

**STATEMENT OF WORK  
JANITORIAL SERVICES  
Reno Vet Center**

**D.1. SCOPE**

The contractor shall provide all management, supervision, tools, equipment, specified supplies, and labor necessary to ensure that aseptic custodial services are performed for the Reno Vet Center, 5580 Mill Street Suite 600, Reno, NV 89502. The Reno Vet Center is approximately 4421 square feet. Contractor shall have aseptic cleaning experience in a medical setting. Services shall be performed in a manner that will maintain a satisfactory facility condition and present a clean, neat and professional appearance.

**D.1.1. BASIC CLEANING SERVICES**

The contractor shall accomplish all aseptic cleaning tasks to meet the requirements of this SOW and the Service Delivery Summary (SDS). The minimum cleaning frequencies are established in Attachment 2, Task and Frequency Specifications for Environmental Sanitation.

**D.1.1.1 ACRONYMS:** CO - Contracting Officer; COTR - Contracting Officer's Technical Representative; SDS - Service Deliver Summary

**D.1.2. Basic Cleaning:** The contractor shall perform an initial cleaning of the entire work area to bring it up to standards at the beginning of the initial contract performance period. After the initial cleaning service, janitorial services will be required on Monday through Friday evenings unless notified of a change by the COTR.

**D.1.3. 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. Baseboards, corners, and wall/floor edges shall also be clean. All floor maintenance solutions shall be removed from baseboards, furniture, trash receptacles, etc. Chairs, trash receptacles, and other moveable items shall be moved to maintain floors underneath these items. All moved items shall be returned to their original and proper position. When using chemical solution to clean floor surfaces ensure that this will not cause undue hazard to the staff and clients at the Vet Center. It is recommended that when this process is performed, this will only be done on Friday afternoons so as to give ample time over the weekend to have the chemical solution dissipate and will not have effect on people for the next business day that the Vet Center is open. Use only approved cleaning solutions for special type floor.

**D.1.3.1.** Floors under refrigerators on site shall be cleaned at least bi-annually. The refrigerators must be moved, floors cleaned and refrigerator returned to its original and proper position.

**D.1.4. Remove Trash:** All trash containers shall be emptied and returned to their initial location. Boxes, cans, and papers placed near a trash receptacle and marked "TRASH" shall be removed. Boxes need to be flattened before placed in the provided Waste Management trash collection container on the property. Any obviously soiled or torn plastic trash receptacle liners shall be replaced. The trash shall be deposited in the nearest outside trash collection container. Trash receptacles shall be left clean, free of foreign matter, and free of odors.

**D.1.5. Clean and Disinfect:** Completely clean, disinfect, and polish dry all surfaces of sinks and plumbing fixtures. After cleaning, sinks and plumbing fixtures will be free of deposits, dirt, streaks and odors. Ensure that any disinfectant used in cleaning will not leave any odor that may become hazardous to personnel.

**D.1.6. Clean Interior Glass/Mirrors:** Clean all interior glass, including glass in doors, windows, partitions, walls, display cases, directory boards, etc. After glass cleaning, there shall be no traces of film, dirt, smudges, water, or other foreign matter.

**D.1.7. Vacuum Carpets:** Vacuum carpeted areas. After vacuuming, the carpeted area shall be free of all visible dirt, debris, litter and other foreign matter. Any spots shall be removed by carpet manufacturer's approved methods as soon as noticed. All tears, burns, and raveling shall be brought to the attention of the government representative. Area and throw rugs are included to receive this service.

**D.1.7.1. Clean Carpets:** Spot clean or shampoo dirty carpets over an area of 2 (two) square feet or less. Spots shall be removed immediately.

**D.1.7.2. Vacuum and Clean Floor Mats:** Vacuum and clean interior and exterior floor mats. After vacuuming or cleaning, mats shall be free of all visible lint, litter, soil and other foreign matter. Soil and moisture underneath mats shall be removed and mats returned to their normal location.

**D.1.8. General Spot Cleaning:** Perform spot cleaning on a continual basis. Spot cleaning includes, but is not limited to removing, or cleaning smudges, fingerprints, marks, streaks, spills, etc., from washable surfaces of all walls, partitions, vents, grillwork, doors, door guards, door handles, push bars, kick plates, light switches, temperature controls, and fixtures. After spot cleaning, the surface shall have a clean, uniform appearance, free of streaks, spots, and other evidence of soil.

