

## Additional Information

The Lessor agrees to the requirements of the **VA Physical Security Guidelines – Life Safety Protected** attached to this Lease. Deviations to the published guidelines are listed below.

- Blast resistance and progressive collapse is NOT required.
- Automatic Sprinkler system shall be provided throughout.
  - Meeting requirements of NFPA 13
  - Quick response sprinkler heads throughout.
  - Provide a fire pump to supplement flow and pressure if required meeting NFPA 20.
- SSTV and intrusion detection shall be provided.
- Monitoring of the intrusion detection system shall be included in the rental agreement.
- Emergency Generator is required for the facility. Generator shall be sized to accommodate the IT closet and 50% of the general purpose outlets.
- Secured, fenced parking and motorized gate is required for 15 Government cars.
- Perimeter site fencing is not required. Landscaping and site circulation patterns should be employed to prevent and deter unauthorized trespass.
- Laminated glass is NOT required on exterior glazing units. Tempered Safety glass shall be provided as required by IBC and local authorities having jurisdiction.
- On site security guard provided by the landlord from 7am – 6pm M-F. Scope of work outlining specific duties is listed in Section 7 of this solicitation.

### PATIENT ENTRANCE

Provide canopies over patient entrances to outpatient clinic.

Entrance doors to the lobby shall be visible to or monitored by security personnel. Access from the lobby to elevators, stairways, and corridors shall be controlled. Separate the public lobby from adjacent areas with partitions that extend to the underside of the floor above. Glazing in the lobby area shall be laminated glass.

Public doors shall be capable of being remotely locked and unlocked from the reception desk in the main lobby. Secondary public entrance doors shall prevent unauthorized access. Staff entrance door hardware shall include electrified locksets.

Means of egress doors that do not also function as entrances shall be provided with delayed action and alarmed emergency egress hardware. Delayed egress and alarmed exits shall comply with applicable codes and regulations. Means of egress shall not be obstructed by installation of security devices such as guard stations, screening equipment, or other security devices.

Access for Emergency Responders: The Fire Command Center (FCC) and secure house key box for emergency responders shall be located near main entrance door. The entrance shall be controlled and monitored by Security Surveillance Television (SSTV).

SSTV cameras shall be provided to monitor activities in the lobbies of new and existing life-safety protected facilities and shall be located to provide views of approaching pedestrian and vehicular traffic, drop-off areas, building entrances, and departing pedestrian and vehicular traffic. Provide SSTV cameras at locations with alarmed exits, at loading docks, and other areas subject to pilferage. Install door status monitors at doors intended to be used only for emergency egress.

**The Intrusion Detection System (IDS)** shall include motion detection, glass break, and door contact sensors, among other devices. These devices provide alternative methods to detect actual or attempted intrusion into protected areas through the use of alarm components, monitoring, and reporting systems. The IDS shall have the capability of being integrated with DSPI, PACS, and SSTV systems. All IDS shall meet UL 639 Intrusion Detection Standard. IDS shall be used to monitor the site perimeter, building envelope and entrances, and interior building areas where access is restricted or controlled. Monitoring of the IDS shall be included in the TI costs of this contract.

**The Physical Access Control System (PACS)** shall include, but not be limited to: card readers, keypads, biometrics, electromagnetic locks and strikes, and electronic security management system (SMS). PACS devices shall be used for the purpose of controlling access and monitoring building entrances, sensitive areas, mission critical asset areas, and alarm conditions from an access control perspective. This includes maintaining control over defined areas such as site access points, parking lot areas, building perimeter, and interior areas that are monitored from a centralized SCC. PACS shall be able to be fully integrated with other security subsystems using direct hardwire or computer interface. See Door Schedule for doors requiring access control.

**Electronic Security Management System (SMS):** The SMS shall allow the configuration of an enrollment and badging, alarm monitoring, administrative, asset management, digital video management, intrusion detection, visitor enrollment, remote access level management, and integrated security workstations or any combination thereof. Entry control software shall allow for programming of the PACS via a CPU. All software shall be updated per manufacturer's instructions. Network interface devices shall consist of all hardware and software required to allow for full interface with other security subsystems via a CPU.

**Duress, Security Phones, and Intercom System (DSPI):** The DSPI system is used to provide security intercommunications for access control, emergency assistance, and identification of locations where persons under duress request a security response. All

components of the DSPI shall be fully compatible and shall not require the addition of interface equipment or software upgrades to ensure a fully operational system. DSPI shall be fully integrated with other security subsystems.

### SPECIAL ITEMS FOR THE ENTIRE CLINIC

Placement of special systems required by the entire clinic will be shown on telecommunications drawings. Price as totally installed and provide a unit cost for each item listed. Adjustments in the contract at the time of approval of the equipment drawings will be made based on prices provided by the Offeror in this document.

Specific Telecommunications Systems (all systems must be approved by the Contracting Officer or the Contracting Officer's designee.)

**Motion Intrusion Detection (MID):** Provide a motion intrusion detection system. System shall be Security Metrics, Ademco, Honeywell, or approved equivalent, as updated to most current technology or manufacturer.

**Duress Alarm and Emergency Notification System:** Provide a wireless duress alarm and emergency notification panic system with visual and audible annunciation at Security Desk and Main Reception Area, initiated from any computer keyboard. System shall be provided by Centurion, with PCDuress or approved equivalent manufacturer. Under no circumstance shall the telephone system be used to provide duress alarm functions.

**Nurse Call:** Provide nurse call system(s) as required. System(s) shall be as manufactured by Rauland Borg, Hill-Rom, General Electric, Simplex, or approved equivalent, as updated to most current technology or manufacturer. See conceptual plan for location of controllers and location of call buttons.

**Video Teleconferencing System (VTEL):** Provide cabling and outlets for the VTEL system. The VA shall provide equipment required for the VTEL system. Install a CAT 6 cable from a data outlet in designated Treatment, Telemedicine, and Classroom to Telephone Equipment Room. Cable from each room shall terminate in center of Telephone Equipment room with thirty (30) feet of excess cable and shall be tagged to indicate room that cable serves. System(s) shall be as manufactured by Polycom, Tandberg, HP, or approved equivalent, as updated to most current technology or manufacturer.

#### Full System Security for entire Clinic:

#### LENEL SECURITY EQUIPMENT & SOFTWARE: Minimum Qty. of 1

Lenel Access Control Server: Part # PCS-ADVI: Description: OnGuard ADVI Server System with PC includes PC with Microsoft Windows 7 Professional 64-bit and SQL 2008 R2 x64 server database standard edition (Single Application License; 5 CALS) loaded with OnGuard Server software license which includes; System Administration; Alarm Monitoring; Map Designer; License Server; Comm. Server; Video Verify Support; E-mail Support; Guard Tour; Login Driver; Account Linkage; support for up to 64 card access readers; ID Credential Center Application; Badge Designer Application; Image Capture; ID Printing; License Server; Cardholder Image Export; Login Driver; Enhanced Imaging Option (ChromaKey and Ghosting) and first year support plan for new systems. (INCLUDES PC CONFIGURATION #3A).

**Configuration 3A: Dell Precision T3600 Minitower** - Intel Xeon E5-1603 Quad Core - 2.8GHz - 10MB L3 Cache; 635W power supply; 8GB - DDR3 UDIMM - 1600MHz - Non-ECC (4 x 2GB DIMMS); 8X DVD+/-RW w/ Cyberlink PowerDVD™; 250GB SATA III 6.0Gb/s - 7200 rpm hard drive; 1.0GB NVIDIA® Quadro® 600 - Dual MON (1 DP & 1 DVI) Windows 7 Professional SP1 64-bit; RJ45 Ethernet port; Internal Chassis Speakers; USB keyboard/mouse and 3 year limited warranty.

Lenel Surveillance Server: Part# DVC-EX-B-A00-08-2T: Description: 3U Extended Chassis (DVC-EX) with eight 2TB data drives LNVR Software and Windows 7 64bit operating system installed. NO camera channel licenses included.

Lenel High Performance Workstation: Part# PCC-HPC-ADVI: Description: OnGuard ADVI High Performance Client System with PC includes PC with Microsoft Windows 7 Professional 64-bit loaded with OnGuard Client software license which includes; System Administration; Alarm Monitoring; Map Designer; Login Driver; ID Credential Center Application; Badge Designer Application; Image Capture; ID Printing; Cardholder Image Export and Enhanced Imaging Option (ChromaKey and Ghosting). (INCLUDES PC CONFIGURATION #7A)

**Configuration 7A: Dell Precision T3600 Minitower** - Intel Xeon E5-1620 Quadcore - 3.6GHz - 10MB L3; 635W power supply; 8GB - DDR3 UDIMM - 1600MHz - Non-ECC [4x2GB UDIMMS]; 8X DVD+/-RW w/ Cyberlink PowerDVD™; 256GB SATA III 6.0Gb/s; 8MB Cache; solid state hard drive; 2GB AMD FirePro V7900 quad monitor video card (4 display port outputs); Windows 7 Professional 64-bit; RJ45 Ethernet port; Internal Chassis Speakers; USB keyboard/mouse and 3 year limited warranty.

Lenel Video to OnGuard Access Integration Software: Part# SWG-DV: Description: OnGuard Digital Video Enabler. This option should be included if you already have purchased an OnGuard Access Control system and wish to turn on digital video. This license activates the digital video tab to show up in OnGuard so you can use IP - Analog or hybrid recorders and cameras in OnGuard. Also increments SWC-DVxxx license by 1 giving you 1 client of Digital Video included.

Lenel Video Client Workstation Software: Part# SWC-DV: Description: OnGuard Video CLIENT SW LIC - includes a single digital video client software for any client workstation.

Lenel Video Camera Software: Part# SW-LNR-CH1: Description: Lenel Network Video Recorder Software - Includes a single channel software license for one IP/ Network based camera channel to be used with either a customer provided PC or adding on to a turnkey system. The customer provided PC must meet or exceed the Minimum DVC-EX PC configuration requirements listed above (maximum of 63 IP/network channels per recorder based on video resolution; framerate; quality and processing options being utilized)

Lenel 64 Add Reader Software: Part# 64ADV-64RUP: Description: 64 Access Readers upgrade for all ADV systems (max of 256 readers)

Lenel Access Control Large Enclosure: Part# LNL-AL600ULX-4CB6: Description: Lenel UL Listed Power Supply 12VDC 6A output; 115VAC (1.6 amps) input; continuous supply current with enclosure (24 in x 18 in x 4.5 in); lock; tamper switch; power distribution module; UPS capable (Battery Optional) UL & CUL Approved

Lenel Intelligent System Controller w/Dual Reader Ports: Part# LNL-2220: Description: Intelligent Dual Reader Controller - 12 VDC or 24 VDC @ 700mA; size (6 inches (152mm) W x 8 inches (203mm) L x 1 inches (25mm)H); (5 year lithium battery or 3 months full run) 6 MB standard cardholder flash memory; 50;000 of Event memory; maximum of 32 devices; Onboard Ethernet; on-board two door control; eight inputs; four outputs; cabinet tamper and power fault input monitors. RoHS; CE; C-Tick and UL 294

Lenel Dual Reader Module: Part# LNL-1320: Description: Dual Reader Interface Module (Series 2 -

Supports OSDP Readers) - 12/24 VDC; 2 Reader interface; W/M; 8 inputs; 6 (5A) form C relays ; RoHS; CE; C-Tick and UL294 certified

Lenel (16) Input Module: Part# LNL-1100: Description: Input Control Module (Series two) -12/24 VDC;

16 zone input monitor module; (32) 1K resistors (with 2 programmable output relays) ; RoHS; CE; C-Tick and UL294 certified

Lenel (16) Output Module: Part# LNL-1200: Description: Output Control Module (Series two) - 12/24 VDC; 16 relay output control module ; RoHS; CE; C-Tick and UL294 certified

Lenel Wireless Receiver: Part# PIM400-485: Description: RS-485 panel interface module for up to 16

doors/with outdoor enclosure

Lenel Gateway Module: Part# LNL-500W: Description: Wireless Gateway Interface - 12 VDC or 12

VAC; (5 year lithium battery) 512K standard memory; support for a maximum of 16 Wireless readers per interface (supports all MIRL; WRI and WRP Readers) available for use with OnGuard Version 5.10.4xx ; RoHS; CE; C-Tick and UL294 certified

**SCHLAGE SECURITY EQUIPMENT: Minimum Qty. of 1 at each door location identified on conceptual plan door schedule.**

Schlage Proximity Reader: Part# MT-15: Description: Multi-Technology Single Gang Reader: Medium-sized reader designed to be mounted on a wall over a single gang junction box; Black ; Wiegand interface;75 bit PIV, FIPS-201 [will also read cards encoded through OnGuard; Secure Mifare]

Schlage Wireless Electronic Lockset: Part# AD-401-MS-70-FMK-SPS-626...: Description: AD-401 is an ideal solution for applications which require approval by the U.S. Federal Government under HSPD-12 for FIPS 201 Compliance. The AD-401 electronic integrated lock with FMK multi-technology reader + keypad is FIPS 201-1 compliant for use in U.S. Federal Agency Buildings using smart card technology. The AD-401 lock with an FMK reader allows both a Wiegand and RS-485 solution.

Schlage AD-401 Hand-Held Programmer: Part# HHDKIT01: Description: Hand Held Programmer for Schlage AD-401 Series Electronic Lockset.

**CISCO NETWORK EQUIPMENT: Minimum Qty. of 1**

CISCO Network PoE 48 Port Switch: Part# WS-C3750X-48PF-S: Description: Cisco Enterprise Network Switch, 48 Ports of Power Over Ethernet (PoE), Modular 3 Layer Managed Network Switch.

