.9.2. **Cleaning of Heating/Air Conditioner Vents.** The portion of the central ceiling air/heating vents protruding into the room shall be cleaned on the exterior surface of the vent. In the event that the Contractor notices a need for cleaning of the interior of the vent, this shall be reported to the COR. The COR will then coordinate with Facilities branch to have the interior surfaces cleaned.

4.9.3. **Standard of Cleanliness & Compliance.** Free of all dirt, lint, dust, and other debris. These services shall be provided Monday through Friday excluding Federal holidays at all clinics except the following:

\*\*\*The C.W. Bill Young VAMC has expanded clinic hours for the Bradenton CBOC, Pt. Charlotte CBOC and Sarasota CBOC. The clinics will remain open until 7:00pm on Wednesday nights and will be open from 8:00am to noon on Saturdays.\*\*\*

#### 4.10. **Routine Cleaning of Ceilings.**

4.10.1. **Cleaning of Ceilings.** Ceiling areas shall be cleaned using the method and technique appropriate for the surface to be cleaned. Cleaning includes removal of streaks, dust, cobwebs or foreign debris.

4.10.2. **Standard of Cleanliness & Compliance.** Ceilings shall be cleaned as a routine part of each and every cleaning activity as appropriate to the type of service standard for the given area.

#### 4.11. **Cubical and Window Curtain Removal and Replacement.**

4.11.1. **Curtain Removal.** The Contractor shall remove and replace curtains as requested by the COR. The Contractor is not responsible for laundering or dry cleaning of curtains and drapes, but shall be responsible for notifying the COR of any worn, torn, or frayed drapes or curtains. The Government will launder curtains and drapes. Curtains shall be removed, placed in soiled linen room, and replaced after laundering.

4.11.2. **Standard of Cleaning & Compliance.** As directed by the COR, at a minimum curtains must be cleaned every 6 months. This shall be done with coordination between the local CBOC staff and the Contractor. All cleaning costs incurred for curtain cleaning will be borne by the government.

#### 4.12. **Entrance Mats**

4.12.1 The Contractor shall vacuum, clean, and replace entrance mats as required. The Contractor shall inform the COR when mats are soiled, wet, worn out or need replacement.

**NOTE:** Mats are government furnished items.

4.12.2. Mats shall be removed and replaced as required by the COR. If the Contractor notices a need for the replacement of a mat, this shall then be reported to the COR.

#### **4.13. Artificial Plants.**

4.13.1 The Contractor shall dust/wash artificial plants to prevent dust build up.

4.13.2 Artificial Plants will be dusted or washed as required by the COR, cleaning shall be conducted at a minimum monthly.

#### **4.14. Interior Signs/Plaques & Warning Devices.**

4.14.1. The Contractor shall clean interior and exterior signs/plaques, warning lights and directional signage.

4.14.2. **Standard of Cleaning & Compliance.** All Interior Signs/Plaques & Warning Devices shall be cleaned at least weekly.

#### **4.15. Cleaning of Internal and External Light Fixtures.**

4.15.1. **Fixtures to be Cleaned.** Includes ceiling lights, emergency exit lights, patio lights, outside entrance and loading dock lights, interior lighted signs, canopy lights, and all other lights (except desk, table, bed, floor, delivery and operating room lights).

4.15.2. **Standard of Cleaning & Compliance.** All fixtures shall be damp wiped to remove all dirt, dust, cobwebs and insects daily at each CBOC. The light fixtures will be completely streak free up completion of the cleaning. Dry dusting is NOT permitted.

#### **4.16. Cleaning of PVC or Plastic Interior Blinds.**

4.16.1. **Blinds to be Cleaned.** PVC or fabric blinds shall be free of foreign debris, dust, dirt, cobwebs and obvious stains.

4.16.2 **Compliance.** PVC or fabric blinds shall be cleaned at each CBOC.

#### **4.17. Dispenser Servicing (Clean and Refill).**

4.17.1 **Dispensers to be Serviced.** The Contractor shall service all dispenser types (i.e., paper towel, soap, lotion, toilet paper, disinfectant gel dispensers, etc.) throughout all work areas. Refill supplies shall be kept in assigned janitorial closets. Defective dispensers shall be identified and reported to the COR for replacement. The Contractor shall be responsible for checking the expiration dates and replacing expired containers of disinfectant gel.