**D.1.9. General Dusting:** All horizontal surfaces shall be dusted or cleaned to eliminate dust collection.

## **D.2. BASIC RESTROOM CLEANING SERVICES**

The contractor shall accomplish all cleaning tasks to meet the requirements of this specification, the Service Delivery Summary (SDS), and the Task and Frequency Specifications for Environmental Sanitation.

**D.2.1. Clean and Disinfect:** Completely clean and disinfect all surfaces of sinks, toilet bowls, urinals, lavatories, , dispensers, plumbing fixtures, partitions, dispensers, doors, walls, and other such surfaces, using a germicidal detergent. After cleaning, surfaces 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.

**D.2.2. Descale Toilet Bowls:** Descaling shall be performed monthly as a minimum and as often as needed to keep areas free of scale, soap films, and other deposits. After descaling, surfaces shall be free from streaks, stains, scale, scum, urine deposits, and rust stains.

**D.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. 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, as necessary, to maintain sanitary conditions and a clean, uniform appearance.

**D3. PERIODIC CLEANING SERVICES**

**D.3.1. Strip, Scrub, Seal, and Wax Floors:** Routine maintenance of floors as listed in D.1.3.

**D.3.2. Clean Windows:** Clean surfaces, inside and outside. After surfaces have been cleaned, all traces of film, dirt, smudges, water and other foreign matter shall be removed from frames, casings, sills, blinds and glass.

**D.3.4. Clean/Shampoo Carpets:** Not Applicable.

**D.3.5. Examination Room/Procedure/Laboratory Room Cleaning:** Not Applicable.

**D.4. EMERGENCY OR SPECIAL EVENT CLEANING SERVICES**

Upon notification, the contractor shall perform emergency or special event cleaning required in any building, area, or room covered under this contract. 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 COTR and 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 no less than twenty-four (24) hours prior to the event. Completion schedule will be determined for each delivery order.

**D.5. 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.

<b>Performance Objective</b>	<b>SOW Para</b>	<b>Performance Threshold</b>
<u>Basic Cleaning Services.</u> Floors, baseboards, corners and wall edges are free of dirt, dust and debris. Trash is empty; Plastic liners are in good condition. Trash containers are free of odors and visible dirt. Trash is emptied into outdoor trash collection container. Sinks, faucets, and counter tops are disinfected, and have no traces of film, dirt, smudges. Glass and mirrors have no traces of film, dirt, smudges, streaks or water spots. Desktops and horizontal surfaces are disinfected and free of dirt, smudges, and dust. Carpets are free of dirt, debris, litter and other foreign matter. Dust is not visible.	D.1. - D.1.9.	Not to exceed 5 COTR-documented customer complaints per month.
<u>Basic Restroom Cleaning Services.</u> Floors, baseboards, corners and wall edges are free of dirt, dust and debris. Trash is empty;	D.2. - D.2.4.	Not to exceed 5 COTR-documented customer complaints per month

Plastic liners are in good condition. Trash containers are free of odors and visible dirt. Trash is emptied into outdoor trash collection container. Sinks, faucets, and counter tops are disinfected, and have no traces of film, dirt, smudges. Glass and mirrors have no traces of film, dirt, smudges, streaks or water spots. Desktops and horizontal surfaces are disinfected and free of dirt, smudges, and dust. Carpets are free of dirt, debris, litter and other foreign matter. Dust is not visible.		
<u>Periodic Cleaning Services.</u> Windows are free of film, dirt, smudges, water, and other foreign matter. Carpets are free of stains and discoloration. Walls and doors are free of scuff marks, dirt, and smudges.	D.3. - D.3.5	Not to exceed 5 COTR-documented customer complaints for the reporting period.
<u>Emergency or Special Event Cleaning Services.</u> Ordered services meet the requirements of Sections D.1. D.2. and/or D.3.as appropriate.	D.4.	Delivery order will not be considered complete until all deficiencies are resolved.

#### D.6. CONTRACTOR-FURNISHED ITEMS

The Contractor shall provide all equipment, supplies, management, supervision, personnel, and transportation except as specified herein as government-furnished, necessary to assure that all services are in accordance with the contract and all applicable laws and regulations. The contractor shall ensure all work meets performance standards specified in this Statement of Work (SOW) and referenced documents. The contractor's efforts shall provide the service to meet the requirements for high quality care, sensitivity to proper scheduling to meet client needs, and sanitation for infection control purposes. All supplies provided by the contractor must be accompanied by a Material Safety Data Sheet (MSDS) as appropriate for the product/supplies.

