

1. **Title:** Housekeeping Services Bldg 100 Clinics

2. **Purpose:** The Michael E. DeBakey Veteran Affairs Medical Center (MEDVAMC) hereby issues the following Sources Sought to Request Information (RFI). This RFI is to seek contractors with the capability to furnish all labor, personnel, supervision, transportation, management support, equipment and materials to provide cleaning of treatment areas and administrative support offices, at Michael E DeBakey Veteran Affairs Medical Center (MEDVAMC) property located at 2002 Holcombe Boulevard. Houston, Texas. Areas to be cleaned in each clinic include all of the corridors, hallways, waiting rooms, reception areas, conference/meeting rooms, exam/treatment rooms, restrooms, and administrative support offices. The total approximate square footage for the clinics is 327,176 square feet. (See Draft attached table 1).

3. **Objective:** To find qualified and certified contractors with the capability to provide housekeeping services Bldg 100 Clinics. (See Attached **Draft** Performance Work Statement –PWS below)

4. **Place of Performance:** VA Medical Center, 2002 Holcombe BLVD, Houston, TX 77030.

5. **Responses Requested:** The MEDVAMC requires all the following questions answered in this RFI: Questions that are not provided shall be considered **non responsive** to the Request for Information and contractor shall not be considered as part of the market research.

a. Contractors shall provide their point(s) of contact name, address, telephone number, and email address; and the company's business size, and Data Universal Numbering System (DUNS) Number.

b. Is your company a small business, SDBs, HUBZone, or 8A concern? Please provide proof of qualifications.

c. Provide in your capability statement a list of active contracts for commercial, federal, state, and local governments. List Contracts shall provide communication on the government requirement illustrating the capability for comparison.

d. Is your company available under any;

Government Wide Agency Contract (GWAC)  
General Services Administration Schedules (GSA)  
Indefinite Delivery Indefinite Quantity (IDIQ)  
Blanket Purchase Agreement (BPA)

If so, please list the contract number and a brief summary of the products and services provided.

e. Provide a short summary of your potential approach to this type of contract and meeting the specific requirements per the draft Performance Work Statement and your experience managing similar contracts with similar requirements for the MEDVAMC.

6. **Opportunity:** The MEDVAMC, is seeking information from potential contractors on their ability to provide this service. **THIS IS A REQUEST FOR INFORMATION (RFI) ONLY.** Small Business Concerns are encouraged to provide responses to this RFI in order to assist the MEDVAMC in determining potential levels of competition available in the industry. Contractor shall possess the capability to provide all requirements and objectives.

**7. Instructions and Response Guidelines:** RFI responses are due by February 28, 2017 at 9:00 am (CST); size is limited to 8.5 x 11 inches, 12-point font, with 1-inch margins in Microsoft Word format via email to anthony.marion2.gov.

All Questions shall be submitted by February 25, 2017 at 12:00 pm (CST) via email to anthony.marion2.gov.

Telephone requests or inquiries will not be accepted.

Public Information will not be provided and considered as a question.

The subject line shall read: VA256-17-N-0360 Housekeeping Service Contract. NO SOLICITATION EXISTS AT THIS TIME. There is no page limitation on subparagraphs 5(a) - 5(g).

Please provide the information you deem relevant in order to respond to the specific inquiries of the RFI. Information provided will be used solely by MEDVAMC as "market research" and will not be released outside of the MEDVAMC Purchasing and Contract Team.

This RFI does not constitute a Request for Proposal (RFP), Invitation for Bid (IFB), or Request for Quotation (RFQ), and it is not to be construed as a commitment by the Government to enter into a contract, nor will the Government pay for the information submitted in response to this request. All information contained in this RFI is preliminary as well as subject to modification and is in no way binding on the Government.

In accordance with FAR 15.201(e), responses to this notice are not offers and cannot be accepted by the U.S. Government to form a binding contract. If a solicitation is released, it will be synopsisized in the Federal Business Opportunities (FedBizOpps) website or GSA. It is the responsibility of the interested parties to monitor these sites for additional information pertaining to this RFI, or future RFP/RFQ.

**8. Contact Information:**

Contract Specialist, Anthony Marion

Email address: anthony.marion2@va.gov

Your responses to this notice are appreciated.

THIS NOTICE IS NOT A REQUEST FOR COMPETITIVE QUOTES/PROPOSALS; however, any firm that believes it can meet the requirements may give written notification prior to the response due date and time. Supporting evidence must be furnished in sufficient detail to demonstrate the ability to perform the requirements.