4.17.2. **Standard of Cleaning & Compliance.** All dispensers shall be refilled in an efficient manner, checked and replenished daily. If a dispensed item has an expiration date associated with the contents, the Contractor shall be responsible for checking this date on the dispensed item and replacing those that are expired with an unexpired item.

#### **4.18. Clean and Polish Metal Surfaces.**

4.18.1 All push plates, kick plates, name plates, escutcheons, vestibule enclosures, doors, protective corner plates, elevator call buttons/plates and other fixtures shall be cleaned and polished daily at each CBOC .

4.18.2. **Standard of Cleaning & Compliance.** Compliance as appropriate to type of service standard for given area.

#### 4.19. **Hard Floor Care/Maintenance.**

4.19.1 The Contractor shall clean and maintain floor areas as appropriate (to include non-conductive floors) utilizing floor care procedures that will minimize dust exposure in all patient care areas on a daily basis at each CBOC. Upon completion of cleaning all furniture or other items previously moved shall be returned to their original position.

4.19.2. The Contractor shall buff/polish floors to remove all marks, scuffs, and debris using standard commercial equipment at least once weekly.

4.19.3. The Contractor shall wet mop, scrub, strip, seal and apply floor finish, or spot clean all floor surfaces at least quarterly, this includes areas with ceramic tile or concrete floors. Spot cleaning includes, but shall not be limited to, the removal of accumulated soil or other foreign matter on surfaces, water, stains, and accumulation of dirt in high traffic areas and where open windows and doors allow rain or dirt to be blown in or brought in by traffic.

4.19.4. **Standard of Cleaning & Compliance.** All floor surfaces shall have a polished, uniform appearance and, after buffing, be free of dust, imbedded dirt, cleaning solution, stains, marks, discoloration, and standing water, as appropriate to type of service standard for given area.

#### 4.20. **Carpet Maintenance.**

4.20.1 **Carpet Cleaning.** The Contractor shall thoroughly vacuum by using standard commercial equipment as necessary to the task on a daily basis at each CBOC. Carpets shall be spot and deep cleaned semi-annually or sooner as necessary to remove all accumulation of soil or spillage on carpet surfaces.

4.20.2 **Standard of Cleaning & Compliance.** Carpet shall be free of lint and spots, to include dust, loose dirt, sand, grit, cigarette ashes, and other non-abrasive soils, as appropriate to type of service standard for given area.

#### 4.21 **Miscellaneous Spot Cleaning.**

4.21.1. **Miscellaneous Cleaning to be done.** The Contractor shall spot clean any surface that may be encountered by the housekeeping staff that is observed to have dirt, dust, smudges, grease or other type of soiling.

4.21.2. **Standard of Cleaning & Compliance.** Removal of soil and stains from furniture (wood, metal or upholstered), door surfaces, windows, sills, handrails, walls, access panels, wainscoting, base boards and structural surfaces, at any time such soil and stains appear and shall polish wood surfaces as appropriate. Such cleaning shall be done on a daily basis at each CBOC.

#### 4.22. **Ledges/Surfaces**

4.22.1. **Surfaces to be Cleaned.** The Contractor shall clean all ledges and surfaces daily.

4.22.2. **Standard of Cleaning & Compliance.** Ledges and surfaces shall be maintained free of noticeable accumulations of dust and dirt.



#### **4.23. Telephones, Furniture, Cabinet Cleaning.**

**4.23.1 Equipment to be Cleaned.** The Contractor shall clean and disinfect all telephone, furniture and cabinet surfaces as appropriate to the disinfection cleaning standard in the given work area.

**4.23.2 Standard of Cleaning & Compliance.** All furniture surfaces shall be cleaned and/or polished as appropriate to maintain a visually neat appearance Compliance as appropriate to type of service standard for given area.