#### D.7. GOVERNMENT-FURNISHED ITEMS

The government will provide one area for the contractor's use. The government will supply dispensers for: paper towel and hand sanitation soap.

#### D.8. HOURS OF OPERATION

The contractor shall perform services required by this contract primarily close to the end of the centers operations. It is recommended that the janitorial services start at 1900 daily in order for the Vet Center staff to review any special cleaning needs for that day and to have access to some rooms that are strictly limited for staff only. There shall not be any work done during the week-ends and holidays, see below, unless a request is submitted. The Contracting Officer's Technical Representative (COTR) must approve any changes to the contractor's schedule in advance.

Vet Center operations are conducted Monday through Friday from 0800 to 1630 with the exception of federal holidays.

**D.8.1.Holidays:** The contractor will not work on the following Federal holidays observed by the United States Government - New Year's Day, Martin Luther King Day, President's Day, Memorial Day, Independence Day, Labor Day, Columbus Day, Veteran's Day, Thanksgiving Day, Christmas Day, and any other specifically declared by the President of the United States. When a legal holiday

falls on a Saturday, the preceding Friday is considered a legal holiday and when the holiday falls on a Sunday, the following Monday is considered a legal holiday.

#### **D.9. CONTRACTOR STAFF REQUIREMENTS**

**D.9.1.** The contractor shall be responsible for ensuring that all employees receive training appropriate for work in a medical office setting and for maintaining client privacy. Any staff assigned for the performance of this contract shall have the ability to speak and read fluently in English. Reasonable accommodations will be provided whenever possible for contractor employee with disabilities (i.e., hearing impaired, etc.).

**D.9.2. Shift Leader:** The Contractor shall appoint supervisor for the work being performed under the terms of this contract. The supervisory housekeeper must be able to respond to the work site the following business day upon notification by the COTR.

**D.9.3. Personnel rosters:** Current written rosters of all regular and alternate employees will be provided to the Contracting Officer, COTR, and Alternate COTR, if one exists. Employees not listed, or employees who have not had a background investigation initiated (D.9.6.) will not be allowed to work in the facility.

**D.9.4. Backup Employees:** The Contractor shall ensure that sufficient backup employees are trained.

**D.9.5. Employee Physical Examinations:** Not Applicable

**D.9.6. Employee Background Investigations:** Not Applicable.

**D.9.7. Records:** Records of all employees training shall be maintained by the Contractor and made available to the COTR on request.

**D.9.8. Miscellaneous:** Contractor personnel shall not consume food, snacks, drinks or tobacco products except during specified break periods in appropriate designated break/smoking areas only. Unauthorized smoking, eating, theft or pilferage by Contractor personnel shall constitute adequate cause for the Government to require that the Contractor immediately remove the offender(s) from employment on the medical facility premises for the duration of this contract.

#### **D.10. QUALITY CONTROL/QUALITY ASSURANCE**

**D.10.1. Quality Control:** The contractor shall develop and maintain a quality program to ensure custodial services are performed in accordance with commonly accepted commercial practices. The contractor shall develop and implement procedures to identify, prevent, and ensure non-recurrence of defective services. As a minimum the contractor shall develop quality control procedures addressing the areas identified in paragraph D.5. - Service Delivery Summary. In compliance with clause FAR 52.246-4 entitled "Inspection of Services" the contractor shall provide a Quality Control Plan that contains, as a minimum, the items listed in paragraphs D.10.1.2. through D.10.1.4, below, to the Contracting Officer for acceptance not later than the pre-performance conference. The Contracting Officer will notify the Contractor of acceptance or required modifications to the plan before the contract start date. The Contractor shall make appropriate modifications and obtain acceptance of the plan by the Contracting Officer before the contract start date. The plan shall include:

D.10.1.2. A description of the inspection system to cover all services specified in the statement of work. Description shall include specifics as to the areas to be inspected on both scheduled and unscheduled basis, frequency of inspections, and the title and organizational placement of the inspectors. Additionally, control procedures for any government provided keys or lock combinations should be included.