CISCO SFP GBIC Module: Part# C3KX-NM-1G=: Description: Cisco Enterprise Network Switch module for the addition of Small Form Factor Pluggable Fiber Optic to Copper Media Converters, Accepts Standard size Gbic Multi-Mode or Single Mode versions.

**AXIS CAMERA NETWORK EQUIPMENT: Minimum Qty. of 1 as noted on conceptual plan**

Axis Pan, Tilt & Zoom (PTZ) Outdoor Network Camera: Part# Q6035-E: Description: ARTPEC Image Encoder HDTV 1080p compliant outdoor-ready, IP66 and NEMA 4X-rated, PTZ dome camera with 20x optical zoom. Arctic Temperature Control enables operation and start up from -40 °C to +50 °C. WDR. Auto day/night mode. Continuous 360° rotation and 220° tilt with E-flip. HDTV 1080p (1920x1080) @ 30 fps, HDTV 720p @ 50 fps in H.264. Auto-tracking. Power through High PoE only. Smoked and clear transparent dome cover and High PoE midspan are included. Brackets are not included.

Axis Fixed Lens Indoor Network Camera: Part# P3346: Description: ARTPEC Image Encoder 3 MP, day/night fixed dome with discreet, tamper-resistant indoor casing. Varifocal 3-9 mm P-iris lens, remote focus and zoom. Multiple, individually configurable H.264 and Motion JPEG streams; max 3MP resolution at 20 fps or HDTV 1080p at 30 fps. WDR. Video motion detection and active tampering alarm. Two-way audio with built-in microphone and audio detection. I/O for alarm/event handling, SD/SDHC memory card slot for optional local video storage. Power over Ethernet. Midspan not included. Includes smoked and clear transparent covers.

Axis Fixed Lens Outdoor Network Camera: Part# P3346-VE: Description: ARTPEC Image Encoder 3MP, day/night fixed dome with vandal-resistant, IP66-rated outdoor casing. Varifocal 3-9 mm P-iris lens, remote focus and zoom. Multiple, individually configurable H.264 and Motion JPEG streams; max 3MP resolution at 20 fps or HDTV 1080p at 30 fps. WDR. Video motion detection and active tampering alarm. Two-way audio and audio detection. I/O for alarm/event handling, SD/SDHC memory card slot for optional local video storage. Operation in -40°C to +55°C powered by standard Power over Ethernet. Midspan not included. Includes smoked and clear transparent covers, weather shield against sun, rain or snow, and 5m Ethernet cable with mounted gasket.

Axis Indoor Camera Recessed Ceiling Adaptor: Part# 5502-791: Description: Drop ceiling mount for AXIS P3346 and AXIS P3367 including smoked bubble. For indoor use.

Axis 1 Channel Network Video Decoder: Part# P7701: Description: 1 channel network video decoder. Decodes H.264 and MPEG-4 Part 2 in max. D1 resolution at 30/25 (NTSC/PAL) fps and 720p in Motion JPEG. Decodes AAC, G726 and G.711 audio streams in mono. Supports video source sequencing. Power over Ethernet enabled. Includes power supply.

Axis Analog Joystick PTZ Controller: Part# T8310: Description: Modular control board for professional camera and video management. AXIS T8310 Control Board is a complete control board solution which includes AXIS T8311 Joystick, AXIS T8312 Keypad and AXIS T8313 Jog Dial. Controller includes required USB cables inter-connecting the units and a 2 meter USB cable to the workstation. AXIS T8310 Video Surveillance Control Board is supported in ACS ver. 3.3 or later.

**MISCELLANEOUS SECURITY EQUIPMENT: Qty. as required to support system**

Altronix 8-Door Lock Power Supply: Part# AL600ULACMB: Description: 12/24 Vdc Lock Power Supply, Circuit Breaker Protection, Fire Alarm Input, Dry Contact Trigger Input, Lifetime Guarantee.

**AUTOMATED DATA PROCESSING CAPABILITY**

A. The Lessor is responsible for procuring and installing a minimum 1" conduit system capable of carrying, a minimum of 4 pair cat 6 wire, in unshielded cable to every telecommunication outlet in the space. Each telecommunication outlet and cabling shall be installed by the Lessor, with 3-cat-6, 4pair cables to each telecommunication outlet location. Each telecommunications outlet will have two (2)-leviton data jacks #61110-R-06 data jack, and one cat6 phone cable white with two (2) leviton #61110-R-16 for voice jacks (the voice jacks will splicing the phone cable cat-6 with one jack being blue white and orange white on one jack and the other jack being green white and brown white) with one Leviton face plate # 41080-41P. Wiring shall be as follows:

1. Voice jacks: One CAT-6 cable for two jacks. One jack shall be wired blue, blue-white & orange, orange-white. The second voice jack shall be wired green, green-white & brown, brown-white.

2. Data Jacks: One CAT-6 cable for each data jack. Jack is to be wired with all (4 pair) wires.

All cabling will be configured from each location to the designated communication closet room, (there will be 3 walls of 3/4 in fire retardant plywood on the walls). All cabling shall be supported independently at all locations the voice cable shall be terminated to patch panels, tested, and certified according to TIA/EIA 568 standards by the contractor.

The Lessor shall also provide to Tenant:

1. 4 - 19 inch 7 foot high racks, 14ea – 48 port Leviton Patch Panels #69586-U48, 12 Ortronics wire management panels #OR-60400057, Five (5) 6" vertical wire management, Homaco #VO84CM 6, One (six outlet) power feed (dedicated circuit) on one of the 19" racks (emergency power if available). 8 CAT-6 Leviton 110 blocks #41DR6-2F4) and 75 CAT-6 Leviton 110C-4 connecting blocks #69104-IDC. All cable runs to be terminated at each end by the contractor IAW TIA/EIA-568 standards. Data will go on the second 19" rack and the voice will go on the third. The first and fourth 19" racks will be for data and voice equipment being set by VA IRM personnel. VA IRM personnel shall approve location of this equipment. Copies of all tests to be provided to the CO/ and the COTR
2. A minimum of 50-pair will need to be run from Ameritech's (or equivalent) D-mark (demarcation point) to the communications closet. If there are to be multiple closets due to architectural configuration, the communications closets shall be connected via wiring. There shall be a maximum distance of 300 lineal feet between each multiple communication closet.
3. A 4" conduit shall be installed from the communications closet to the outside of the building which will be utilized only for communications cabling.
4. Excluding the aforementioned, all other telephone and computer terminations and work will be done by the contractor unless otherwise expressly stated.

### LEGIONELLA MITIGATION

There are currently no EPA enforceable regulations governing the levels of *Legionella* bacteria in potable water systems; however, EPA has issued a Maximum Contaminant Level Goal (MCLG) of 0 ppm [mg/L]. Municipal water supplies and wells can carry *Legionella*, so it is a given that the bacteria will be introduced into the facility potable water system at some time. The challenge is to limit the amplification of the bacteria to less than lethal levels.

*Legionella* bacterial amplification occurs when bio-films exist in water storage tanks and dead-end piping legs which allow for growth sites, and when temperature and pH levels are optimum for growth. Infection can occur when patients inhale atomized droplets while showering, drinking or receiving respiratory treatment.

#### Piping Design

Provide means to easily remove and disinfect all outlet devices such as showerheads and faucets, etc. Utilize self-draining showerheads.

Provide a ¾" ball valve at the end of each piping section as a means to drain heated (above 140 °F [60 °C]) flushing hot water that will be used for initial and supplemental disinfection. Ball valve shall be within 50 feet [15.24 meters] of a floor sink, floor drain, sink, or lavatory.

Mix hot/cold water as near the showerhead as possible.

Eliminate all dead legs in the piping system.

#### Disinfection Methods

Subsequent to piping disinfection required per IPC, and as part of the commissioning process, disinfect the potable water systems against *Legionella* by one of the following methods:

- **Thermal Eradication:** Flush 145°F water through all outlets for a period of at least 30 minutes.
- **Chlorine:** Flush free chlorine at a level of 2 parts per million (PPM) or greater for a period of at least 2 hours.

Further information can be found in ASHRAE paper CH-03-3-2.

### SPACE PLANNING AND FUNCTIONAL LAYOUT

The conceptual floor plan provided in this solicitation shall be used as the basis for the planning and functional layout of the facility. The final layout, design development documents, and construction documents shall be in accordance with this solicitation and the VA Outpatient Clinic (SOC/CBOC) Design Guide which may be found at [HTTP://WWW.CFM.VA.GOV/TIL/DGUIDE.ASP#PC](http://www.cfm.va.gov/til/dguide.asp#PC).

Lessor shall provide accurate space layout drawings (floor plans) with offer and during design and construction document phases. Plans shall include sufficient information for the Government to compute the net area of each function (room), and to compute Building Gross Area and Net Usable Area in order to determine compliance with solicitation requirements.

### 7.07 X-RAY RADIATION SHIELDING

Provide shielding against radiation from x-ray equipment. When required by State or Local jurisdictions, obtain the services of a physicist approved by the American Board of Radiology in accordance with the appropriate standards and regulations of the

National Council on Radiation Protection and Measurements (obtainable from NCRP Publications; 7910 Woodmont Avenue, Suite 400; Bethesda, MD; 20814) to design and specify the level of radiation protection required.

State the prescribed shielding in terms of millimeters of lead or in inches of wall, ceiling, floor, and door construction of equivalent protection thickness. Post a certificate, stating the lead equivalent protection of each surface, in all rooms with radiation shielding.

Provide lead lined doors and frames equivalent to that of the partitions in which they occur.

Equipment information is included with this solicitation for planning for the VA provided and installed X-ray equipment.

### **CUBICLE CURTAINS**

VA will supply, install, and maintain fabric cubicle curtains. Curtains will be suspended from clips attached to the acoustic ceiling system. Refer to conceptual plan for locations of cubicle curtains.

### **SECURITY GUARD SERVICES**

**1. Background.** The Painesville Outpatient Clinic requires security services for the protection of life and property. Furthermore, the Cleveland VA has 14 other satellite facilities that all have security services. Our goal is to provide the Painesville Outpatient Clinic with security services consistent with existing services already provided at our facilities. Accordingly, this statement of work will prescribe our security needs and expectations.

**2. Scope.** The scope is limited to the Painesville Outpatient Clinic located in Painesville, Ohio.

### **3. Specific Tasks.**

Task 1 – The contractor shall furnish all personnel with equipment and supplies, uniforms, training and management as specified herein.

Task 2 - The contractor shall provide contract employees that are licensed, trained, certified, and qualified according to federal and state regulations. The unarmed security guard service shall satisfy all terms and conditions specified in the contract.

Task 3 - The contractor shall provide Security, Safety, and Miscellaneous services at the Painesville Outpatient Clinic as directed by the Clinic Administrative Officer (CAO) and/or Clinic Director (CD). Required services shall include but are not limited to the following:

- Entrance Control Post: Operate and enforce a system of personnel identification. Perform package inspections when directed to do so.
- Roving Patrol Posts: Conduct patrols in accordance with established routes and schedules.
- Traffic Control: Direct traffic (vehicle and pedestrian) when needed and control parking.
- Security and Fire Systems: Monitor and operate building fire alarm, video surveillance, and intrusion/panic alarm detection systems and other protection devices or building equipment.
- Building rules and regulations: Observe building occupants and visitors for compliance with posted rules and regulations. Monitor surveillance cameras if applicable.
- Maintain security and order within the areas of assignment.
- Deescalates disruptive persons and redirects them appropriately.
- Defends and protects employees, patients, and visitors of the facility when appropriate and reasonable to do so.
- At all times projects an image of "professional security" and courtesy in both appearance and demeanor.
- Discover and detain persons attempting to gain unauthorized access to the property.
- Report daily, in accordance with standard operating procedures, potentially hazardous conditions and items in need of repair, including inoperative lights, leaky faucets, toilet stoppages, broken or slippery floor surfaces, etc.
- Additional Duties: Turn off unnecessary lights, check safes and locking repositories and cabinets, open and secure doors and gates, etc.
- Prepare required reports as instructed. Performs routine clerical duties associated with position.
- Performs other functions as needed in the event of situation or occurrences such as civil disturbances or other criminal acts adversely affecting the security and safety of the Government, its employees, property and the general public lawfully on buildings or grounds under the control of the Government.
- Provide lay assistance and obtain professional assistance in accordance with procedures in the event of injury or illness to Government employees or others while in the building or grounds.
- Provide monthly testing of building intrusion alarm, motion detector and panic/duress alarm system, and provide documentation to CAO/CD and Chief of VA Police, or designated COR.
- Perform routine safety and security inspections of the Painesville Outpatient Clinic buildings and grounds, and conduct accident reports and document findings to the Chief of Police, or designated COR.

- Monitor daily and test monthly all emergency exit signs and lighting. Document findings and inform CAO of detective equipment.
- Assist in conducting fire and disaster drills as directed by CAO.
- Unlock the facility upon starting duty and lock the facility upon the end of duty day or as directed by CAO/CD
- Maintain a Daily Operation Journal and be able to provide copies to the VA Police, and CAO/CD upon request.

Task 4 - The contractor shall use as a guide and adhere to the provisions of VHA Handbook 0730, Security and Law Enforcement. FIREARMS ARE PROHIBITED.

Task 5 - Contractor shall provide backup guard service during periods of vacation or sick leave. Back-up guards shall have all training and background checks required of the regularly-scheduled guard.

Task 6 – The contractor shall ensure that all security guards are knowledgeable of all laws and regulations applicable to the State of Ohio Information security protocols shall be maintained at all times.

Task 7 – The contractor shall ensure that security guards understand that the Painesville Outpatient Clinic has a shared (concurrent) law enforcement jurisdiction between Painesville Police and VA Police. Painesville PD is the primary responding law enforcement authority and should be contacted immediately for any emergency situation requiring police involvement. However, VA Police will be contacted for all emergency situations once Painesville PD has been notified.

