

## **Statement of Work**

### **Housekeeping Services Lufkin, TX**

#### **1. GENERAL.**

1.1 The Contractor shall provide all labor, supervision, management support, equipment, supplies and materials necessary to clean the Lufkin VA Outpatient Clinic located at 2206 North John Redditt Drive, Lufkin, TX 75904. Areas to be cleaned shall include all waiting areas, reception, all exam/treatment rooms, all restrooms, and administrative support offices. The total approximate square footage for the clinic is 37,000 square feet.

1.2 “Clean” shall be defined as free of dirt, dust, spots, marks, streaks, stains, smudges, scratches, mop strands, litter, debris, and other residue. Following cleaning procedures, finished areas shall have a uniform luster and the corners shall be clean.

#### **2. WORK HOURS**

**2.1 Normal Work Hours:** All work is to be accomplished between the hours of 7:00 am and 6:00 pm., Monday through Friday except on Federal Holidays. If the contractor must come in outside these hours, the contractor should contact the COR to arrange for access to the facility.

**2.2 National Holidays:** The ten holidays observed by the Federal Government are: New Year day, Martin Luther King’s Birthday, President’s Day, Memorial Day, Independence Day, Labor Day, Columbus Day, Veteran’s Day, Thanksgiving Day, and Christmas. The Federal Government will also observe any day specifically declared by the President of the United States to be a national holiday.

### **3. DESCRIPTION OF SERVICE**

**3.1 Floor Maintenance.** All floors, except carpeted areas, shall be swept, dust mopped, damp mopped, wet mopped, dry buffed, spray buffed, stripped and waxed, as needed, to ensure a uniform, glossy appearance free from dirt, debris, dust, scuff marks, heel marks, other stains and discoloration. Baseboards, corners, wall/floor edges and door edges shall be clean and free of any floor maintenance solutions. All hidden floor areas (behind and underneath furniture) shall be free of dirt and debris. If any furniture is moved during cleaning, it shall be carefully returned to its position without causing any damage. Carpeted areas shall be vacuumed or shampooed as needed to ensure that carpet is clean, and free from any visible lint, litter, stain, and other foreign matter. Spots shall be removed by carpet manufacturer's approved methods as soon as noticed. Underneath the carpet shall be free of moisture, soil, and any foreign matter. All tears, burns, and ravel shall be brought to the attention of the COR.

**NOTE:**

- Daily: Dust mop and wet mop all rooms and hallways
- Weekly: Scrub and buff all hallways
- Quarterly: Scrub and add wax all hallways and rooms that require waxing
- Semi-annually: Strip and add wax to all hallways and rooms that requires waxing
- Semi-annually: Cleaning of interior windows

**3.2 Trash Pick-up.** All trash containers shall be emptied and relined on a regular basis to ensure that no trash container is over flowing at any time. (Trash containers will be furnished by the government). If there are any objects such as boxes, cans, etc placed near trash cans, the contractor employee shall enquire from the staff in the area if this material needs to be discarded and ensure the task is completed. All trash shall be delivered to the designated trash storage area. Trash receptacle shall be left clean, free of foreign matter and free of odors.

**3.3 Drinking Fountains.** The Contractor shall clean and disinfect all porcelain and polished metal surfaces, including the orifices and drains as well as exterior surfaces of the fountain. Drinking fountains shall be free of streaks, stains, spots, smudges, and any type of foreign mater.

**3.4 Exam Tables.** The Contractor shall clean and disinfect all exam tables daily. After cleaning, the base of the exam tables shall be free of dust, stains, and any foreign object.

**3.5 Rest rooms.** The Contractor shall maintain the restrooms in a clean and sanitary condition at all times. All areas of the restroom including the toilet seats and bowls, urinals, sinks, partitions, walls, mirrors, doors (including doorknobs), plumbing fixtures, underside of sinks and pipes, floors, soap dispensers, paper towel holders, faucets, trash cans, vents, light switches etc shall be cleaned using a U.S. Environmental Protection Agency (EPA) approved hospital grade germicidal detergent. After cleaning, receptacles shall be free of deposits, dirt, streaks, and odor.

**3.6 General Dusting.** The Contractor shall clean and dust all horizontal and vertical surfaces including furniture to eliminate all stains and dust collection.

**3.7 Stocking of restrooms.** The Contractor shall ensure that the restrooms are stocked with all essential supplies including paper towels, toilet paper, hand soap, and other sanitary items.