D.10.1.3. A description of the methods to be used for identifying and preventing defects in the quality of service performed.

D.10.1.4. A description of the records to be kept to document inspections and corrective or preventive actions taken.

D.10.1.5. The records of inspections shall be kept and made available to the government throughout the contract performance period and for the period after contract completion until final settlement of any claims under this contract.

**D.10.2. Contractor Quality Control Program:** Contractor shall have a quality control program to assure all requirements of the contract are provided as specified. The program shall be continuously improved and is therefore documented in loose-leaf manual format. The program shall include, but not be limited to the following:

D.10.2.1. Written work instructions/procedures, processes, and product descriptions to implement contractual obligations. The preparation and maintenance of, and compliance with, these instructions shall be audited as a function of the Contractor's Quality Control Program to assure compliance with or timely changes to the instructions. The COTR shall be on document distribution for all formalized changes to the Contractor's Quality Control Program. The COTR will request corrective action to improve the quality of client care or cure damage to the facility.

D.10.2.2. An inspection system covering the HAMS services stated in the Statement of Work. This inspection system shall include as a minimum, daily sampling inspection of the rooms.

D.10.2.3. A method of early detection and correction of assignable conditions adverse to the quality of service, to include analysis or corrective action records (Including customer complaints) in order to determine causes of defects. This method will include providing timely written explanation/documentation of the correction of the defectiveness and correction of cause in response to Government corrective action request also include bacteriological monitoring when necessary.

D.10.2.4. Written work instructions in accordance with paragraph D.10.2.1.for maintenance and use of inspection records and audit documentation. The quality control program shall assure that records are complete and reliable. Reliable records are objective evidence of the existing or past quality of service.

D.10.2.5. Written work instructions in accordance with paragraph D.10.2.2.to implement quality trend analysis and documentation of management action taken as a result of the analysis of quality data (including Contractor and government records, complaints and audit results).

D.10.2.6.The Contractor shall provide to the COTR the HAMS Policy and Procedure Manual that was submitted with the technical proposal to implement the HAMS program.



### **D.10.3. QUALITY ASSURANCE MONITORING -**

a. The Government will monitor the contractor's performance to assure that the performance thresholds and standards of performance are met in accordance with paragraph D.5 Service Delivery Summary. In accordance with FAR 52.212-4 (a) "Inspection/Acceptance" the Government reserves the right to inspect or test any supplies or services that have been tendered for acceptance. The Government may require repair or replacement of nonconforming supplies or re-performance of nonconforming services at no increase in contract price.

b. The contractor service requirements are summarized into performance objectives that relate directly to mission essential items. The performance standards describe the minimum acceptable levels of the service required for each task. These thresholds are critical to mission success.

c. The Government COTR will evaluate the services required by each task order to ensure compliance.

d. The contractor shall perform all work required by the task orders in a satisfactory manner in accordance with the appropriate SOW task order sheet. The COTR will not consider the task complete until all deficiencies have been corrected.

e. The Government COTR will inspect all work tasks required by the task order sheets to ensure contract performance on a monthly basis utilizing the attached work inspection sheet.

f. The Government COTR will receive complaints from facility personnel and pass them on to the contractor's quality inspector for correction.

g. The inspection period is monthly with twelve one-month periods during the year. Inspection period will be from the first of the month through the last day of the month. The COTR should receive no more than 5 complaints. The COTR will record results of the inspection, noting the date and time of inspection. If inspection indicates unacceptable performance, the COTR will notify the supervisor or quality inspector. The Contractor shall correct the unacceptable performance within a reasonable time as practicable to correct the deficiency in order for the Vet Center to continue and provide quality care to veterans. Report period is monthly; however, complaints are by task.

h. More than five COTR documented complaints during the report period will result in a decrease of the monthly billing of one percent (1%) by facility at the end of the report period.

### **D.11. BUILDING SECURITY AND CONSERVATION**

**D.11.1.** As the cleaning staff will perform tasks after the Vet Center is closed, the contractor shall be responsible for arming/disarming security system. Instructions will be provided during the post-award orientation conference prior to commencement of work.