Task 8 – The contractor shall ensure each employee is licensed as a security guard with sufficient authority to detain for violations of the law. The contractor shall assume full liability for any act of his employee(s) in the exercise of any such authority. The contractor shall obtain all licenses, permits, and certifications, including State, City and County of Licenses, for the Contractor to fully perform the requirements of this contract. All fees associated with this process are the responsibility of the contractor. This requirement includes re-certifications and licensing. The contractor shall be able to supply all documentation to the Contracting Officer upon request.

Task 9 - All employees assigned by the contractor to work under this contract shall be physically able to perform all general duties, functions, and activities;

- Shall be free from any communicable disease; shall be well proportioned as to height and weight; shall be in good general health without physical defects or abnormalities which would interfere with the performance of these duties; shall possess binocular vision correctable to 20/30 (snellen); shall be free of color blindness; and capable of hearing ordinary conversation at 15 feet with either ear without benefit of a hearing aid or device.
- Each employee shall be given a physical examination without cost to the Government or the employee, and the medical certification attesting the final results of this examination shall be furnished to the CO; to be provided after contract award; at least five days prior to anticipated date of assignment. This form must receive the approval of the CO prior to assignment of the employee to duty.
- In addition, all contractor employees providing services specified under this contract must undergo a psychological assessment. Security guard duties include personal contact with patients, visitors, and other employees. Encounters are often with mentally ill, irrational, and/or disturbed patients who, although assaultive or destructive, must be handled with understanding, full control of force, and unimpeded judgment. Any emotional or mental condition which could cause the applicant to be a hazard to others or self during stress situations and physical altercations will disqualify him/her.
- The employee shall be re-examined annually, and the results shall be furnished to the CO.
- All employees shall be literate in English to the extent of reading and understanding printed regulations, detailed written orders, training instructions and material, and shall be able to compose reports which convey complete information. Employees must be able to clearly and effectively verbally communicate instructions, directions, and provide information including during times of high stress.
- Individuals shall have not established medical history or medical diagnosis of epilepsy or diabetes, or where such condition exists, the individual shall provide medical evidence that the condition can be controlled with proper medication so that the individual will not lapse into a coma or unconscious state while performing assigned guard services duties.
- An individual who has been incapacitated due to serious illness, injury, disease, or operation; which could interfere with the effective performance of assigned guard services duties shall, prior to resumption of such duties, provide medical evidence of recovery and ability to perform such duties to the CO.
- Employees shall have no established medical history or medical diagnosis of habitual alcoholism or drug addiction, or, where such a condition has existed, the individual shall provide certified documentation of having completed a rehabilitation program which would give a reasonable degree of confidence that the individual would be capable of performing the assigned guard services duties.
- Must pass drug testing (initial prior to work and random during employment), at no cost to the Government or the employee, prior to selection for contract work. Documentation of passed tests (initial and random/periodic) shall be

furnished to the CO at least five days prior to assignment of the employee to duty and five days after random testing during employment.

Task 10 – Security Training. The contractor will ensure all contractor employees receive initial and annual recurring security education training in accordance with VHA Handbook 0730, Security and Law Enforcement. All guards shall review and be knowledgeable with VA Form 0088 and 38 U.S.C. 901, security and law enforcement on property under the jurisdiction of the Department of Veterans Affairs.

Task 11 - The contractor will be responsible to ensure that contractor employees providing work on this contract are fully trained and completely competent to perform the required work.

- The contractor is required to maintain records that document competence/performance level of contractor employees working on this contract in accordance with Joint Commission on Accreditation for Health Care Organization (JCAHO) and other regulatory body requirements. The contractor will provide a current copy of the competence assessment checklist and annual performance evaluation to the COR for each contractor employee working this contract.
- Contractor will provide and document a general VA orientation for all contractor employees who are providing work on this contract before commencement of work on the site. VA will provide the content of the orientation to the contractor at the time of contract award. Documentation of the orientation will be provided to the VA COR. This orientation will include, but is not limited to, the following topics:

Fire and Safety Policy and Procedure  
 Infection Control Policy and Procedure  
 Emergency Preparedness/Disaster Policy and Procedure

- Contractor employees will attend an area/program/unit-specific orientation meeting before the commencement of work on site. The VA will schedule, conduct and document this meeting, which will include discussion of the following area-specific topics.

Fire and Safety Policy and Procedure  
 Infection Control Policy and Procedure  
 Emergency Preparedness/Disaster Policy and Procedure  
 Initial Competence Assessment  
 Area/Program/Unit Specific Orientation

- The VA will monitor the contractor employees to ensure contract compliance notwithstanding other contract requirements. Upon request of the CO, the contractor will remove from the work site, any contractor employee who does not comply with orientation requirements or meet competency requirements for the work being performed.
- When changes in contractor personnel are approved in accordance with the "Personnel" clause of the contract, the contractor must provide evidence of orientation, the current competency assessment, and current performance evaluation that supports the above.
- When the contract does not require JCAHO accreditation or other regulatory body requirements, the contractor must perform work in accordance to JCAHO standards. A copy of these standards may be obtained from the Joint Commission on Accreditation of Healthcare Organizations, One Renaissance Blvd, Oakbrook Terrace, IL 60181.

Task 12 - Contractor shall be prepared to provide employees and perform all duties within ten (10) calendar day of notice-to-proceed. The Contractor shall assume all liability for any act by employees while exercising security authority.

Task 13 - The guards shall meet the following requirements;

- Education/Experience: Must possess a high school diploma or equivalency, and have two (2) years' experience demonstrating:
- Basic Security and Safety duties and responsibilities (i.e. security guard, loss prevention, etc.).
- Ability to meet and deal successfully with the general public
- Ability to read, write, and speak the English language fluently
- Understand and apply printed rules, detailed orders, instructions, and training materials.
- Ability to maintain poise and self-control under stress
- Ability to conduct "Stop and Question" of persons found in closed areas, halls, locked areas, parking lots, or VA property during business, after hours and on weekends / holidays to ensure no criminal activity has or is taking place.

- Must be capable of detaining person(s) while local police are notified and arrive.
- Ability to construct and write clear, concise, accurate, and detailed reports.
- Must have computer experience and the ability to type simple word processing documents to prepare reports and daily journals.
- Must possess skills in telephone etiquette and office organization skills.

Task 14 - The guard shall adhere to the facility's no smoking policy. There shall be no smoking in any buildings, corridors or stairwells. Guards shall be restricted to smoking only in areas authorized. Smoking shall be restricted in parking lots when performing parking/traffic control duties. At no time shall a guard have a cigarette, pipe, cigar or chewing any type of tobacco or gum when offering information to patients, visitors or employees.

Task 15 - The contractor shall furnish and maintain in acceptable condition, at no cost to the contract guard employees, all items of uniform and equipment necessary to perform work required by this contract, as discussed in this section.

- Uniforms: Standard of appearance shall conform to those prescribed in VHA Supplement to MP-1, Part 1, Paragraph 17(b). Any disputes regarding application of the standard shall be referred to the CO.
- The color of the contractor's guard force uniforms shall be a color in general use by large guard or police organizations. All employees performing under this contract shall wear the same color and style of uniform. Appropriately styled feminine uniforms shall be worn by female members of the guard force.
- Appropriately lettered breast and cap badges, indicating the jurisdiction from which authority is obtained, shall be worn as part of the uniform (provided such authority is grantable under state and local laws). Shoulder patches lettered to indicate the identity of the contractor shall be worn on the left shoulder of the uniform jacket and shirt. Identification name tags shall be worn over the right breast shirt pocket. No other identification of the contractor or employee shall be worn or displayed on the uniform, except for the required VA ID badge.
- Approved uniforms and related accessories, listed below, do not have to be new but must be in good condition:

Shirt, Long Sleeve  
 Shirt, Short Sleeve  
 Trouser, all season weight  
 Necktie  
 Frame style cap with seasonal covers  
 Jacket, winter, patrol type (Reefer style)  
 Jacket, light weight  
 Gloves, pair (color to match accessories)  
 Handcuffs, pair  
 Handcuff case, fully enclosed  
 Keystrap with flap  
 Flashlight, 4 D cell, metal  
 Flashlight holder  
 Radio Case (as applicable)  
 Insignia, shoulder patch (each shirt and jacket)  
 White (non-supervisor, Gold (supervisory) metal cap ornament  
 Nameplate, 3 1/2" x 3/4", Black/Blue, 1/2" lettering on gold metal

- Transition from seasonal wear (Jacket/Long Sleeve to Short Sleeve) will be at the discretion of the contractor and will be in keeping with standard practice.
- The uniform shall only be worn when the officer is on official duty or when the officer is in transit between his/her place of residence and duty station.
- Shoes will be low quarter or high topped lace type with police or plain toe and standard heel. The color of shoe shall match the color of leather equipment accessories. Any deviation from the above requirements must be approved by medical authorities.
- The color of uniform accessories and equipment shall be standard black and brown, as may be appropriate to match the uniform.
- Inclement weather clothing shall be required for those guards required to perform duties while exposed to cold, rain, and other inclement weather conditions. All inclement weather clothing must be identical in style and color for each guard.
- No guard may enter on duty without wearing the proper uniform (including accessories).
- Each guard on duty shall be equipped with supplementary equipment including, but not limited to: notebooks, pens, pencils, replacement flashlight batteries and bulbs, and traffic control safety apparel (reflective vests, gloves, traffic batons, etc.), as appropriate to operations. Guards shall not be permitted to provide themselves with any unauthorized supplemental, personal items, or other non-standard items.
- The guard shall wear his/her hair neatly fashioned, not to extend below the collar, and will avoid wearing flashy jewelry. Dark sunglasses shall not be worn when performing duties within the building. Sunglasses may be worn when performing outside duties.

- The contractor shall provide a method for immediate communications between the guard on duty and the Contractor supervisor on duty. This can be by cell phone or radio system, but must be provided by equipment furnished by the Contractor. This available communication system must be efficient and effective for the fulfillment of the contract.

Task 16 - The Government may request the Contractor to immediately remove any employee(s) from the worksite(s) should it be determined that individuals are being assigned to duty who have been disqualified for either suitability or security reasons, or who are found to be unfit for performing security duties during their tour of duty. The contractor must comply with these requests. For clarification, a determination of unfit may be made for, but not limited to, incidents involving the most immediately identifiable types of misconduct or delinquency as set forth below:

- Violation of Rules and Regulations Governing Public Buildings and Grounds, 41 CFR 101-10.3, and existing Department of Veterans Affairs Rules and Regulations with regard to the same;
- Neglect of duty, including sleeping while on duty, unreasonable delays, or failure to carry out assigned tasks, conducting personal affairs during official time, and refusing to render assistance or cooperate in upholding the integrity of the security program at the work site.
- 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.
- Disorderly conduct, use of abusive or offensive language, quarreling, intimidation by words or actions, or fighting. Also participating in disruptive activities, which interfere with the normal or efficient operations of the Government.
- Theft, vandalism, immoral conduct, or other criminal actions.
- Selling, consuming, or being under the influence of intoxicants, drugs, or other substances which produce similar effects.
- Improper use of position
- Unauthorized use of communications equipment or Government Property
- Violation of security procedures or regulations
- Offensive or abusive actions, words, or possessions to include books, magazines, or electronic means that constitute sexual or other harassment or discrimination.

The CO or his designated representative will make all determinations regarding the removal of any employee from the worksite. In the event of a dispute, the CO will make the final determination. If requested, specific reasons for removal of an employee will be provided to the contractor in writing.

Task 17 - The contractor shall ensure guards have passed a state of Ohio criminal conviction check and applicant background check to include, verifying past employment, work history and education. The guard shall meet the following requirements: ability to pass physical, and drug screening. Contracted employee shall possess a valid registration with the Ohio Department of Commerce, and possess a valid Ohio Driver's License.

Task 18 – The contractor shall ensure that National Agency Checks (NACI) will be completed on all employees prior to contract start date. If government delays occur, rather than contractor caused, and upon a favorable local police check, newly hired guards may perform duties upon ongoing NACI. If Security Guards have been granted a NAG through Office of Personnel Management (OPM) Reciprocity is will be granted. All contractor employees who require access to the Department of Veterans Affairs facilities shall submit the to a background investigation and shall receive a favorable adjudication from the VA Office of Security and Law Enforcement. This requirement is applicable to all subcontractor personnel requiring the same access. All NACI background requirement processes shall be completed prior to the start of the contract. The contractor shall be responsible for all employee actions that perform work for the VA.

The following security determination for this position is:

- a. Position Risk In accordance with I L0710 and VA form 2280a the position risk has been designated as Low Risk/Non-sensitive.
- b. Background investigation - The level of background investigation to be initiated is NACI.

Task 19 - The contractor shall bear the expense of obtaining background investigations. If the investigation is conducted by the 0111cc of Personnel Management (OPM), the contractor shall reimburse VA within 30 days.

Task 20 – The contractor, when notified of an unfavorable determination by the Government shall withdraw the employee from work site, and provide a qualified replacement. Failure to comply with the contractor personnel security requirements may result in termination of the contract for default.

Task 21 – The contractor will ensure all personnel are at least 18 years of age and U.S. Citizens or a legal U.S. resident with a proper work Visa.

Task 22 - The contractor is required to certify in its proposal that all persons listed in the contractor's proposal have been verified and not listed on the Office of Inspector General ((MG) website. During the performance of this contact the Contractor is prohibited from using individuals or businesses listed on the List of Excluded Individuals/Entities.