#### **4.24. Wall Cleaning.**

**4.24.1. Wall Surfaces to be Cleaned.** The Contractor shall clean all washable wall surfaces to remove imbedded dirt and foreign matter, as needed and not less than weekly. Wall cleaning shall be done at least once each week to a height of 7 feet. In those circumstances where there is a question concerning wall cleaning, the Contractor shall confer with the COR.

**4.24.2. Standard of Cleaning & Compliance.** Wall surfaces shall be cleaned so as to have a uniformly clean appearance, free from dirt, stains, streaks, lint, cleaning marks, and cobwebs, as appropriate to type of service standard for given area.

#### **4.25. Interior Glass, and Mirror Cleaning.**

**4.25.1. Glass Surfaces to be Cleaned.** The Contractor shall clean all exposed glass surfaces that are not an integral part of the exterior surfaces of the building; e.g., glass partitions, interior glass doors, display cases, directory boards, glass draft shields, mirrors, and adjacent trim.

**4.25.2. Standard of Cleaning & Compliance.** The glass surfaces and adjacent trim shall be clean, streak, dirt dust and smudge free. Glass surfaces shall be cleaned as a regular part of the cleaning process at each CBOC area to be cleaned.

#### **4.26. Section Relocation.**

**4.26.1. Continuation of Housekeeping Services.** The Contractor shall provide continued housekeeping services for those activities relocated to alternate work sites due to construction or renovation according to the original level of service required for the activity.

**4.26.2. Standard of Cleaning & Compliance.** Compliance as appropriate to type of service for given area and upon notification by the COR

#### **4.27. Contractor Furnished Equipment, and Supplies.**

**4.27.1.1. Use of Cleaning Chemicals.** All cleaning chemicals must remain in an original manufacturer's container with appropriate directions in English. The Contractor shall not use any supplies or equipment prior to receiving the approval of the C.W. Bill Young VAMC Infection Control Committee and the COR. The Contractor shall keep copies of all MSDS in their home or area Office, at a central location at each CBOC as a master copy and a copy on all housekeeping carts for immediate access by the housekeeping staff.

**4.27.2. Contractor Equipment Documentation.** The Contractor shall provide documentation to the COR for all equipment prior to use.

**4.27.2.1. Contractor Equipment Compatibility.** Contractor's equipment shall be compatible with existing sources of Government-furnished electrical power and be in compliance with Underwriter's Laboratory (UL), National Fire Protection Association (NFPA). Use of extension cords in any CBOC is strictly forbidden.

**4.27.3. Storage of Contractor Equipment.** The Contractor shall store all equipment material and supplies in full compliance with EPA and OSHA regulations for storage and as indicated below.

**4.27.3.1. Storage in Designated Areas.** The Contractor shall store equipment, materials, and supplies in the designated areas when not in use. Stored trash containers and receptacles shall be visibly clean at all times. All Contractor equipment will be kept in the designated Housekeeping Closet at each CBOC.

**4.27.3.2. Standard of Cleaning of Contractor Equipment.** The Contractor shall utilize equipment which has been cleaned and disinfected as appropriate for those areas requiring total disinfection cleaning. All housekeeping equipment shall be cleaned and disinfected on at least a weekly basis at each CBOC.

**4.28. Written & Electronic Communications.**

**4.28.1. Provision of Adequate Contractor/Govt. Communications.** Contractor shall insure adequate electronic communication with the Government and its employees.

**4.28.1.1 Standard of Adequate Communications.** The Contractor shall insure their pagers and/or cell phones are consistent with Government transmitter equipment and shall be of sufficient quantity to accomplish the housekeeping mission in the operating room (OR), labor and delivery (L&D), critical-care areas and on-call housekeepers.

**4.29. Consumable Supplies Listing.** The contractor shall provide the COR an itemized list of all consumable supplies used during the previous quarter.

**4.29.1** The list shall be provided not later than the 10<sup>th</sup> work day of the following quarter.

**4.30. Equipment Listing.** The Contractor shall maintain an itemized list of all equipment.

**4.30.1.** The list shall be provided to the COR within 10 working days of the contract anniversary date.

**4.31 Contract Surveillance Method.** All work performed under this contract will be subject to inspection. The COR, along with the individual Directors of the CBOC's covered by this contract, are designated as officials responsible for verifying contractor compliance under this contract. After contract award, any incidents of contractor noncompliance, as evidenced by the monitoring procedures, shall be reported to the COR and Contracting Officer. The Contractor should expect that during the course of this contract, on occasion, a C.W. Bill Young VAMC inspection team will perform random inspections of the quality of work being performed by the contractor under this contract.