**DRAFT- PERFORMANCE WORK STATEMENT  
HOUSEKEEPING SERVICES  
FOR BUILDING 100 OUTPATIENT CLINICS  
OF MICHAEL E. DEBAKEY  
VETERAN AFFAIRS MEDICAL CENTER, HOUSTON**

**1. GENERAL:** The Contractor shall provide housekeeping services for the clinics listed in Table 1 within Building 100 of the Michael E. DeBakey VA Medical Center located at 2002 Holcombe, Boulevard, Houston, TX 77030. Contractor shall furnish all labor, supervision, management support, equipment and materials to provide cleaning of treatment areas and administrative support offices. Areas to be cleaned in each clinic include all of the corridors, hallways, waiting rooms, reception areas, conference/meeting rooms, exam/treatment rooms, restrooms, and administrative support offices. The total approximate square footage for the clinics is 327,176 square feet. (See attached table 1)

**2. DEFINITIONS AND ACRONYMS:** The definitions and acronyms used throughout this Statement Of Work are as follows:

**2.1.Clinics:** Designated areas used primarily for outpatient examination and treatment activities.

**2.2.Contracting Officer (CO):** The person with the authority to enter into, administer, and or terminate contracts and make related determinations on behalf of the Government.

**2.3.Performance Work Statement:** (PWS).

**2.4.Contracting Officer's Representative (COR):** The Contracting Officer's Representative responsible for monitoring Contractor's performance to ensure adequate performance for the Government.

**2.5.Infection Control Committee (ICC):** The committee responsible for infection control monitoring and intervention activities within the medical center.

**2.6.Quality Assurance (QA):** Those actions taken by the Government to check goods or services to determine that they meet the requirements of the PWS.

**2.7.Quality Control (QC):** Those actions taken by the Contractor to control the production of goods or services so that they will meet the requirement of the PWS.

**2.8.Michael E. DeBakey VA Medical Center (MEDVAMC):** contracting facility. **2.9.Personal Protective Equipment (PPE):** Protective clothing, helmets, goggles, or other garment or equipment designed to protect the wearer's body from injury by blunt impacts, electrical hazards, heat, chemicals, and infection, for job-related occupational safety and health purposes.

**2.10 .Regulated Medical Waste (RMW):** Regulated medical waste is specific to the health care industry and includes waste that is bio-hazardous and poses significant risk of transmitting infection.

**3. WORK HOURS:**

**3.1. Normal Work Hours:** All work is to be accomplished between the hours of 5:00 p.m. and 11:00 p.m., Monday through Friday, except on Federal Holidays.

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

3.3. **Clocking In and Clocking Out:** RepTrax kiosks shall be used to verify hours worked. Contractor shall provide to the Contracting Officer Technical Representative (COR) the names of each employee performing housekeeping services and, should there be staffing changes, notify the COR of such changes within 5 business days.

#### **4. REGISTERING FOR AND USING REPTRAX:**

4.1. Go to [www.RepTrax.com](http://www.RepTrax.com)

4.2. Register for a new account (at the top right of the RepTrax page beneath the e-mail and password fields – “Not a member yet? Register Now!”)

4.3. Fill in the form.

4.4. Select “Facilities Management with access to General Hospital Grounds” from the “User Type” drop-down box.

4.5. Agree to the terms and click Submit.

4.6. Log in to RepTrax using the e-mail address and password entered into the form in step 4.3.

4.7. Fill in the next form with the user's mailing address and manager's information.

4.8. Click Submit/Save.

4.9. On the next screen, select Texas from the first drop-down box.

4.10. Then select Michael E. DeBakey VA Medical Center from the larger list below.

4.11. Click “Add” then “Add Selected Hospital”.

4.12. From the RepTrax account homepage, click the “Complete Requirement” box on the right side for our hospital policy.

4.13. Read the document and acknowledge the information. This is the only credentialing requirement to utilize the RepTrax system.

4.14. When the contractor's employees come on station, they shall check-in at a kiosk upon arrival and check-out before exiting the building.

4.15. Use the kiosks on the 1<sup>st</sup> floor at the ER entrance, the blue passenger elevators, or the green passenger elevators.

#### **5. SPECIFICATIONS: 5.1. Building Security and Safety.**

##### **5.1.1. Keys.**

5.1.1.1. The Contractor shall pay deposit for keys to all areas and rooms requiring cleaning.

5.1.1.2. The Contractor shall then be provided keys to all areas and rooms requiring cleaning.

5.1.1.3. The contractor will not allow any of the keys provided to be duplicated.

5.1.1.4. In the event a key is lost or duplicated, all locks and keys on that key core system will be replaced by the Government.

5.1.1.4.1. The Contractor shall be responsible for the total cost involved in replacing keys and cores.

5.1.1.4.2. The Contractor shall be responsible for immediately reporting the occurrence of a lost key to the COR or his/her designee.

5.1.1.5. Contractor employees shall not allow any unauthorized person the use of any key in their possession.

5.1.1.6. Contractor employees shall not open locked rooms or areas to permit

entrance by persons other than Contractor employees performing assigned duties.