Task 23 - The contractor shall create and maintain Government-owned/contractor-held records, in accordance with VHA Handbook 0730, Security and Law Enforcement. VA Outpatient Clinic Standard Operation Procedures (SOP) and Record Control Schedule, RCS JO-I, Police Service Operational Records (VA file record management system, The contractor shall segregate the government-owned records from the company-owned records. Upon completion of this contract all government owned records (regardless of media) received, created, maintained or provided in the performance of the contract Shall be turned over to the COR. In the event of default or nonperformance, the Contracting Officer will have access to all records in order to ensure mission support was accomplished and help ensure service is not interrupted.

**6. Deliverables:** Guard services shall be performed during the hours listed below, excluding Sundays and the following 10 Federal Government holidays:

New Year's Day, Dr. Martin Luther King Jr. Day, President Day, Memorial Day, Independence Day, Labor Day, Columbus Day, Veterans Day, Thanksgiving Day, Christmas Day, and any other day designated by the President of the United States as a national holiday.

One (1) Guard for the following time frames

Monday - Friday	7:00 am thru 6:00 pm
Saturday	CLOSED
Sunday	CLOSED

Process must be in place to monitor Panic Alarm/ Fire Alarm/ and Security systems on a 24 hours basis 7 days a week when the Guard is not available.

**7. Performance Monitoring Plan**

The contractor, and not the Government, is responsible for management and quality control actions to meet the terms of the contract. The purpose of performance monitoring is to provide a quality surveillance plan for Security Guard services. This plan provides a basis for the Contracting Officer's Representative (COR) to evaluate the quality of the Contractor's performance. The overview provided in this plan will help to ensure that service levels reach and maintain the required levels throughout the contract term. Further, this plan provides the COR with a proactive way to avoid unacceptable or deficient performance, and provides verifiable input for the required annual past performance evaluations.

1. Surveillance: The COR will evaluate the performance objectives through quarterly assessments as to the quality and effectiveness of the contract services provided.
2. Standards: The contractor shall perform all work required in a satisfactory manner in accordance with the appropriate section.
3. Procedures: The COR will inspect all performance objectives to ensure compliance with the appropriate paragraphs of the statement of work. Record results of inspection; notify the contractor of the deficiencies for correction. The COR shall not consider the services complete until all deficiencies have been corrected. If deficiencies are not corrected within the required time frame, the COR should notify the Contracting Officer for action.

Performance Objective 1	Entry Control/Monitoring Services/Roving Patrol services
Performance Threshold 1	Zero security breaches of contractor operations
Performance Objective 2	Customer Service/Security Professionalism
Performance Threshold 2	No valid customer complaints.

Performance Objective 3	Reports and Records
Performance Threshold 3	Properly maintain Daily Operation journal and be able to provide copies to VA Police or Clinic Administrator upon request.
Performance Objective 4	Safeguarding Government Furnished Equipment
Performance Threshold 4	All losses due to theft are reported to VA Police as well as calls to MPD for assistance. Zero instances of non-reporting will be acceptable.
Performance Objective 5	Emergency Responses
Performance Threshold 5	Not to exceed 3 minutes

The role of the Government is to monitor quality assurance to ensure contract standards are achieved. The Contractor is required to develop a comprehensive program of inspections and monitoring actions to ensure he meets the needs of the contract.

### JANITORIAL SERVICES

**1. Description Of Services.** The contractor shall furnish all personnel, equipment and materials necessary to perform the janitorial services.

Emergencies, unusual and out-of-line situations shall promptly be reported to the contracting officer or his/her designee. Standard cleaning procedures provides the first level of sanitation by routinely cleaning all surfaces which decrease and eliminates the harborage of organisms. Routine and frequent cleaning prevents build-up and accumulation of sites which might enhance micro-organism growth. The frequency of cleaning and cleaning standards will be enhanced by the utilization of disinfectant detergents and sanitizers to continually reduce the level of micro-organisms on all surfaces and to promote and provide the lowest possible infections risk for all patients, employees, and visitors to the Clinic. Standard cleaning procedures is one of the most important aspects of infection control.

**1.1. BASIC CLEANING SERVICES.** The contractor shall maintain the facility in a state of physical and biological cleanliness. The facility's appearance must fully meet the sanitary and aesthetic requirements for beneficiary healthcare. This includes but not limited to exam rooms, bathrooms, staff break rooms, kitchenettes, lobby and offices.

**1.1.1. Maintain Floors.** All floors, except carpeted areas, shall be swept, dust mopped, damp mopped, wet mopped, dry buffed, and spray buffed, as needed, to ensure they have a uniform, glossy appearance and freedom from dirt, debris, dust, scuff marks, heel marks, other stains and discoloration, and other foreign matter. Baseboards, corners, and wall/floor edges shall also be clean. "Wet Floor" signs shall be posted in all areas having received service in order to avoid mishaps. Easily movable items shall be relocated to maintain floors beneath them and returned to their original position once service has been completed.

**1.1.2. Vacuum Carpets and Walk-Off Mats.** High Efficiency Particulate Air (HEPA) Filter type vacuum cleaners shall be used to thoroughly clean and restore the resilience of, all carpeted areas/walk-off mats. After vacuuming, carpet areas/walk-off mats shall be free of all visible dirt, debris, and other foreign matter. Carpet shall be spot cleaned using carpet manufacturer's approved method to remove spills as needed. All tears and unraveling of carpet shall be brought to the attention of the Contracting Officer Technical Representative (COR) upon discovery.

**1.1.3. Waste Collection and Removal.** All refuses, trash and garbage containers shall be emptied and returned to their initial location. Any obviously soiled or torn plastic trash receptacle liners shall be replaced. Trash receptacles shall be left clean, free of foreign matter, and free of odors.

**1.1.4. Recyclable Waste Removal.** All cardboard boxes shall be broken down and disposed. Mixed office paper shall be emptied into large containers and transported to a central collection point for recycling.

**1.1.5 Medical Waste Collection and Removal.** Any medical waste placed in red medical waste bags shall be collected and placed in a bio-hazardous cardboard box or container. Once the bio-hazardous cardboard box or container is full, it shall be closed and placed in the metal bio-hazard container at the rear of the building. All medical waste containers where red bags have been removed from shall be replaced by the contractor with new red bags.

**1.1.6 SHARPS Containers.** The VA employees shall remove full SHARPS containers, close the container's tamper resistive access lid and place the container on the floor outside of their door at the close of business. The contractor shall collect all containers that have been set out and place them in a bio-hazardous cardboard box or container. Once the bio-hazardous cardboard box or container is full, it shall be closed and placed in the metal bio-hazard container at the rear of the building. All wall

dispensers where containers have been taken from shall be replaced by the contractor with new containers.

**1.1.7. Empty and Clean Public Ashtrays and Urns.** The Contractor shall empty all public ashtray urns. Clean ashtrays to remove ashes, odor, and stains. Clean all public urns and return to their original locations.

**1.1.8. Clean Interior Glass/Mirrors.** Clean all interior glass, including glass in doors, partitions, walls, display cases, directory boards, etc. After glass cleaning, there shall be no traces of film, dirt, smudges, water, or other foreign matter.

**1.1.9. Clean Drinking Fountains, Ice Machines and Sinks.** Contractor shall clean and sanitize all surfaces of drinking fountains, ice machines/ sinks to include the orifice, cofferdam and drain. Surfaces shall be free of streaks, smudges, fingerprints, marks film/residue, stains, spots, scale, soil, and other foreign matter once service has been completed. All metal surfaces shall be cleaned and polished and have a uniform appearance. All cofferdams surrounding ice machines shall be cleaned and free of standing water. Paper towel/soap dispensers associated with sinks/kitchens shall be cleaned, sanitized, and restocked.

**1.1.10. Spot Cleaning.** Perform spot cleaning on a continual basis. Spot cleaning includes, but is not limited to removing, or cleaning cobwebs, smudges, fingerprints, marks, streaks, spills, etc., from washable surfaces of all walls, partitions, vents, grillwork, doors, door guards, wall guards, door handles, push bars, kick plates, light switches, and fixtures. After spot cleaning, the surface shall have a clean, uniform appearance, free of streaks, spots, and other evidence of soil.

**1.1.11. General Dusting.** All horizontal surfaces must be dusted or cleaned to eliminate dust collection.

**1.1.12. Exam Table Cleaning.** Completely clean and disinfect all surfaces of the exam tables using a germicidal detergent. Exam tables shall be left clean and free of foreign matter.

**1.2. BASIC RESTROOMS/ LOCKER ROOM CLEANING SERVICES.** The contractor shall accomplish all cleaning tasks to meet the requirements of this SOW.

**1.2.1. Clean and Disinfect.** Completely clean and disinfect all surfaces of sinks, toilet bowls, urinals, lavatories, showers, shower mats, dispensers, plumbing fixtures, partitions, dispensers, doors, walls, and other such surfaces, using a germicidal detergent. After cleaning, receptacles will be free of deposits, dirt, streaks, and odors. Disinfect all surfaces of partitions, stalls, stall doors, entry doors, (including handles, kick plates, ventilation grates, metal guards, etc.), and wall areas adjacent to wall mounted lavatories, urinals, and toilets.

**1.2.2. De-scale Sinks, Toilet Bowls and Urinals.** All surfaces of sinks, toilets, urinals, plumbing fixtures, dispensers, stalls, stall doors, entry/exit doors, handles, drains, kick plates, ventilation grates, and all wall surfaces to include grout shall be de-scaled as needed. Surfaces shall be free from streak, stains, scale, soap film, scum, mineral deposits, and rust stains and have a uniform, polished appearance upon completion of service.

**1.2.3. Sweep and Mop Floor.** After sweeping and mopping, the entire floor surface, including grout, shall be free from litter, dirt, dust and debris. Grout on wall and floor tiles shall be free of dirt, mildew, residue, etc. Floors shall have a uniform appearance without streaks, swirl marks, detergent residue, or any evidence of soil, stain, film or standing water. Moveable items shall be tilted or moved to sweep and damp mop underneath. Floors shall be stripped, scrubbed, waxed, etc., as necessary to maintain sanitary conditions and a clean, uniform appearance.

**1.2.4. Restock Restroom Supplies.** Contractor shall ensure restrooms are stocked sufficiently so that supplies including soap for the soap dispensers do not run out. Supplies shall be stored in designated areas. No overstocking shall be allowed. If supplies run out prior to the next service date, contractor shall refill within one hour of notification.

**1.2.5. Trash Removal.** All trash receptacles shall be emptied, cleaned, and returned to their original position once service has been completed. Soiled or torn plastic trash receptacle liners shall be replaced at time of service. Trash shall be disposed of in secured plastic bags and placed in the appropriate outside dumpster/compactor.

**1.2.6. Glass and Mirror Cleaning.** All glass/mirrors shall be cleaned in such a manner that all trace of film/residue, dirt, dust, smudges/fingerprints, streak, watermark, and other foreign matter are eliminated.

### **1.3. PERIODIC CLEANING SERVICES.**

**1.3.1. Clean Interior Windows.** Clean all interior glass window surfaces quarterly. After surfaces have been cleaned, all traces of film, dirt, smudges, water and other foreign matter shall be removed from frames, casings, sills, and glass.

**1.3.2. Main Restrooms Deep Cleaning.** The contractor is to provide labor and equipment to perform overall sanitizing and grout cleaning to all surfaces, sinks, and commodes semi-annually for all public/staff restrooms. Work to include high pressure cleaning to remove buildup on surfaces, treat urinals, commodes, sinks, and floors with anti-bacteria and follow up with fresh water rinse. Water, bacteria, and soil are to be vacuumed away allowing floors to dry quickly. All fixtures are blown dry ensuring that the restrooms are ready for immediate use.

**1.3.3. Strip, Scrub, Seal, and Wax Floors.** Strip, scrub, seal, and wax resilient floors semi-annually or as necessary to maintain a uniform glossy appearance appropriate to the flooring material. A non-skid wax is required. A uniform glossy appearance is free of scuff marks, heel marks, wax build-up, and other stains and discoloration. Vinyl no-wax flooring shall be swept, mopped and scrubbed to remove debris only.

**1.3.4 Wall Cleaning.** Wall cleaning to remove routine spills, stains, splatters, marks, etc. shall be provided by the contractor as a part of routine space cleaning under the fixed-price portion of the contract. However, when the entire wall surface of a space must be cleaned due to potential infectious or other health hazardous conditions, the work will be ordered under the indefinite quantity portion of the contract. Walls shall be thoroughly and completely cleaned and sanitized with an approved solution to eliminate the hazardous conditions.

**1.3.5 Light Fixture Cleaning.** Light fixtures shall be cleaned, when ordered by the Government, to achieve a "free of soil" state. The light cover shall be removed, and the light fixtures shall be cleaned of debris inside and out.

**1.3.6 Clean/Shampoo Carpet.** All carpets shall be cleaned in accordance with standard commercial practices. A heavy-duty spot remover may be required in heavily soiled areas. After shampooing, the carpeted area will be uniform in appearance and free of stains and discoloration. All cleaning solutions shall be removed from baseboards, furniture, trash receptacles, chairs, and other similar items. Chairs, trash receptacles, and other items shall be moved to clean carpets underneath, and returned to their original location.

#### 1.4. SPECIAL REQUIREMENTS

**1.4.1. Equipment Operation.** All housekeepers shall adhere to the manufacturers or established operating procedures when operating battery-powered or electrical floor machines, wet/dry vacuums, scrubbers, etc. All equipment will be cleaned as specified by the manufacturer to ensure operation safety and to eliminate the spread of micro bacteria, nosocomial infection, etc. Battery and electrical equipment will be properly maintained, stored, and charged after each use, if necessary.

**1.4.2. Equipment Cleaning.** Wheelchairs, stretchers, and Hoyer lifts in storage for patient escort use shall all be cleaned with a germicidal once a week or as needed..