## **Technical Exhibits**

TECHNICAL EXHIBIT A -- CBOC LOCATIONS & SIZES in SQ. FT.

TECHNICAL EXHIBIT B -- PERFORMANCE REQUIREMENTS SUMMARY

TECHNICAL EXHIBIT C -- PRE-EMPLOYMENT MEDICAL REQUIREMENTS

TECHNICAL EXHIBIT D -- TASK AND FREQUENCY SCHEDULE

TECHNICAL EXHIBIT E -- DEFINITIONS & ACRONYMS

## Technical Exhibit A

### CBOC Locations & Sizes in Sq. Ft.

The following locations are CBOC's that are currently being operated by the C.W. Bill Young VAMC.

- 1) South Saint Petersburg – 7,000 Sq. Ft.  
Carpet: N/A  
VCT: 10%  
Plank Flooring: 75%  
RR's: Porcelain
- 2) Palm Harbor – 9,999 Sq. Ft.  
Carpet: N/A  
VCT: 10%  
Plank Flooring: 75%  
RR's: Porcelain
- 3) \*Sarasota – 18,068 Sq. Ft.  
Carpet:  
VCT:  
Plank Flooring: N/A  
RR's: Porcelain
- 4) \*Bradenton – 12,445 Sq. Ft. (plus 5300 SF of expansion)  
Carpet:  
VCT: 10%  
Plank Flooring:  
RR's: Porcelain
- 5) Naples – 5,000 Sq. Ft.  
Carpet: N/A  
VCT: 85%  
Plank Flooring: N/A  
RR's: Porcelain
- 6) \*Port Charlotte – 9,950 Sq. Ft.  
Carpet: N/A  
VCT:  
Plank Flooring: N/A  
RR's: Porcelain
- 7) Sebring – 9,209 Sq. Ft.  
Carpet: N/A  
VCT: 10%  
Plank Flooring: 75%  
RR's: Porcelain

\*\*\* The C.W. Bill Young VAMC has expanded clinic hours for the Bradenton CBOC, Pt. Charlotte CBOC and Sarasota CBOC. The clinics will remain open until 7:00pm on Wednesday nights and will be open from 8:00am to noon on Saturdays. Contractor shall provide continued housekeeping services to cover expanded clinic hours. \*\*\*

## **TECHNICAL EXHIBIT B**

### **PERFORMANCE REQUIREMENTS SUMMARY**

#### **1. Purpose.**

1.1. To list the PWS requirements considered most critical to satisfactory contract performance.

1.2. Identify the PWS reference(s) that identifies standards for the PWS requirements considered most critical to satisfactory contract performance.

1.3. Provide maximum allowable defect rates for each PWS requirement (See PRS Column 3). The maximum allowable defect rate is the defect rate in the population of services above which the contractor's quality control is considered unsatisfactory. The maximum allowable defect rate does not represent a threshold above which payment deductions are taken. Deductions may be taken for all defects (with credit for rework to the extent appropriate) irrespective of whether the maximum allowable defect rate was exceeded or not.

1.4. Identify the primary surveillance method as appropriate to PWS requirements. (See PRS Column 4)

1.5. Specify the applicable deduction base percentage applicable to each listed PWS requirement (See PRS Column 5).

**2. Re-performance of Services.** If any of the services do not conform to contract specifications and standards, the Government will be require the contractor to re-perform the services in conformity with contract requirements, at no additional cost to the Government. When the defects in services cannot be corrected due to circumstances, the Government may (1) require the contractor to take necessary action to ensure that future performance conforms to contract requirements and (2) reduce the contract price to reflect the reduced value of the services performed. The Government may exercise appropriate contractual remedy should the contractor fail to promptly take the necessary action to ensure future performance is in conformity with contract requirements.