**D.11.2.** Written work instructions are required to implement the requirement for building security. The Contractor shall be provided keys or allowed access to all buildings and rooms/areas requiring cleaning. Keys to the Vet Center will be provided during the post award orientation conference. The Government may choose to accompany Contractor personnel when in certain secured areas. Keys provided to the Contractor shall not be duplicated nor removed from the premises of the Reno Vet Center. The Contractor shall be responsible for immediately reporting the occurrence of a lost key to the COTR or the Reno Vet Center Team Leader. The Government at the Contractor's expense

(including rekeying all doors that were affected by the lost key) shall replace any keys lost by Contractor personnel. In the event a master key is lost or duplicated, the Government shall replace all locks and keys on that system and the total cost deducted from the monthly payment due the Contractor. If a standard key is lost, the Government shall replace the lock for that room and the total cost deducted from the monthly payment due the Contractor.

D.11.3. Contractor's 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. Under any circumstances the contractor personnel shall not access the building during week-ends, Federal Holidays, and hours after the janitorial work has been completed. After the janitorial work is completed for the day and the Vet Center has been alarmed the contractor personnel are not allowed to go back inside the building without the permission from the Office Manager.

D.11.4. If any difficulty is encountered in keeping areas locked or windows closed and locked, the Team Leader and/or COTR shall be notified.

D.11.5. Contractor personnel shall turn off all lights they turned on when entering an area.

D.11.6. **Training Requirements:** The contractor shall provide evidence that its employees are trained for providing janitorial services for a healthcare facility in all aspects of cleaning and in the use of all chemicals utilized by the contractor. The contractor shall ensure that a minimum of 20 hours of job-specific training is conducted per year. Training shall include the following:

D.11.6.1. **Minimum Contractor-Furnished Training:** Initial training shall cover the following topics listed in 29 Code of Federal Regulation (Labor) 1910.1-1910.1450 and include the item listed below. Training should not be less than two full days.

D.11.6.2. General orientation of basic bacteriological concepts, including the basics of how disease is caused and transmitted, how it can be prevented, reduced or contained through proper environmental sanitation methods.

D.11.6.3. Infection control orientation, relating duty functions to the technical provisions of this specification.

D.11.6.4. Proper use and handling of germicidal detergents, supplies and equipment; and familiarity with MSDS for a particular supply as appropriate.

D.11.6.5. Care and maintenance of Contractor and Government-furnished property.

D.11.6.6. Familiarization with local fire prevention and safety procedures.

D.11.6.7. Familiarization with applicable facility policies/regulations and their effect on sanitation services.

D.11.6.8. Familiarization with the Contractor's procedures manual.



D.11.6.9. Individual duties and responsibilities.

D.11.6.10. Procedures for replenishing cleaning supplies and obtaining equipment repair.

D.11.6.11. Role of Contractor's personnel in the facility and their impact on client care.

D.11.6.12. Techniques/methods for measuring quality of work performance.

D.11.6.13. Basic orientation to the facility, function, mission, goals.

D.11.6.14. Facility emergency fire and disaster program.

D.11.6.15. Hazardous Communication Standard

D.11.6.16. Utility Operation

D.11.6.17. Standard Precautions

D.11.6.18. Emergency Preparedness

D.11.6.19. Body Mechanics/Lifting

D.11.6.20. Accident Reporting

D.11.6.21. Sexual Harassment

D.11.6.22. Ethics

D.11.6.23. **Refresher Training:** The Contractor is required to provide employees annual refresher training within 30 days of the exercise of each option year. Records of all employee refresher training shall be maintained by the Contractor and submitted to the COTR within 30 days of such training to verify that refresher training has been accomplished. The Contractor shall notify the COTR as to when new annual training is required.

D.11.6.24. **Developmental Training:** The Contractor shall plan for developmental employee training sessions for all employees at a frequency of no less than monthly. At all times the Contractor shall maintain a current series of three monthly programs. The proposed initial program plans, including topical outlines with a brief statement of content and approximate length of programs, shall be available for review by the CO prior to award. Developmental training shall include, but not be limited to, updating in the areas referred to preceding paragraphs D.11.6.1 - D.11.6.23 and developmental topics such as communication, individual behavior, group behavior, and motivation.

## D.12. SAFETY REQUIREMENTS

D.12.1. The Contractor shall take such safety precautions as are necessary to protect the lives and health of occupants of the building during performance of contract requirements. The Contractor shall immediately correct any fire and safety deficiencies caused by his/her personnel.

# D.13. PERIOD OF PERFORMANCE

D.13.1 December 1, 2016 - November 30, 2017 with 4 Option Years.