**1.4.3 Emergency or Special Event Cleaning Services.** Upon notification, the contractor shall perform emergency or special event cleaning required in any area or room covered under this contract. An example of an emergency includes but is not limited to carpet cleaning and extraction after floods. An example of a special event includes but is not limited to weekend open houses or high profile visits. The contracting officer shall order cleaning services through issuance of a delivery order for the appropriate and required work task(s). Contractor shall begin emergency work, as determined by the contracting officer, within one hour of notification, which may be verbal. The contracting officer or designated representative will notify the contractor as soon as a special event requirement is known, but not less than 24 hours prior to the event. Completion schedule shall be determined for each delivery order.

**1.4.4 Exterior Window Cleaning.** Exterior windows shall be cleaned semi-annually, to achieve a "free of soil" state. This includes cleaning of the frame, the areas immediately adjacent to the frame, ledges, and removing, cleaning, and replacing window screens. Where storm windows exist, exterior window cleaning shall include both sides of the storm window and the outside of the exterior glass, and shall be counted as three separate surfaces for reimbursement purposes.

**1.4.5 Curtain, Drape, and Blind Cleaning.** Window and wall drapes, and blinds shall be removed and cleaned inside and out, when ordered by the Government, to achieve a "free of soil" state. Privacy curtains in examination rooms shall be the responsibility of the government.

(a) Removal and Cleaning. Window and wall drapes, and blinds shall be removed within two working days after Government notification. Drapes and curtains shall be delivered to the Environmental Management Services Linen Manager for cleaning. Blinds shall be cleaned by the Contractor.

(b) Rehangng. Drapes shall be rehung on the same window or wall from which they were removed within two working days after they are returned to the Contractor by the Environmental Management Services Linen Manager. Blinds shall be cleaned and rehung within two working days of their removal.

## 2. Personnel Management.

**2.1. Employee Roster.** The Contractor shall establish a roster of Contractor employees within 30 calendar days after the start of this contract. The roster shall list the name and job title of each Contractor employee. The Contractor shall provide a copy of the personnel roster and changes thereto to the COR.

**2.2. Employee Discipline.** The Contractor shall take prompt, appropriate action in all instances of employee misbehavior that may reflect adversely upon the Government. The Contractor shall furnish to the CO or COR, for review, a written report of disciplinary action taken in those instances where an infraction of a Government regulation has been reported and substantiated.

**2.3. Employee Schedules.** The Contractor shall prepare and maintain employee schedules for all Contractor employees to ensure that VA internal security is maintained (i.e., determine if personnel are scheduled to work). A copy of each schedule shall be furnished to the COR for review one week prior to the beginning of the period covered by the schedule. Changes to employee schedules shall be provided to the COR as they occur.

**2.4. Communication.** All Contractor employees, who must communicate with the COR, must be able to read, write, speak, and understand the English language to ensure the effective administration of this contract and accurate ordering of work.

**2.5. Standards of Conduct.** While on duty and executing the specifications of this contract, Contractor employees are prohibited from using and/or possessing alcohol, non-prescription drugs, and firearms. Non-compliance with this requirement, confirmed by the COR, shall be grounds for immediate removal of the Contractor employee from the VA and barring the individual from performing further work under this contract. All contractor employees will be required to provide customer service consistent with that of the VA's mission.

**2.6. Training.** The Contractor shall develop an employee-training plan and be responsible for the cost and provision of initial and developmental training programs for Contractor employees. The Contractor shall maintain and update the plan throughout the life of this contract and shall submit the plan to the COR for review when requested.

**2.6.1. Initial Intensive Training.** All employees shall receive initial, intensive training in health care facility housekeeping. Employees, who have never received initial intensive training in health care facility housekeeping, including infection control, shall not be assigned to work until this training requirement is completed. Training shall include, at a minimum, the following topics:

**2.6.1.1** Familiarization with all written Contractor technical and quality control procedures and instructions

**2.6.1.2.** Basic bacteriological concepts, including how disease is caused, transmitted, and prevented, reduced, or contained through proper housekeeping methods

**2.6.1.3.** Infection control & blood borne pathogen standards relating to duty functions to all requirements of this contract. (OSHA, JCAHO, etc)

**2.6.1.4.** Proper use and handling of germicidal detergents, supplies, and equipment

**2.6.1.5.** Care and maintenance of Contractor- and Government-furnished property

**2.6.1.6.** Procedures for replenishing cleaning supplies and obtaining equipment repairs

**2.6.1.7** Familiarization with the Government's fire prevention, safety, and security procedures

**2.6.1.8** Familiarization with applicable VA regulations and policies, including fire prevention, safety, and current disaster plans

**2.6.1.9** Role of housekeeping in the health care facility and its effect on the health and well being of patients

**2.6.1.10** Employee developmental topics (i.e., communications and individual and group behavior)

**2.6.1.11.** Employee personal hygiene

**2.6.1.12.** Adherence to all Contractor work schedules and how completed scheduled work assignments shall be documented to support the Contractor's Quality Control Program

**2.6.1.13.** Contractor employees shall be provided sexual harassment training and be provided the required knowledge of the VHA Privacy Policies resulting from the Health Information Portability and Accountability Act (HIPAA) within the first 30 days and annually thereafter.

**2.6.2.** Training Records. Records of all employee training, including attendance rosters, shall be maintained by the Contractor and shall be furnished upon request to the CO or COR for review.

## **2.7 Uniforms.**

**2.7.1. Type of Uniform.** All employees shall wear Contractor provided standard uniforms, including pants, shirts, skirts, blouses, and/or dresses, which are clearly distinguishable from other VA uniforms currently in use. The uniforms shall be worn as designed by the uniform manufacturer. Sandals or other open toed shoes shall not be worn.

**2.7.2. Identification Badges.** All personnel shall display identification badges, except for protective clothing, which shall include the employee's full name and Contractor's full name.

**2.7.3. Protective Clothing.** When required the Contractor personnel shall wear special protective clothing and shoe covers while working in designated areas. They shall be used as specified and then destroyed, as directed by the COR.

**2.8 Personal Hygiene.** Contractor personnel shall be clean and wear a clean uniform at all times when in patient care and public areas. Fingernails shall be clean and free of dirt, and hair shall be neatly trimmed and combed.

## **2.9 Health Requirements.**

**2.9.1. Infection Control.** The contractor shall comply with Standard Precautions as defined by the Centers for Disease Control and Prevention in the performance of this contract. The contractor must have orientation on all applicable policies and procedures specified by the Veterans Affairs Maryland Health Care System that deal with infection control. The Contractor must have documented proof of training in infection control. A copy of the documented proof will be made available to the CO or COR upon request. The infection control training and associated cost is the responsibility of the Contractor. The Contractor employees and subcontractors must follow JCAHO approved policies regarding infection surveillance, prevention, and control.

**2.9.2. Physical Examinations.** The Contractor shall employ personnel who are medically fit. Personnel must receive medical clearance prior to starting work at the VA. The Contractor shall be responsible for the cost and completion of initial and subsequent annual physical examinations for Contractor employees. These examinations shall provide, as a minimum, a certified statement from a qualified health care provider that the employee is free of communicable diseases.

**2.9.2.1.** The Government reserves the right to examine or re-examine any employee.

**2.9.2.2.** When directed by the VA ICC, all Contractor personnel must take immunizations, or they shall not be allowed to work until reporting to the ICC for release.

**2.9.2.3. Reporting Requirements.** The Contractor shall report to the COR all-occupational health and preventive medicine information required by the Government and for complying with current JCAHO health records documentation requirements.

**2.9.2.4. Health Maintenance.** The Contractor shall refer all employees alleging health problems to a qualified health care provider for diagnosis and treatment. If such an employee is absent for three working days or more due to illness, the Contractor shall require the employee to furnish written certification from a qualified health care provider that the employee is free from all communicable disease(s) and is fit to return to work in a health care facility. The Government reserves the right to examine or re-examine any Contractor employee who meets this criteria.

**2.10 Eating and Smoking.** Eating or smoking by Contractor personnel is permitted only in designated areas.

## **3. GOVERNMENT FURNISHED PROPERTY, SERVICES, UTILITIES, SUPPLIES, AND PHYSICAL SECURITY.**

### **3.1. NOT USED.**

### **3.2. UTILITIES**

**3.2.1.** Electricity. Furnished without cost to the contractor

**3.2.2.** Water. Furnished without cost to the contractor

**3.2.3.** Telephone service is available for in-house calls only. Service shall not be used for personal calls or for any toll or long-distance calls. Any business use must be directly related to said contract.

**3.2.4.** Utilities required performing the work specified in this contract, including electrical power, water, and sewers at existing outlets.

**3.2.5.** All repairs to the facility not due to the Contractor's negligence.

**3.2.6.** Removal of trash and waste from bulk storage containers (e.g. dumpsters).

**3.2.7.** Insect and rodent control services.

**3.2.8.** Security police and fire protection services, including all applicable telephone numbers.

**3.2.9.** Conservation of Utilities. Contractor employees will adhere to utility conservation practices. The contractor shall be responsible for operating under conditions that preclude the waste of utilities as follow:

- 1) Light shall be used only in areas when and where work is actually performed.
- 2) No adjustment of mechanical equipment controls for heating, ventilation air-conditioning system shall be made.
- 3) Water faucets or valves shall be turned off after required usage.
- 4) Problem/Abnormalities shall be brought to the attention of the COR as soon as possible.

**3.3.** Supplies, Materials, and Equipment. The government will provide the following materials and equipment to be used by the Contractor only in performing the services required by this contract:

**3.3.1** Hand sanitizer for distribution throughout the clinic.

**3.3.2** Needle Boxes for changing out full containers.

**3.3.3** Keys for areas to receive housekeeping services.

**3.4.** Physical Security. All government facilities, equipment, and materials shall be safeguarded by the contractor. At the end of each work period, government facilities, equipment, and materials shall be secured. The contractor shall provide protection to government facilities, equipment, and materials to prevent damage during the period of time the property is under control of, or in the possession of, the contractor. The contractor shall record all available facts related to each instance of damage to government facilities, equipment, or materials and report it to the CO or the COR within 24 hours of occurrence. The contractor shall be responsible for any damage caused by contract personnel to government facilities, equipment, or materials and shall repair, clean, replace, or restore damaged items to the condition existing immediately prior to the item being damaged, as directed by the CO.

**3.4.1** Contractor employees shall not allow anyone 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 unlocked for cleaning shall not be left unattended during the cleaning process and shall be locked by Contractor personnel after completion of cleaning duties.

**4. Contractor Furnished Items.** The Contractor shall furnish and maintain all equipment and supplies, other than those specified as Government furnished in clause 3 of this Section, necessary to perform all services required in this contract.

**4.1.1. Specifications.** Contractor supplies and equipment shall meet the specifications listed below, and shall comply with the occupational safety and health standards (OSHA) and fire regulations.

**4.1.2. Approval of Supplies and Equipment.** All Contractor proposed supplies and equipment must conform to applicable technical provisions and specifications contained herein. Materials shall comply with Government fire and safety regulations. No materials bearing an Interstate Commerce Commission (ICC) red label shall be used. Proposed supplies and equipment for which specifications are not provided herein must be of the highest commercial quality and must be of a suitable type or grade for the required housekeeping task. This list shall be a part of the Contractor's instructions and procedures manual. Any new item of material, supplies, or equipment shall be submitted to the CO or COR for review prior to use in the VA.

**4.1.3. Product Samples.** The Contractor may be required to submit product samples to the Government for evaluation, at no additional cost to the Government. If required, samples shall be submitted within 15 calendar days after award of the contract in factory sealed containers. Each product sample shall contain at least one pint, if a liquid product, or one pound, if a dry product, to ensure sufficient quantities for laboratory testing.

**4.1.4. Abrasives.** Steel wool, abrasive metal cleaners, or any other cleaning supplies or equipment, which could cause damage to Government property, shall not be used.

## 4.2. Equipment Standards

**4.2.1. Sanitation.** All original and replacement equipment introduced into the VA shall be in proper working order, as specified by the equipment manufacturer, and shall be cleaned with a disinfectant detergent free of soil prior to introduction into the VA. All equipment removed from a designated use area shall be cleaned with a disinfectant detergent prior to its removal from and reintroduction into the area. Equipment must be kept clean and in good working order throughout the term of the contract.

**4.2.2. Electrical Equipment.** All electrically operated equipment shall be equipped with hospital quiet-type motors, be third-wire grounded, and be equipped with an appropriate length of Underwriters Laboratories (UL) approved three conductor cord. The cord shall be permanently attached to the machine. The Contractor's equipment shall be compatible with existing sources of Government furnished electrical power.

**4.2.3. Safety and Inspections.** The Contractor's equipment shall be in good repair and shall comply with all Government safety standards and all JCAHO standards for no clinical electrical equipment. Any equipment, which the COR considers in disrepair or unsafe shall be removed from the VA and replaced with equivalent equipment that is in good repair and meets the specifications contained herein.

**4.2.4. Bumper Guards.** All wheeled and movable equipment shall be equipped with protective, non-marking wheels and rubber bumpers or guards around the entire perimeter, except for fiberglass trash receptacles. No part of the equipment, except handles, shall protrude beyond the rubber bumpers. Bumpers and guards shall be maintained in good repair at all times. Equipment with improper bumpers or guards shall be removed from service immediately and shall not be used until repaired. Any repairs to Government property required as a result of improperly protected equipment shall be made at the Contractor's expense.

**4.2.5. Disinfectant and Detergent.** Disinfectant and detergents used shall be currently registered with the Environmental Protection Agency (EPA) as a pseudomonicidal, fungicidal, and viricidal at the manufacturer's recommended use dilution, even in hard water of 400 PPM (CaCO<sub>3</sub>) and shall be UL approved. The detergent shall be a quaternary ammonium germicidal detergent, Hypochlorite, ethyl or Isopropyl alcohol, or phenolic germicidal detergent.