#### **4. SPECIFICATIONS:**

##### **4.1 Building Security.**

**4.1.1** The Contractor shall be provided keys or allowed access to all clinic areas and rooms requiring cleaning. Keys provided to the Contractor shall not be duplicated. In the event a key is lost or duplicated, the Government shall replace all locks and keys on that system shall. The Contractor shall be responsible for the total cost involved in replacing keys and cores. The Contractor shall be

responsible for immediately reporting the occurrence of a lost key to the Contracting Officer Representative (COR) or his/her designee.

**4.1.2** Contractor employees shall not allow any unauthorized person the use of any key in their possession. They shall not open locked rooms or areas to permit entrance by persons other than contractor employees performing assigned duties. All rooms/areas required to be locked shall not be left unattended during the cleaning process and shall be relocked by contractor personnel after completing cleaning duties.

**4.1.3** Contractor personnel shall turn off all lights in unoccupied areas after cleaning is performed. Contractor personnel shall ensure areas are secured and windows are closed and locked. The Contracting Officer or designee shall be notified of any unlocked doors or windows during his/her duty hours.

## **4.2 Safety.**

**4.2.1** The Contractor shall display warning signs that have been approved by the COR in all areas where housekeeping operations may cause traffic obstruction or personnel hazard.

**4.2.2** The cleaning of lobbies and corridors resulting in a temporary wet or slippery floor surface shall be accomplished so that it will not be necessary for personnel or patients to cross the wet surface to gain access to other areas (1/2 of the hallway or area at a time). The Contractor shall comply with all Life Safety Regulations. A copy of the Life Safety Code can be obtained at

(<http://www.nfpa.org/catalog/product.asp?pid=10112>)

## **4.3 Handling/Cleaning of VA Furniture/Equipment**

**4.3.1** Equipment that is plugged in for recharging shall not be unplugged.

**4.3.2** The Contractor shall clean all Podiatry tables and equipment (except console), all examination tables, and all other furniture and equipment within the clinic. To access the areas underneath and around furniture, the Contractor might need to move some furniture. The contractor shall be responsible for returning any moved furniture to its original spot after cleaning.

**4.3.3** All tasks accomplished by Contractor personnel shall be done so as to preclude damage or disfigurement of furniture and building structure. The Contractor shall correct any damage caused by his employees to any part of the building or equipment or any area covered by this contract.

## **5. CONTRACTOR FURNISHED EQUIPMENT/SUPPLIES**

**5.1** The Contractor shall furnish the personnel necessary to perform all services required. The Contractor's personnel shall be able to read, write and speak English without the use of an interpreter.

**5.2** The Contractor shall furnish the supplies necessary to perform all services required. Supplies and equipment shall comply with VA, federal or state Occupational Safety and Health Standards and fire regulations.

**5.3** All items shall be approved by the facilities Infection Control Committee (ICC) and the COR prior to being used. The Contractor shall obtain Material Safety Data Sheets, Occupational Safety and Health Administration (OSHA) Form 20 for all chemical products used and shall provide a copy to the COR. New supplies or changes in previously approved materials shall require product literature and may require samples.

**NOTE: Aerosol sprays shall be approved by the COR before use, and shall not be used in patient treatment areas.**

**5.4** Contractor personnel shall not use steel wool, abrasive metal cleaners, or any other cleaning materials or supplies which could cause damage to government property. At no time shall chairs,

wastebaskets, brooms, mops, or any other items normally placed on the floor be placed on any surface of furniture or equipment.

**5.5** All containers of cleaning chemicals and similar products shall be conspicuously marked (preferably with a factory label), to identify contents. All other labels shall be removed or defaced. Materials bearing a Department of Transportation (DOT) red label (flammable) shall not be used. No unlabeled chemicals shall be permitted for use anywhere within the facility.

**5.6** Contractor's equipment shall be compatible with existing sources of government furnished electrical power. All equipment shall comply with current safety standards. All equipment shall be cleaned with an EPA approved hospital grade germicidal disinfectant each day prior to storage.

**5.7** All electrically operated equipment shall be equipped with hospital quiet-type motor, be third-wire grounded, and equipped with an appropriate length of Underwriters Laboratories (UL) approved three-conductor cord. **Extension cords are prohibited.**

**5.8** All wheeled and movable equipment shall be equipped with protective non-marking wheels and rubber bumpers or guards around the entire perimeter. No part of the equipment (except fixed handles) shall protrude beyond the rubber bumpers.