2.1. The contractor shall be required to correct/eliminate any deficiencies in services within the following prescribed time frames: Type I and II Services within 2 hours, Type III, IV, V and VIII Services within 8 hours. Notification begins when pertinent documents (e.g., Customer Discrepancy Report) are issued to the contractor. Time of notification and correction of all applicable deficiencies should be entered on all Government documents and retained in the contract file. The Government may execute a deduction in payment for non-compliance when validated by the Contracting Officer (CO).

#### **3. Criteria for Determining Maximum Allowable Degree of Deviation (AQL) From Requirement.**

**3.1. Surveillance Checklists, and Customer Complaint Inspections.** The AQLs are based on levels of performance required for a clean MTF. Deficiency levels which exceed the AQL are unacceptable and may trigger actions in Paragraph 4.

3.1.1. When apparent non-satisfactory work is identified, the Contractor shall be required to respond to a Contract Discrepancy Report (CDR). The Contractor shall explain reasons for substandard performance, how performance will be returned to acceptable levels, and how recurrence of the same or like problems will be prevented in the future.

3.1.2. The Government will evaluate the Contractor's explanation, assess its validity, and determine whether it is acceptable.

## TECHNICAL EXHIBIT C

### PRE-EMPLOYMENT MEDICAL REQUIREMENTS

1. The following requirements are, except where otherwise indicated, considered the minimum essential (see paragraph 1.6 of Performance Work Statement):

a. Tuberculosis Screening should follow the “Uniform Tuberculosis Clearance Procedures for all Hospital and Medical Facilities Branch Programs” as established by the State Health Department.

- (1) IPPD (Mantoux Intermediate Strength PPD 5-TU), unless contraindicated, will be administered by a private provider facility within 30 days prior to contract start date or commencement of employment by the employee.
- (2) Positive tuberculin reactors will obtain a chest-x-ray within one year prior to contract start date and 4 years thereafter (see paragraph 1.6.5 of Performance Work Statement).

b. Hepatitis B Vaccine shall be implemented in accordance with OSHA standards on occupational exposure to bloodborne pathogens. The three shot sequence shall be initiated prior to any contractor employee beginning work. The full sequence shall be completed in the standard 6-month time period.

2. *Documentation of Results.* The Contractor will ensure that all personnel are screened and have received medical clearance.

4. *Exceptions to Policy.* Request for any exceptions to these policies will be coordinated through the contracting office. The contracting office will, in turn, coordinate the action with the appropriate occupational health office.

## **TECHNICAL EXHIBIT D**

### **TASK AND FREQUENCY SCHEDULE**

<b>TASK</b>	<b>FREQ</b>	<b>REQUIRED STANDARD</b>
Report on US Government furnished consumable supplies	Quarterly and IAW para 5.27 of the PBWS	Accurate report of items used.
Interior glass and mirror cleaning	Daily and IAW the PBWS section 5.23.2	Free of streaks & smudges IAW the PBWS section 5.23.2
Floor Spray buffing	At least weekly to maintain high gloss shine on all floors IAW with para. 5.17	Areas will be polished with High gloss shine
Stripping, sealing & waxing	Quarterly scheduled	This process shall be done on all hard surface floors which permit waxing. Purpose is to maintain high gloss shine
Trash removal	Daily and IAW the PBWS section 5.3	Trash removed and trash cans relined
Entrances and entrance platforms	Daily and IAW para 5.3.1 of the PBWS.	Areas will be free of debris, dust, fluid spills & cig. butts
Wet mopping and dust mopping	Daily and IAW section 5.3 & 5.7 of the PBWS	Dust and dirt free IAW section 5.3 & 5.7 of the PBWS
Complete toilet and sink cleaning	Daily for all toilets IAW section 5.3 of the PBWS	Clean & disinfect all fixtures IAW section 5.3 of the PBWS, refill all dispensers
Furniture damp dusting (if surface is clear)	Daily IAW para 5.3 of the PBWS	Free of spills and dust IAW para 5.3
Ledge and counter cleaning	Daily IAW para 5.20 of the PBWS	Free of spills and dust IAW para 5.20 of the PBWS
Vacuuming & Damp cleaning	Daily IAW para 5.3 & 5.18 of the PBWS	Remove all dust, marks and Debris IAW para 5.3 & 5.18 of the PBWS
Stainless steel and metal surface cleaning	Daily IAW para 5.16 of the PBWS	Remove all dust and streaks IAW para 5.16 of the PBWS
Wall cleaning	Weekly or sooner as needed. IAW para 5.3 of the PBWS	Free of dirt, stains and oil IAW para 5.3 of the PBWS
Carpet spot cleaning	As needed IAW para 5.19 of the PBWS	Remove all spots IAW para 5.19 of the PBWS
Upholstery cleaning	As needed IAW para 5.3 of the PBWS	Surface will be clean and Free of dirt and oil IAW para 5.3 of the PBWS