**4.2.6. Liquid Floor Finish.** Liquid floor finish shall be a synthetic copolymer plastic (not a wax), water emulsion with solid content of at least 16 percent, removable by detergent scrubbing, and safe for use on all synthetic floors, such as rubber, asphalt, vinyl, and linoleum. It shall dry to a high gloss shine, be slip resistant, and resist scuffing and water penetration. The Government may accept alternate floor finishes if the Contractor demonstrates to the CO or COR in a designated test area that the alternate floor finish is superior to the above specifications.

**4.2.7. Stripping Compound.** Stripping compound shall be purely synthetic, non ionic, biodegradable, and contain no animal or vegetable soaps, abrasive, bleach, alcohol, ammonia, or other ingredients, which could produce harsh, harmful, or noxious odors or fumes, either in use or in storage. It shall be capable of completely removing all soap build-up and floor finish film; with the exception of perm acrylic epoxy poured type finishes. It shall not change the conductivity of conductive flooring when tested according to current requirements of National Fire Prevention Association (NFPA) Pamphlet No. 56. It shall contain approximately 12 percent or more active ingredients, exclusive of water, in its concentrated form. When mixed in a 10 percent use dilution, it shall have a pH of not less than 7 nor more than 11. It is permissible to use a special high-speed, low-foaming detergent stripper specially designed for use in automatic floor scrubber equipment, so long as it meets the above specifications except for pH and percentage of active ingredients standards.

**4.2.8. Shampoo Carpet, Wet.** Shampoo shall incorporate a current EPA registered sanitizer and a soil retardant. The pH of the wet shampoo shall be between 9 and 10.5 for use on synthetic fibers and shall be no higher than nine for use on natural fibers. Phenolic-based disinfectants shall not be used as a carpet shampoo. The dilution rate used shall be that recommended by the manufacturer.

### 4.2.9. Mop Heads

**4.2.9.1.** Non-disposable mop heads shall be neutral-colored rayon or cotton yarn.

**4.2.9.2.** Disposable mop heads shall be made of non-woven fabric, a lintless fabric consisting of textile fibers, or a combination of fibers and yarn, and shall be clear or neutral in color.

**4.2.9.3.** Both disposable and non-disposable mop heads shall be changed every 2 –3 rooms or when they become saturated with dirt or dust, whichever comes first.

**4.2.9.4.** Oil-based treatments are not allowed. Chemical treatments shall not have a "flash point" of less than 330°F, and shall be free of saponifiable matter. Chemical treatments shall not heat spontaneously under service conditions. Total treatment residue in mop heads shall not exceed 28 percent by weight and shall contain no carbon residue.

**4.2.10. Cloths, Impregnated Dusting and Sweeping.** Dusting and sweeping cloths shall be tubular cotton with 18 percent to 22 percent by weight, and shall be non-oil impregnated. The impregnation compound shall meet UL specifications and requirements relative to safety from combustibility, shall have an affinity for dust, and shall be registered with the EPA.

**4.2.11. Bowl Cleaner Liquid-Type, Triple Action.** The bowl cleaner shall clean, deodorize, disinfect, not be noxious or cause irritating fumes in use as determined by the Food and Drug Administration, of S Typhosa, and be suitable for use in toilet bowls and urinals only. It shall be fully inhibited to protect pipes and metal against corrosion. Products requiring a "Poison" label, as defined in CFR, Title 49, shall not be permitted.

#### **4.2.12. Vacuum Cleaners**

**4.2.12.1.** All vacuum equipment shall have a hospital use, microstatic, impaction-type filtration system, which filters out dust and bacteria particles larger than 0.3 microns. New microstatic impaction filters and disposable paper filter bags shall be installed in microstatic vacuums no less that every 30 calendar days and more frequently, as determined by use conditions or by the COR.

**4.2.12.2.** The angle of exhaust system shall be at least 15° above the horizontal.

**4.2.12.3.** Dry vacuum cleaners shall be commercial type,  $\frac{2}{3}$ -cubic foot capacity, or  $\frac{1}{2}$ -bushel, with microstatic, impaction-type exhaust air filter.

**4.2.12.4.** Upright vacuums shall be heavy duty and have a motor-driven beater brush.

**4.2.12.5.** Backpack vacuum units, used in stairwells, and wet-vacuums, used as components of combination scrubbers, are exempt from the above requirements.

**4.2.13. Floor Polishers.** Floor polishers shall have a non-porous scrubbing surface to inhibit bacterial growth. Rotary floor polishing, buffing, and scrubbing machines shall be equipped with new brush or pad drive assemblies made of non-porous materials when introduced into the VA.

**4.2.14. Carpet Shampooer/Soil Extractor.** Shampooers/extractors shall be a commercial type, upright design, with agitator brush and motor, storage tank, compressor, dispenser, and shall have positive action vacuum.

**4.2.15. Combination Scrubber-Vacuum Machines.** Combination scrubber-vacuum machines shall be battery powered, motorized units designed for use in large public areas.

**4.2.16. Wall Washing Machines.** Wall washing machines shall have a minimum capacity of four gallons with double tanks and a pump type pressure sprayer for use in wall washing with a disinfectant detergent solution. Methods must be approved prior to use by COR.

**4.2.17. Housekeeper's Carts.** Housekeeping carts shall have a low platform for mop buckets, mop wringer, and other gear, with locking compartments for tools and cleaning supplies, trash collection device and lockable. Mops shall fit on the cart so that mop heads do not protrude above the top of the cart. Carts shall fit in assigned storage closets.

**4.2.18. Trash Collection Containers.** Collection containers shall be rigid with a smooth interior finish and shall be equipped with a snug fitting cover and hard rubber, non-marking, silent-running casters. All trash containers shall meet Government fire regulations. Trash carts shall be of such size that they do not block passageways or prevent building evacuation.

**4.2.19. Liners for Trash Receptacles:** Contractor shall furnish acceptable liners for contractor owned non-hazardous medical waste trash receptacles throughout facility.

**4.2.20. Mop Buckets.** Mop buckets may be either single or double compartmented and shall be constructed of a non-porous, acid resistant, seamless material.

**4.2.21. Tool Handles.** All mops, brooms, and sweeping tools, which are equipped with handles of over 48 inches in length, shall be capped with non-marking rubber, vinyl, or plastic tips to prevent the marking or scarring of walls or other surfaces in the VA.

**4.2.22. Signs.** All signs shall contain easily understood directions and guidance in both English and Spanish.

**4.3. Handling of Supplies and Equipment.** Specific routine infection control requirements are as follows:

**4.3.1.** All containers of cleaning chemicals and similar products shall be marked with a factory label, to identify contents, and all other labels shall be removed or defaced. Materials bearing Department of Transportation red labels shall not be used.

**4.3.2.** Contractor furnished supplies and equipment not in immediate use shall be stored in designated storage areas provided by the Government. Towels, mops, brushes, and other supplies, which contain an oil residue and are subject to spontaneous combustion, shall be disposed of or stored outside of the VA in tightly covered metal containers. Storage shall be in accordance with applicable Federal, state, and local regulations. Cleaning supplies that are subject to combustion may be temporarily stored and transported in tight fitting metal containers while in use inside of the VA.

**4.3.3 Supplies** (e.g., toilet paper, paper towels, hand soaps, and detergents) shall be transported in carts designed for supply movement (e.g., housekeeping carts), not in trash barrels, nor mop buckets. All materials not immediately in use shall be properly stored in designated storage spaces provided by the Government. The following supplies shall be furnished by the contractor to fit existing infrastructure:

- Enmotion paper towel
- Toilet paper
- Toilet seat covers
- Purell hand sanitizer
- Steris medicated lotion soap
- Clear plastic trash can liners (large 40x48 and small 24x36)
- Red medical waste receptacle liners

**4.3.4. Material Safety Data Sheets (MSDS).** The contractor will be required to furnish the VA with MSDS sheets for all chemicals that are used in the clinic. This list will be kept current at all times. This information is required by the VA for emergency treatment in the event of ingestion of and/or contact with the material by humans, and is required by OSHA regulations. Contractor must maintain a binder of all MSDS sheets on site for use and inspection at all times.

**5. WORK HOURS:**

The services covered by this contract shall be furnished by the contractor as defined herein. The contractor will be required to furnish such services five (5) days a week excluding weekends and federal holidays. CBOC’s daily normal hours of operation are from 7:00a.m. to 5:00p.m. Shift hours may change based on the needs of the facility. The Contracting Officer or designee, reserves the right to change/adjust/establish any hours of performance. The work hours are described below:

**5.1. Work Hours:** CBOC - Monday thru Friday (except federal holidays) one shift - 5:00p.m. to 9:00p.m.

**5.2. Federal Holidays:** The ten holidays observed by the Federal Government, i.e., New Year's Day, Martin Luther King Jr.'s Birthday, President's Day, Memorial Day, Independence Day, Labor Day, Columbus Day, Veterans' Day, Thanksgiving Day, and Christmas Day and any other day specifically declared by the President of the United States to be a federal holiday.

**5.3. Non-work Hours:** Except in case of emergency, special events and jobs with the scope of work, the CBOC’s will be closed on all Saturdays and Sundays, federal holidays and Monday through Friday from 5:00p.m. until 7:00a.m. the following workday.

**6. SERVICE DELIVERY SUMMARY**

The contractor service requirements are summarized into performance objectives that relate directly to mission essential items. The performance threshold briefly describes the minimum acceptable levels of service required for each requirement. These thresholds are critical to mission success.

Performance Objective	SOW Para	Performance Threshold
<p><b><u>Basic Cleaning Services.</u></b></p> <p>Floors, baseboards, corners, and wall edges are free of dirt, dust, and debris. Trash is empty. Plastic liners are replaced. Trash containers are free of odors and visible dirt. Trash is emptied into outdoor trash collection container. Glass and mirrors have no traces of film, dirt, smudges, or water. Drinking fountains are disinfected and free of streaks, stains, spots, smudges, scale, and other deposits. Stairwells are free of dirt, debris, litter, and other foreign matter. Dust is not visible. Exam</p>	<p>1.1.</p>	<p>Not to exceed 5 customer complaints per month.</p>

tables are completely clean and free of foreign matter.		
<b>Basic Restroom/Locker Rooms Cleaning Services.</b> Restrooms and locker rooms are disinfected and free of dirt, deposits, streaks, and odors. Showers are disinfected and free of soap film, scum, and other deposits. Toilets and urinals are disinfected and free of scale, stains, scum, and other deposits. Floors are free of litter, dirt, dust, and debris. Supplies are adequate until next service.	1.2.	Not to exceed 5 customer complaints per month.
<b>Periodic Cleaning Services.</b> Floors have a glossy uniform appearance free of scuffmarks, heel marks, wax build-up, and other stains and discoloration. Windows are free of film, dirt, smudges, water, and other foreign matter. Carpets are free of stains and discoloration.	1.3.	Not to exceed 5 customer complaints for the reporting period.

**Surveillance:** The government quality assurance (QA) person will receive complaints from hospital personnel and pass them to the contractor's quality control inspector (QCI) for correction.

**Standard:** Not to exceed 5 customer complaints for the month or reporting period. The QA shall notify the contracting officer for appropriate action in accordance with FAR 52.212.4, Contract Terms and Conditions-Commercial Items (May 1997) or appropriate Inspection of Services clause, if any of the above service areas exceed five customer complaints.

**Procedures.** Any patient, employee, or visitor that observes unacceptable services, either incomplete or not performed, for any of the above performance objectives should immediately contact the QA and the QA will complete appropriate documentation to record the complaint. The QA will consider the customer complaint valid upon receipt from the customer. The QA should inform the customer of the approximate time the unacceptable performance will be corrected and advise the customer to contact the QA if not corrected. The QA will consider customer complaints as resolved unless notified otherwise by the customer. The QA shall verbally notify the Contractor's Quality Control Inspector (QCI) to pick up the written customer complaint. The QCI will be given two hours after verbal notification to correct the unacceptable performance. If the QCI disagrees with the complaint, the QCI will notify the QA. The QA will conduct an investigation to determine the validity of the complaint. If the QA determines the complaint as invalid, he will document the written complaint of the findings and notify the customer. The QA will retain the annotated copy of the written complaint for his/her files. If after the investigation the QA determines the complaint as valid, the QA will inform the QCI and the QCI will be given an additional hour to correct the defect. A defect will not be recorded if proper and timely correction of the unacceptable condition(s) is accomplished. The QCI shall return the written customer complaint document, properly completed with actions taken, to the QA, who will file the complaint for monitoring future recurring performance. Recurring customer complaints are not permitted for any of the above service items. If a repeat customer complaint is received indicating the same deficiency during the service period (month, quarter, etc.), the QA should contact the Contracting Officer for appropriate action.

Performance Objective	SOW Para	Performance Threshold
<b>Emergency or Special Event Cleaning Services.</b> Ordered services meet the requirements of paragraph 1.1 and/or 1.2 as appropriate.	1.4	Delivery order will not be considered complete until all deficiencies are resolved.

**Surveillance:** The Government QA will evaluate the services required by each delivery to ensure compliance.

**Standard:** The contractor shall perform all work required by the task or delivery order in a satisfactory manner in accordance with the appropriate SOW paragraph. The QA shall not consider the task or delivery order complete until all deficiencies have been corrected.

**Procedures:** The government QA will inspect all work tasks required by the task or delivery order to ensure contractor compliance with the appropriate paragraphs 1.1, 1.2, and/or 1.3 of the Statement of Work (SOW) each time the services(s) are performed. Record results of inspection, noting date and time of inspection. If inspection indicates unacceptable performance, notify the contract manager or QCI of the deficiencies for correction. The Contractor shall be given two hours after notification to correct the unacceptable performance.