5.1.1.7. Contractor personnel shall ensure areas are secured and locked after having performed assigned duties.

5.1.1.8. The COR or designee shall be notified immediately of any unlocked doors or windows found during the contractor's duty hours.

**5.1.2. General.**

5.1.2.1. The Contractor and contract employees shall comply with all relevant MEDVAMC Security Regulations. Policies are attached in Section D.

5.1.2.1.1. Medical Center Policy Memorandum No. 07B-001, Security and Law Enforcement, dated October 26, 2009.

5.1.2.1.2. Medical Center Policy Memorandum No. 07B-002, Vehicle Registration, Parking and Traffic Regulations, dated September 2, 2009.

**5.1.3. Safety.**

5.1.3.1. The Contractor and contract employees shall comply with all relevant Life Safety Regulations.

5.1.3.1.1. As a basic policy, consistent with the established intent of Executive Order 12196, Public Law 91-596, and Occupational Safety and Health Administration (OSHA) 1960, every employee at the MEDVAMC is responsible for the prevention of fire, occupational accident, injury or disease.

Website: [http://www.osha.gov/dep/facosh/executive\\_order\\_12196.html](http://www.osha.gov/dep/facosh/executive_order_12196.html)

5.1.3.2. The Contractor and contract employees shall comply with all Federal Life Safety Regulations.

5.1.3.2.1. Occupational Safety and Health Administration (OSHA) 1910—Occupational Safety and Health Standards Subpart L and Health Program. Website: <http://www.osha.gov/pls/oshaweb>

5.1.3.2.2. The Contractor shall assure compliance of OSHA 29 CFR 1910.1200 - The Hazard Communication Standard (HCS).

Website: [http://www.ilpi.com/msds/osha/1910\\_1200.html](http://www.ilpi.com/msds/osha/1910_1200.html)

5.1.3.2.3. National Fire Protection Association (NFPA) 70E, Standard for Electrical Safety in the Workplace, 2004.

Website: <http://www.nfpa.org/AboutTheCodes/>

5.1.3.2.4. NFPA 101, Life Safety Code, 2006.

Website: <http://www.nfpa.org/AboutTheCodes/>

5.1.3.3. The Contractor and contract employees shall comply with all VHA Life Safety Regulations.

5.1.3.3.1. VA Directive 7700, Occupational Safety and Health Program, February 11, 2009.

Website: <http://www1.va.gov/vapubs/viewPublication>.

5.1.3.4. The Contractor and contract employees shall comply with all Joint Commission Life Safety requirements. (ref: Joint Commission Comprehensive Accreditation Manual for Hospitals)

Website: <http://www.jointcommission.org/standards>

5.1.3.5. The Contractor and contract employees shall comply with all MEDVAMC Life Safety Regulations. Policies are attached in Section D.

5.1.3.5.1. Medical Center Policy Memorandum No. 138ENG-008, *Safety And*

*Health During Construction Activities*, dated September 17, 2007.

5.1.3.5.2. Medical Center Policy Memorandum No. 138S-007, *Accident Prevention*, dated November 6, 2006.

## **6. HANDLING AND CLEANING OF VA FURNITURE/EQUIPMENT:**

6.1. The Contractor shall display warning signs that have been approved by the COR in all areas where housekeeping operations may cause traffic obstruction or personnel hazard. 6.2. Equipment that is plugged in shall NOT be unplugged.

6.3. Podiatry tables and equipment, wheelchairs, gurneys, examination tables and all other furniture and equipment shall be cleaned in accordance with the government requirements.

6.4. At no time shall chairs, wastebaskets, brooms, mops, or any other items normally placed on the floor be placed on any surface of furniture or equipment.

## **7. FREQUENCY OF SERVICES REQUIRED – SEE ATTACHED TABLE 2:**

### **7.1. DAILY**

#### **7.1.1. Restrooms:**

7.1.1.1. Empty all waste, clean and disinfect trash receptacles; inside and out.

7.1.1.2. Sanitization cleaning with germicide of lavatories, sinks, toilet seats and bowls (inside and out), urinals, mirrors, dispensers and trash cans.

7.1.1.3. All restroom floors shall be swept, and damp mopped with hospital germicide solution. The germicide solution shall be changed after each restroom is mopped.

7.1.1.4. Restock paper products and soap dispensers.

7.1.1.5. Replace trash liners.

7.1.1.6. Clean and sanitize with hospital germicide all fixtures (lights, light switches, ledges, pipes, faucets, and handles, all doors, including hinges, knobs, and kick plates.

7.1.1.7. Spot clean all doors, door frames, and areas around light switches.

7.1.1.8. Thoroughly clean all glass.

#### **7.1.2. Examination - Treatment Rooms:**

7.1.2.1. Empty all waste, clean and disinfect trash receptacles; inside and out.

7.1.2.2. Dust desks, chairs, file cabinets and furniture.

7.1.2.3. Wipe with germicidal all podiatry tables, wheelchairs, gurneys, examination tables, examination chairs and foot rests.