Toilet paper, paper towel and  
dispenser replenishment

Daily if needed IAW para 5.15 of  
the PBWS

All receptacles and dispensers  
will be completely restocked  
IAW para 5.15 of the PBWS

#### **Task & Frequency Schedule for Periodic/Cyclic Cleaning**

##### **TASK**

Carpet Shampooing  
Stripping & Waxing  
Window Cleaning  
Wall Cleaning  
Light Fixture Cleaning  
Remove & Re-Hang Curtains  
Entryway Rugs Vacuumed or Replaced if Wet  
Outside of all Entryways Policed (3 meters)

##### **FREQUENCY**

Quarterly  
Quarterly  
Weekly  
Weekly  
Quarterly  
Semiannually  
Daily  
Daily



## **APPENDIX E**

**DEFINITIONS.** The following terms used throughout this PWS shall have the following meanings.

**Acceptable Quality Level (AQL).** AQL is the maximum allowable percentage of deviation from perfect performance for an individual service output.

**Advisory Documents.** Directives, which the Contractor may use for information and guidance and which are not binding for compliance.

**Blood borne Pathogens Standards.** The Occupational Safety and Health Administration (OSHA) standard to eliminate or minimize occupational exposure to Hepatitis B Virus (HBV), Human Immunodeficiency Virus (HIV), and other blood borne pathogens.

**Contracting Officer (CO/KO).** The individual with the authority to enter into, administer, and/or terminate contracts. The CO or KO is the exclusive Government official authorized to execute changes and authorize deviations or variations from the contract.

**Contracting Officer's Technical Representative (COR).** The medical facility person responsible for assisting in Contractor oversight and administration of the Government's quality assurance portion of the contract. This person is designated in writing through a formal Letter of Appointment by the Contracting Officer to be responsible for quality assurance, inspection, surveillance documentation and periodic (monthly) acceptance of Contractor's performance. A copy of the letter of appointment will be provided to the Contractor.

**Disinfection Cleaning.** Falls between the processes of physical cleaning and sterilization as the elimination of disease-producing microorganisms, but not spores, from inanimate objects via pasteurization or liquid chemicals. Create a clean, safe, attractive environment for patients, staff, and visitors.

**Facility Defects.** Flaws in the physical plant caused by age, breakdown, damage, or other causes. These may be cosmetic or causing further damage to personnel. The Government will identify defects as routine or emergency based upon urgency of repair.

**Hard Surface Floors:** Floor surfaces that require application or removal of floor finish or polishing. Examples include linoleum floors, hard rubber flooring, etc.

**Hospital Infection Control Committee (ICC).** A designated group of hospital staff responsible for monitoring the total infection control program within the medical facility. JCAHO and The Surgeon General consider housekeeping an integral part of the total infection control program.

**Housekeeping Services.** The hospital housekeeping department's primary function is to develop and maintain a sanitary, safe, and esthetically pleasing environment that will enhance the primary mission of patient care. Contractor management, tasks, and standards shall be developed to maintain a health care environment that is in strict compliance with state, federal, local, and CBOC guidelines and regulations. The Contractor shall, in addition to all work areas identified under contract, execute any and all tasks required to execute these required services under the contract. This includes all areas in a room from the floor to the ceiling, from outside walls (including windows) to the inside walls and doorways.