**6.1 Quality Control.** The contractor shall develop and maintain a quality control program to ensure custodial services are performed in accordance with commonly accepted commercial practices and services identified in this PWS. The contractor shall develop and implement procedures to identify, prevent, and ensure non-performance and continual repeat of defective service does not occur. As a minimum, the contractor shall develop quality control procedures addressing the areas identified in paragraph 2, Service Summary.

**6.2. Quality Assurance.** The government shall inspect and evaluate the contractor's performance to ensure services are received in accordance with requirements set forth in this contract. The Contracting Officer or appointed representative shall inspect conducting rounds, watching actual task performance, physically checking an attribute of the completed task, checking a management information report, investigating customer complaints, conferring with facility managers, or otherwise inspecting the task or its results to determine whether or not performance meets the standards contained in this PWS. Weekly inspection results will be recorded on the Environment Rounds inspection form. The government reserves the right to inspect at other times. Records and results of inspections then become the official record of the Contractor's performance. When a performance threshold has not been met or contractor performance has not been accomplished, the Contracting Officer will initiate and provide the Contracting Officer a Contract Discrepancy Report (CDR) for issuance to the contractor. The contractor shall respond to the CDR IAW instructions provided and return it to the Contracting Officer within 10 calendar days of receipt.

### **6.3 Surveillance Methods.**

**6.3.1 Periodic Surveillances.** This method requires the Contracting Officer to employ a "spot check" style of evaluation based on the contractor's incorporated Cleaning Frequency Schedule. Periodic surveillances will be conducted on a scheduled basis (daily, weekly, monthly, quarterly, semi-annual or annually) and may be adjusted, based on quality trends. The CFS or modified version thereof shall be used for Contracting Officer scheduled inspections and results documentation.

Any unsatisfactory inspection (defect) result shall be recorded, and the Contractor shall re-perform the service within 2 hours after notification.

Exceeding the performance threshold for any of these performance objectives in any one month period shall result in a warning or letter of concern from the Contracting Officer.

Exceeding the performance threshold of these performance objectives, in any combination for any two, or more consecutive or non-consecutive months during a contract period shall constitute an immediate Progress Meeting with the Multi-functional Team.

**6.3.2 Customer Complaints.** The Contracting Officer will receive and investigate complaints. The Contracting Officer shall be responsible for initially validating customer complaints. The Contracting Officer shall make final determination of the validity of customer complaint(s) in cases of disagreement with the Contracting Officer and the Contractor. Validated customer complaints shall be re-performed within 2 hours of notification.

Exceeding the performance threshold for performance objectives in any one month period shall result in a warning or letter of concern from the Contracting Officer.

Exceeding the performance threshold for performance objectives for any two, or more consecutive or non-consecutive months during a contract period shall constitute an immediate Progress Meeting with the Multi-functional Team.

**6.4 Periodic Progress Meetings.** The Contracting Officer and other government personnel as appropriate, and the Contractor shall periodically meet to discuss the Contractor's performance. The following issues shall be discussed; opportunities to improve the contract, any modifications required of the contract, unsatisfactory inspections and valid customer complaints against each performance objective observed and steps taken by the Contractor to prevent occurrences in the future. The Contractor shall provide a summation of unsatisfactory inspections and customer complaints and provide insight into any identified trends.

The minutes of these meetings will be reduced to writing, signed by the Contracting Officer and any other signatures as deemed appropriate, distributed to the functional area and the contractor. Should the contractor not concur with the minutes, the contractor will provide a written notification to the Contracting Office identifying areas of non-concurrence for resolution.

## **7. APPROXIMATE FLOORING QUANTITY**

VCT: 1,000 sqft.  
 Porcelain Tile: 2,500 sqft.  
 Luxury Vinyl Tile: 8,000 sqft.  
 Carpet: 8,500 sqft.

Flooring must be cleaned according to manufactures instructions.

**APPENDIX A: Custodial Task Frequency Schedule:**

**Daily:**

Exam Rooms/Lab - Dust desks, chairs, file cabinets and furniture. Empty all waste, Replace all liners. Wipe exam rooms foot rests.  
Mop floors

Reception area - trash, dust chairs and counters, clean floors.

Lobbies - vacuum floors, dust chairs and disinfect arms. Clean, disinfect and polish water fountain, clean front doors glass, frame and thresholds. Spot clean walls and magazine racks.

Restrooms - sanitization cleaning of lavatories, all fixtures, floors, toilet seat & bowl (inside and out), mirrors, soap dispensers, trash cans. Refill all dispensers. Wipe underside of sinks and pipes, faucets, paper towel holders, walls, doorknobs, ledges and light switches. Hospital grade germicide will be used on sinks and toilets. All restroom floors shall be damp mopped with hospital grade germicide solution; changed after each restroom.

All other areas - replace trash liners daily. Spot clean all doors, door frames, and areas around light switches.

Floors - shall be dust mopped and wet mopped with disinfectant/detergent as stated in specifications.

Break room - shall be dust mopped and wet mopped. All counters, sinks and tables to be cleaned using disinfectant/detergent.

**Weekly:**

Buff floors

Dust and vacuum Offices and Conference Rooms.

All medical waste receptacles wiped down.

Thoroughly clean soiled walls, carpets and chairs.

Damp wiping of handrails and door frames

All air vents shall be dusted.

All window ledges and blinds shall be cleaned and dusted.

**Monthly:**

Clean/Sanitize wheelchairs, stretchers and patient lifts

Windows - inside and out, window sills, window blinds.

Clean/Sanitize break room appliances: Refrigerator, microwave and Ice Machine

**Quarterly:**

Clean window and privacy curtains.

All light fixtures shall be wiped down.

**Semi-annual:**

Carpet care (shampooing). No dust building-up in corners, edges or under or behind furniture. (Spots /stains are to be promptly removed)

Hard-surface floor care (stripping and waxing) for all vinyl composition tile and other hard surface floors that are waxed.

Hard-surface floor care (scrub and recoat) for all vinyl composition tile and other hard surface floors that are waxed.

**APPENDIX B: Contractor Furnished Supplies:**

**Disinfectant**  
**Glass Cleaner**  
**Stripper**  
**Wax**

**SPECIAL REQUIREMENTS BY FUNCTIONAL AREA**

See attached conceptual plan, Door Schedule, and Finish plan for additional information relating to each room not listed below.

100A Vestibule

- 1 duplex electrical outlet
- Fluorescent Can Accent Lighting and/or Cove Lighting.
- Painted gypsum board ceilings
- Aluminum Storefront and painted gypsum board walls
- Recessed walk off mat with removable slats

100 Lobby/Check In

- 1 duplex electrical outlet every 10'-0" linear feet, 2 at vending area
- 1 duplex electrical outlet at each check-in desk
- 1 telecommunication outlet at each check-in desk
- 1 duplex and 1 telecommunication outlet for each self-check-in kiosk and my healthy vet kiosk
- Overhead Speakers for intercom
- Direct/Indirect fluorescent lighting, Manuf.: Lithonia Avante 2x2
- Flooring VP-1, VP-2, VP-3 VP-4 Luxury vinyl tile, CPT-1 and rubber base
- Painted gypsum board walls (Field and Accent), and ST-1 stone wainscot to 8'-0" AFF.
- Acoustical lay-in tile ceiling and painted gypsum board soffits, Decorative ACT-2 panels
- Built in check in desk synthetic quartz counters, plastic laminate
- RS-1 3Form secured in glass windows looking into team spaces
- Corner guards CG-1 and CG-2

101A, 101B Group Room

- 4 duplex electrical outlets
- 4 telecommunication outlets
- 1 wireless duress alarm at front of classroom tied to Centurion wireless duress alarm system.
- Direct/Indirect fluorescent lighting, Manuf.: Lithonia Avante 2x2
- Dimmable Fluorescent Can Accent Lighting and/or Cove Lighting.
- Lighting to be controlled by motion sensor
- Luxury vinyl tile flooring VP-1, VP-2, VP-3, and VP-4 with rubber base
- Acoustical lay-in tile ceiling, drywall soffit
- Painted gypsum board walls (Field and Accent), Corner guards
- Divider acoustical retractable wall (non-electrical)

102 Men Public Toilet

- 1 GFCI duplex electrical outlet by sink
- Direct/Indirect fluorescent lighting, Manuf.: Lithonia Avante 2x4
- Fluorescent Can Accent Lighting and/or Cove Lighting.
- Lighting to be controlled by motion sensor
- Porcelain tile floor and walls including various sized tiles plus GL1 and wainscot to 5'-0" AFF, paint above
- Painted gypsum board ceiling
- ADA compliant water closet and sink
- Stainless steel toilet room accessories

103 Women Public Toilet

- 1 GFCI duplex electrical outlet by sink
- Direct/Indirect fluorescent lighting, Manuf.: Lithonia Avante 2x4
- Fluorescent Can Accent Lighting and/or Cove Lighting.
- Lighting to be controlled by motion sensor.
- Porcelain tile floor and walls including various sized tiles plus GL1 and wainscot to 5'-0" AFF, paint above
- Painted gypsum board ceiling
- ADA compliant water closet and sink
- Stainless steel toilet room accessories

104 Security

- 3 duplex electrical outlets
- 3 telecommunication outlets
- Centurion master duress station located in this office
- Direct/Indirect fluorescent lighting, Manuf.: Lithonia Avante 2x4
- Lighting to be controlled by motion sensor
- Acoustical lay-in tile ceiling
- Luxury vinyl tile flooring and rubber base
- Painted walls
- Plastic laminate counter

105 Housekeeping Aids Closet (HAC)

- 2 GFCI duplex electrical outlets at 3'-6" AFF
- Suspended 4 foot fluorescent lighting
- Lighting to be controlled by motion sensor.
- Luxury Vinyl tile Flooring and rubber base
- FRP wainscot to 4'-0" AFF, painted gypsum board above
- Mop sink and mop holder

106 Volunteer Storage

- 2 duplex electrical outlets

- 1 telecommunication outlet
- Direct/Indirect fluorescent lighting, Manuf.: Lithonia Avante 2x4
- Lighting to be controlled by motion sensor.
- Luxury vinyl tile flooring and rubber base
- FRP wainscot to 4'-0" AFF, painted gypsum board above

#### 107 Radiology

- 6 duplex electrical outlets
- 4 telecommunication outlets
- 1 Panic alarm at PC workstation controlled through Centurion wireless system.
- Direct/Indirect fluorescent lighting, Manuf.: Lithonia Avante 2x4
- Lighting to be controlled by motion sensor
- Acoustical lay-in tile ceiling
- Rubber tile and rubber base
- Painted walls, field and accent
- Synthetic quartz counter and laminate casework

#### 107A Control Room

- 3 duplex electrical outlets
- 3 telecommunication outlets
- 1 Panic alarm at PC workstation controlled through Centurion wireless system.
- Direct/Indirect fluorescent lighting, Manuf.: Lithonia Avante 2x4
- Lighting to be controlled by motion sensor
- Acoustical lay-in tile ceiling
- Rubber tile and rubber base
- Painted walls

#### 107B Dressing / Toilet

- 1 GFCI duplex electrical outlet by sink
- Direct/Indirect fluorescent lighting, Manuf.: Lithonia Avante 2x4
- Fluorescent Can Accent Lighting and/or Cove Lighting.
- Lighting to be controlled by motion sensor.
- Porcelain tile floor and walls including various sized tiles plus GL1 and wainscot to 5'-0" AFF, paint above
- Painted gypsum board ceiling
- ADA compliant water closet and sink
- Stainless steel toilet room accessories

#### 107C Storage

- 2 duplex electrical outlets
- Direct/Indirect fluorescent lighting, Manuf.: Lithonia Avante 2x4
- Lighting to be controlled by motion sensor.
- Luxury vinyl tile flooring and rubber base
- FRP wainscot to 4'-0" AFF, painted gypsum board above

#### 108 Fitting / Dispensing

- 3 duplex electrical outlets
- 3 telecommunication outlets
- 1 Panic alarm at PC workstation controlled through Centurion wireless system.
- Direct/Indirect fluorescent lighting, Manuf.: Lithonia Avante 2x4
- Lighting to be controlled by motion sensor
- Acoustical lay-in tile ceiling
- Luxury vinyl tile flooring VP-1, VP-2, with rubber base
- Painted walls

#### 109 Phlebotomy (Blood draw)

- 6 duplex electrical outlets
- 6 telecommunication outlets
- 1 wireless duress alarm at each workstation tied to Centurion wireless duress alarm system.
- Direct/Indirect fluorescent lighting, Manuf.: Lithonia Avante 2x2
- Lighting to be controlled by motion sensor
- Luxury vinyl sheet flooring SV-1, SV-2, rubber base
- Acoustical lay-in tile ceiling, drywall soffit
- Painted gypsum board walls (Field and Accent)

#### 109A Toilet

- 1 GFCI duplex electrical outlet by sink
- Direct/Indirect fluorescent lighting, Manuf.: Lithonia Avante 2x4

- Fluorescent Can Accent Lighting and/or Cove Lighting.
- Lighting to be controlled by motion sensor.
- Porcelain tile floor and walls including various sized tiles plus GL1 and wainscot to 5'-0" AFF, paint above
- Painted gypsum board ceiling
- ADA compliant water closet and sink
- Stainless steel toilet room accessories
- Stainless steel specimen pass-thru wall unit

#### 109B Lab

- 4 duplex electrical outlets, GFCI as required
- 4 telecommunication outlets
- 1 wireless duress alarm at workstation tied to Centurion wireless duress alarm system.
- Direct/Indirect fluorescent lighting, Manuf.: Lithonia Avante 2x2
- Lighting to be controlled by motion sensor
- Luxury vinyl tile flooring SV-1, SV-2, with rubber base
- Acoustical lay-in tile ceiling, drywall soffit
- Painted gypsum board walls (Field and Accent)
- Sink with base and wall cabinets (plastic laminate) per conceptual plans, synthetic quartz countertop