**5.9** When not in use, equipment shall be stored in designated areas only. Trash containers shall be washed each day prior to storage.

**5.10** Supplies and equipment shall not be transported in trash cart, mop buckets, etc. All materials not immediately used shall be properly stored.

**5.11** An EPA approved hospital grade germicidal detergent shall be used for all cleaning activities within the clinic. In the event of an outbreak of Methicillin Resistant Staphylococcus Aureus (MRSA),

Clostridium Difficile (C-Diff) or other major Hospital Acquired Infection (HAI), the COR will instruct contractor on proper cleaning procedures.

**5.12** Stripping Compound shall be purely synthetic, non-ionic, biodegradable, and contain no animal or vegetable soaps, abrasives, bleach, alcohol, ammonia, or other ingredients which would produce harsh, harmful, or noxious odors or fumes, either in use or in storage. Stripping Compound shall be capable of completely removing all soap build-up and floor finishing film (with the exception of peracrylic type finishes). Stripping Compound shall contain approximately 12% or more active ingredients, exclusively or dilution; it shall have a pH of not less than seven or more than 11.0. It is permissible to use a special detergent stripper specially designed for use in automatic scrubber equipment, so long as it meets the above requirements.

**5.13** Carpet Shampoo shall be used in accordance with manufacturers' recommendations.

**5.14** Mop heads shall be laundered after each use. Disposable mop heads may be made of non-woven fabric or a listless fabric consisting of textile fibers or a combination of fibers and yam and be clear or neutral in color. No oil based treatments are allowable. The chemical treatment shall not have a "flashpoint" of less than 330° Fahrenheit and shall be free of specifiable matter. The compound shall not heat spontaneously under service conditions. Total treatment residue in mop heads shall contain no carbon residue.

**5.15** Vacuum Cleaners shall have hospital grade micro static impaction type filtration system which shall filter out all dust and bacteria particles larger than 0.3 micros. All vacuum equipment (i.e. tank, hose and bag) shall be cleaned daily with an EPA approved hospital grade germicidal detergent. Vacuum filters shall be cleaned weekly.

**5.16** Trash carts shall be of such size that will not block width or block passageways for building evacuation. All trash collection containers shall be thoroughly cleaned and disinfected daily using an EPA approved hospital grade germicidal detergent.

**5.17** Wet Floor Signs shall contain easily understood directions and guidance in English and Spanish.

**5.18 Contractor Equipment.** The Government shall not be held responsible for any item of Contractor's equipment which may be lost, damaged or stolen. The Contractor shall tag all contractor owned equipment for identification.

**5.19** When routine facility's defects (dripping faucet, loose door, loose window frames, etc.) are found, they shall be reported to the COR or his/her representative.

## **6. QUALITY ASSURANCE:**

**6.1** Following is the summary of performance standards for services described herein. Requirements not listed on this table but listed elsewhere in this statement of work are still in full force and effect – This table does not supersede any other requirements already stated.

## 7. PERFORMANCE MEASURES

### Performance Requirements Summary (PRS)

Following is the summary of performance standards for services described herein. Requirements not listed on this table but listed elsewhere in this statement of work are still in full force and effect - This table does not supersede any of the requirements already stated.

<b>Desired Outcome</b>	<b>Performance Standard</b>	<b>Acceptable Quality Level (AQL)</b>	<b>Surveillance Method(s)</b>
All areas of the clinics and public areas are maintained in a clean and sanitary condition	No build up of dirt on any surface of the Patient exam rooms or public areas for which custodian service has been requested by this statement of work. The patient exam rooms are clean and supplied with sanitary products at all times, there is no trash build up in the entire area for which custodian service has been requested by this statement of work.	Less than three (3) complaints in a calendar month	Direct Observation by COR and Validated Customer Complaints.
Badges are properly displayed	Contractor employees wear their access badge in such a	Zero (0) complaint during	Surveillance by all VA employees

	way that the name and photo of the employee is visible to any person standing within six (6) feet in front of him/her	the life of the contract	
All contractor employees receive the mandatory trainings	All contractor employees working under this contract receive all the required training as directed by the COR	Zero (0) compliant during the life of the contract	Inspection by COR