**Internal Emergency Clean Up.** Emergency response by Contractor employees may be required (over and above routinely scheduled work) to provide for patients and staff welfare and safety of the building as a result of mass casualty situations or natural disasters. Examples include: facility defects, fire, mass illness or an injury situation. The hospital shall be maintained, as closely as possible, in a hygienically clean condition during such emergency situations.

**Joint Commission on Accreditation of Health Care Organizations (JCAHO).** A national organization dedicated to improving the care, safety, and treatment of patients in health care facilities, and publishers of the Joint Commission on Accreditation Manuals.

**Key Contractor Personnel:** Key Contractor personnel consist of the Executive Housekeeper, Shift Leaders, and Supervisors.

**Mandatory Documents.** Directives with which the Contractor is obligated to comply.

**Health Care Acquired Infections (HCAI).** An infection acquired by patients and others during hospitalization, with diagnosis confirmed by clinical or laboratory evidence. Great danger arises with hospital infections because of the weakened condition of patients. The most effective method of defense is a clean, infection-free environment. Effective environmental sanitation is required to lessen hazards to the extent that Health Care Acquired infections may be consequence of exposure to contaminated air, dust, furnishings, equipment, and other fomites. Frequent and thorough cleaning of hospital interiors is necessary to reduce the number of pathogens. The main purpose is to physically remove microorganisms from the various fomites that might, in turn, transmit them to patients.

**Patient Discharge Cleaning.** This service encompasses terminal cleaning within the patient cubical/exam areas whenever the patient's stay has ended or when the patient has been transferred.

**Performance Assessment Plan (PAP).** A Plan which provides the Contracting Officers' Representative (COR) a systematic method to monitor Contract performance.

**Quality.** The Standard of Cleanliness of an Area. This is measured by the Contractor's compliance with Government mandated standards or service outputs.

**Quality Assurance (QA).** A planned and systematic pattern of all actions necessary to provide confidence that adequate technical requirements are established; products and services conform to technical requirements; and satisfactory performance is the end result.

**Random Sampling.** A methodology of selecting areas to be inspected, which guarantees that no prejudicial factors pre-dispose one area to be inspected over another. The methodology used is "Sampling with Replacement" meaning that an area once selected, is returned to the pool, and could be selected again with infinite frequency.

**Regulated Medical Waste (RMW).** Regulated Medical Waste is any waste from patients in strict or respiratory isolation or with wound and skin precautions; wastes from the microbiology laboratory; and other wastes, such as surgical waste, needles, syringes, and sharps, classified as infectious. Pathological waste is any waste, which includes anatomical parts of humans and animals, excluding human corpses and animal carcasses.

**Total Disinfection Cleaning.** The highest degree or level of disinfection through cleaning of all environmental surfaces (The interruption of the chain of infection.) The quality standard for performance of total disinfection cleaning is to significantly reduce the potential that large numbers of microorganisms on environmental surfaces will come into contact with patients. Requires that a specific task be performed in a systematic manner on a daily basis.

**Steadfast Policing.** The clean-up of papers and any other debris, removing spills, vomitus, spots and marks from walls, loading docks, walkways, entrances, parking lots, interior and exterior planters, floors, carpets, and furniture.

## ACRONYMS/ABBREVIATIONS

AQL	Acceptable Quality Level
ASHES	American Society for Healthcare Environmental Services
CDC	Center for Disease Control
CDR	Contract Discrepancy Report
CFR	Code of Federal Regulations
CBOC	Community Based Outpatient Clinic
CO/KO	Contracting Officer
COR	Contracting Officer's Representative
EPA	Environmental Protection Agency
ICC	Infection Control Committee
IEHA	International Executive Housekeeping Association
JCAHO	Joint Commission on Accreditation of Health Care Organizations
MSDS	Material Safety Data Sheet
NFPA	National Fire Protection Association
OSHA	Occupational Safety and Health Administration
PAP	Performance Assessment Plan
PRS	Performance Requirements Summary
PWS	Performance Work Statement
QA	Quality Assurance
QAE	Quality Assurance Evaluator
QC	Quality Control
RMW	Regulated Medical Waste
C.W. BILL YOUNG VAMC	Veterans Administration Medical Center
SOP	Standard Operating Procedure