#### A-100, B-100, C-100, and D-100 Corridors

- duplex electrical outlet every 10'-0" linear feet
- speakers for intercom
- Direct/Indirect fluorescent lighting, Manuf.: Lithonia Avante 2x2
- CPT-1, CPT-2 Carpet tile floors with rubber base
- Painted gypsum board (Field and accent), Corner guards
- Acoustical lay-in tile ceiling 2 x 2

#### A-102, A-104, A-106, A-110, A-112, A-114 Mental Health Office, and B-105, C-101, C-102, and D-101 Consult Rooms

- GFCI duplex electrical outlet at sink
- 3 duplex electrical outlets
- 3 telecommunication outlets
- 1 Panic alarm at each PC workstation controlled through Centurion wireless system.
- Direct/Indirect fluorescent lighting, Manuf.: Lithonia Avante 2x4
- Lighting to be controlled by motion sensor
- Acoustical lay-in tile ceiling
- VP-1, VPT-2, Luxury vinyl tile flooring and rubber base
- Painted walls, Field and Accent
- Sink with base and wall cabinets (plastic laminate) per conceptual plans, synthetic quartz countertop

#### B-101, B-103 Podiatry Exam, B-109, B-111 – B-114, C-103, C-105, C-109 – C-114, D-103, D-105, and D-109 Exam Room

- GFCI duplex electrical outlet at sink
- 3 duplex electrical outlets
- 3 telecommunication outlets
- 1 Panic alarm at each PC workstation controlled through Centurion wireless system.
- Direct/Indirect fluorescent lighting, Manuf.: Lithonia Avante 2x4
- Lighting to be controlled by motion sensor
- Acoustical lay-in tile ceiling
- VP-1, VPT-2, Luxury vinyl tile flooring and rubber base
- Painted walls, Field and Accent
- Sink with base and wall cabinets (plastic laminate) per conceptual plans, synthetic quartz countertop
- Cubicle curtain and track provided and maintained by the VA

#### B-102, B-104, and B-106 Optometry Exam Room

- GFCI duplex electrical outlet at sink
- 3 duplex electrical outlets
- 3 telecommunication outlets
- 1 Panic alarm at each PC workstation controlled through Centurion wireless system.
- Direct/Indirect fluorescent lighting, Manuf.: Lithonia Avante 2x4
- Lighting to be controlled by motion sensor
- Dimmable Fluorescent Can Accent Light over workstation.
- Acoustical lay-in tile ceiling
- VP-1, VPT-2, Luxury vinyl tile flooring and rubber base
- Painted walls, Field and Base cabinet
- Sink with base and wall cabinets (plastic laminate) per conceptual plans, synthetic quartz countertop
- Cubicle curtain and track provided and maintained by the VA

#### A-108, A-108A, B-108, B-108A, B-109A, C-108, C-108A, C-109A, D-109A, and D-111A Toilet

- 1 GFCI duplex electrical outlet by sink
- Direct/Indirect fluorescent lighting, Manuf.: Lithonia Avante 2x4
- Fluorescent Can Accent Lighting and/or Cove Lighting.
- Lighting to be controlled by motion sensor.
- Porcelain tile floor and walls including various sized tile plus GL1 and wainscot to 5'-0" AFF, paint above
- Painted gypsum board ceiling
- Nurse Call to side of water closet

#### B-107, C-107, D-107 Meds / Supplies

- 3 duplex electrical outlets
- 2 telecommunication outlets
- 1 Panic alarm at each PC workstation controlled through Centurion wireless system.
- Direct/Indirect fluorescent lighting, Manuf.: Lithonia Avante 2x4
- Lighting to be controlled by motion sensor
- Acoustical lay-in tile ceiling
- Luxury vinyl floor with rubber base
- Painted walls
- Provide HVAC Controls to monitor and provide appropriate levels of humidity and temperature in room separate from main building system.

#### B-110 Visual Fields Room

- GFCI duplex electrical outlet at sink
- 4 duplex electrical outlets
- 4 telecommunication outlets
- 1 Panic alarm at each PC workstation controlled through Centurion wireless system.
- Direct/Indirect fluorescent lighting, Manuf.: Lithonia Avante 2x4
- Lighting to be controlled by motion sensor
- Dimmable Fluorescent Can Accent Lighting
- Acoustical lay-in tile ceiling
- VP-1, VPT-2 Luxury vinyl tile flooring and rubber base
- Painted walls (Field and Accent)
- Sink with base and wall cabinets (plastic laminate) per conceptual plans, synthetic quartz countertop
- Cubicle curtain and track provided and maintained by the VA

#### C-104 Physical Therapy

- GFCI duplex electrical outlet at sink
- duplex electrical outlets
- telecommunication outlets
- 1 Panic alarm at each PC workstation controlled through Centurion wireless system.
- Direct/Indirect fluorescent lighting, Manuf.: Lithonia Avante 2x4
- Lighting to be controlled by motion sensor
- Acoustical lay-in tile ceiling
- Rubber tile flooring and rubber base
- Painted walls (Field and Accent)
- Sink with base and wall cabinets (plastic laminate) per conceptual plans, synthetic quartz countertop
- Cubicle curtain and tracks provided and maintained by the VA

#### D-111 Procedure Room

- GFCI duplex electrical outlet at sink
- 6 duplex electrical outlets
- 6 telecommunication outlets
- 1 Panic alarm at each PC workstation controlled through Centurion wireless system.
- Direct/Indirect fluorescent lighting, Manuf.: Lithonia Avante 2x4
- Lighting to be controlled by motion sensor
- Acoustical lay-in tile ceiling
- SV-1, SV-2 Sheet vinyl flooring and rubber base
- Painted walls(Field and Accent)
- Sink with base and wall cabinets (plastic laminate) per conceptual plans, synthetic quartz countertop
- Cubicle curtain and tracks provided and maintained by the VA

#### T-100, T-200, and T-300 Team Room

- 1 duplex electrical outlet for each workstation
- 2 duplex electrical outlets at copy area
- 2 duplex electrical outlets above counter at supply counter
- 1 duplex electrical outlet every 10'-0" linear feet
- 1 telecommunication outlet for each workstation
- 2 telecommunication outlets at copy area

- 2 telecommunication outlets above supply counter
- 1 Panic alarm at each PC workstation controlled through Centurion wireless system.
- Direct/Indirect fluorescent lighting, Manuf.: Lithonia Avante 2x2
- Lighting to be controlled by photovoltaic sensor
- Acoustical lay-in tile ceiling
- CPT-1, CPT-2 Carpet tile floors with rubber base
- Painted gypsum board walls (Field and Accent), Corner guards

#### T-101, T-102, T-106, and T-109 Open Work Area

- 1 duplex electrical outlet for each workstation
- 1 duplex electrical outlet every 10'-0" linear feet
- 1 telecommunication outlet for each workstation
- 1 Panic alarm at each PC workstation controlled through Centurion wireless system.
- Direct/Indirect fluorescent lighting, Manuf.: Lithonia Avante 2x2
- Lighting to be controlled by photovoltaic sensor
- Acoustical lay-in tile ceiling
- Carpet tile floors with rubber base
- Painted walls (Field and Accent), corner guards

#### T-103 and T-104 IT Closet and Telecom Rm.

- 4 duplex electrical outlets 36" AFF
- 2 telecommunication outlets
- Fire retardant plywood on perimeter walls from 3'-0" AFF to 7'-0"
- fluorescent lighting
- Sealed Concrete
- Lenel client station for viewing cameras and trouble alerts
- See other sections of this document for additional equipment and cooling requirements.

#### T-105 Clean Supply

- 3 duplex electrical outlets
- 1 telecommunication outlet
- Suspended 4 foot fluorescent lighting
- Lighting to be controlled by motion sensor
- Acoustical lay-in tile ceiling
- SV-1 sheet vinyl and rubber base
- FRP wainscot to 4'-0" AFF, painted gypsum board above
- Provide HVAC Controls to monitor and provide appropriate levels of humidity and temperature in room separate from main building system.

#### T-107 Conference / Break Room

- 5 duplex electrical outlets
- 2 GFCI duplex electrical outlets along countertop
- 2 telecommunication outlets
- 1 coaxial cable connection for wall mounted TV
- Wall mounted TV bracket and 36" TV
- 1 water connection for refrigerator.
  - Direct/Indirect fluorescent lighting, Manuf.: Lithonia Avante 2x4
  - Lighting to be controlled by motion sensor
  - Acoustical lay-in tile ceiling
  - Flooring VP-1, VP-2, VP-3 VP-4 Luxury vinyl tile,
  - Painted gypsum board walls (Field and Accent)
  - Sink with base and wall cabinets (plastic laminate) per conceptual plans, synthetic quartz countertop

#### T-108 Soiled Holding

- 3 duplex electrical outlets
- 1 telecommunication outlet
- Suspended 4 foot fluorescent lighting
- Lighting to be controlled by motion sensor
- Acoustical lay-in tile ceiling
- SV-1 sheet vinyl Flooring and rubber base
- FRP wainscot to 4'-0" AFF, painted gypsum board above
- Exhaust fan

#### T-110 Equipment Storage

- Wiremold with 6 duplex electrical outlets and 4 telecommunication outlets along long wall at 4'-0" AFF
- Suspended 4 foot fluorescent lighting
- Lighting to be controlled by motion sensor

- Acoustical lay-in tile ceiling
- Sealed concrete and rubber base
- FRP wainscot to 4'-0" AFF, painted gypsum board above

T-111 Loading/Receiving and T-112 Mechanical/Electrical

- Landlord space
- Sealed concrete and rubber base
- Paint

**FINISH SCHEDULE**

See conceptual Floor Finish Plan for additional information relating to room finish requirements.

**PAINSVILLE SOW LEVEL OF FINISH SCHEDULE**

Material	SYMBOL	Manufacturer	Product	Size	Comment
Flooring	CPT-1	Mohawk Lee	Menswear collection: Shirt II: GT173: Color 278 Herringbone	24 x 24 tile	Quarter turn lay
Flooring	CPT-2	Mohawk Lee	Menswear collection: Vest GT172: Color 278 Herringbone	24 x 24 tile	Vertical Ashlar lay
Flooring	CON-1	Sealed concrete	N/A	N/A	
Flooring	VP-1	Centiva	Contour CP-3302-C Fruitwood, TK, SE	4 x 36 tile	Random color lay 25% with VP-1, 2, 3, 4
Flooring	VP-2	Centiva	Event WP-3319-E Rock Maple, NG, SE	4 x 36 tile	Random color lay 25% with VP-1, 2, 3, 4
Flooring	VP-3	Centiva	Contour CP-3306-C Canadian Maple, TK, SE	4 x 36 tile	Random color lay 25% with VP-1, 2, 3, 4
Flooring	VP-4	Centiva	Event WP-3305-E American Cherry, NG, SE	4 x 36 tile	Random color lay 25% with VP-1, 2, 3, 4
Flooring	PCT-1	Florim USA	Ethos, Color TBD	12 x 24	Pattern TBD
Flooring	RBT-4	Nora Rubber	Noraplan Valua 3mm, Color TBD	12 x 24 tile	Pattern specific with RBT-1, 2, 3
Flooring	SV-1	Tecknoflor Tuf Stuff	Classic cut sheet, color TBD	Sheet, hot weld rod	Pattern TBD, no intricate cuts
Flooring	SV-2	Tecknoflor Tuf Stuff	Classic cut sheet, color TBD	Sheet, hot weld rod	Pattern TBD, no intricate cuts

Exhibit L

Base	RB-1	Johnosite Perceptions	Perceptions Recess Angle/Straight toe, Color TBD	4-1/4 @ 120' coil	Toe and Toeless as appropriate with flooring type
Wall	PT-1	Benjamin Moore	Eco Spec WB Silver Eggshell finish, Colors TBD		Field and accent colors may be used in a specific area designated by PT-1
Wall	PT-2	Benjamin Moore	Eco Spec WB Silver Gloss finish, Colors TBD		Field and Accent colors may be used in a specific area designated by PT-2
Wall	PT-3	Benjamin Moore	Eco Spec WB Silver Flat finish, Colors TBD		Ceiling paint
Wall	PTW-1	Florim USA	Ethos, Color TBD	12 x 24	Design TBD, tile wall height to be minimum of 60"
Wall	PTW-2	Florim USA	Ethos, Color TBD	2 x 2 Mosaic	Design TBD, tile wall height to be minimum of 60"
Wall	RS-1	3form	3Form Varia TBD Eco resin, 1/4 thick	5ft x 10ft sheet	Design TBD, 3form inserted inside glass panels attached to mullions
Wall	GL-1	Florida Tile	Bliss, color TBD combination of glass and slate	12 x 12 sheet	Design TBD, tile may be cut into 3 inch or 4 inch widths
Wall	ST-1	Florida Tile	Pietra Slate Ledger stone 6 x 24	6 x 24	
Ceiling	ACT-1	Armstrong	Lyra 9/16 square tegular	24 x 24	Basis of design; NRC .95, AC190
Ceiling	ACT-2	Armstrong	Soundscapes Hill and Valley shapes	36 x 36	Arc shape with hill/valley configuration with extended hanging cables
Wall Protection	CG-1	Korogard	Stainless Steel 3" profile corner guard	8 ft length	
Wall Protection	CG-2	Custom	4" Maple Wood Corner caps Stained	8 ft length	

Millwork	PLAM-1	Formica	Formica Laminate Patterns and colors TBD		Multiple pattern and colors will be utilized
Millwork	SQ-1	Avionte	Color TBD, Price Group G		
Millwork	SQ-2	Cambria	Color TBD		