7.1.2.4. Hospital grade germicide shall be used on sinks, mirrors and dispensers.

7.1.2.5. Replace trash liners.

7.1.2.6. Restock paper products and soap dispensers daily.

7.1.2.7. Daily clean and sanitize with hospital germicide all fixtures (lights, light switches, ledges, pipes, faucets, and handles.); all doors, including hinges, knobs and kick plates.

7.1.2.8. Floors shall be dust mopped and wet mopped with disinfectant/detergent

7.1.2.9. Thoroughly clean all glass.

#### **7.1.3. Waiting Rooms- Lobbies - Reception Areas:**

7.1.3.1. Empty all waste, clean and disinfect trash receptacles, inside and out.

7.1.3.2. Replace trash liners.

7.1.3.3. Dust desks, file cabinets, furniture and counters.

7.1.3.4. Dust and damp wipe with disinfectant/detergent chairs and foot rests.

7.1.3.5. Clean, disinfect and polish water fountain, front glass, door frames and thresholds.

7.1.3.6. Clean and sanitize with hospital germicide all fixtures (lights, light switches, ledges, pipes, faucets, and handles.); all doors, including hinges knobs and kick plates.

7.1.3.7. Spot clean all magazine racks, walls, doors, door frames, and areas around light switches.

7.1.3.8. Floors shall be dust mopped and wet mopped with disinfectant/detergent

7.1.3.9. Thoroughly clean all glass.

**7.1.4. Break Rooms - Meeting/Conference Rooms – Labs - Offices:**

7.1.4.1. Empty all waste, clean and disinfect trash receptacles; inside and out.

7.1.4.2. Replace trash liners.

7.1.4.3. Hospital grade germicide shall be used on counters, sinks, mirrors, dispensers, tables and trash cans.

7.1.4.4. Restock paper products and soap dispensers daily.

7.1.4.5. Clean and sanitize with hospital germicide all fixtures (lights, light switches, ledges, pipes, faucets, and handles); all doors, including hinges, knobs, and kick plates; all doors, including hinges and knobs.

7.1.4.6. Floors shall be dust mopped and wet mopped with disinfectant/detergent

7.1.4.7. Spot clean all magazine racks, walls, doors, door frames, and areas around light switches.

7.1.4.8. Thoroughly clean all glass.

**7.2. Weekly and if stained or soiled:**

7.2.1. Damp wipe light fixtures, handrails and door frames.

7.2.2. Buff floors on Fridays.

7.2.3. All medical waste receptacles to be damp wiped on Tuesdays. 7.2.4. Thoroughly clean soiled walls and chairs.

7.2.5. Damp wipe light fixtures, handrails, door frames, and fire extinguishers. 7.2.6. All air vents and diffusers are vacuumed/dusted.

7.2.7. All window ledges and blinds shall be dusted and then damp wiped clean. 7.2.8. All restroom partitions are damp wiped on Wednesdays.

7.2.9. All restroom floors are scrubbed on Thursdays.

7.2.10. High dust wall art.

**7.3. Bi-Monthly and if stained or soiled:**

7.3.1. Dust and then damp wipe clean window sills and window blinds. 7.3.2. All overhead light fixtures shall be damp wiped clean.

7.3.3. Remove and replace with clean all cubicle/privacy curtains. 7.3.4. Walls and cove bases are damp wiped clean.

7.3.5. Restroom walls are damp wiped clean.

**7.4. Semi-annual and if stained:**

7.4.1. Hard-surface floor care (stripping and waxing).

**8. DESCRIPTION OF SERVICE. 8.1. Floor Maintenance:**

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

8.1.2. The cleaning of lobbies and corridors resulting in a temporary wet or slippery floor surface shall be accomplished so that it will not be necessary for personnel or patients to cross the wet surface to gain access to other areas one-half of the hallway or area at a time).

8.1.3. All floors shall be swept, dust mopped, damp mopped, wet mopped, dry buffed, spray buffed, stripped and waxed, in accordance with the frequency chart in Table 2, to ensure a uniform,

glossy appearance free from dirt, debris, dust, scuff marks, heel marks, other stains and discoloration.

8.1.4. At no time will there be dust built up in corners, on edges, under or behind furniture.

8.1.5. Baseboards, corners, wall/floor edges and door edges shall be clean and free of any floor maintenance solutions.

8.1.6. All hidden floor areas (behind and underneath furniture) shall be free of dirt and debris.

8.1.7. If any furniture is moved during cleaning, it shall be carefully returned to its original position without causing any damage.

8.1.8. The contractor shall accomplish the following tasks to strip and refinish hard surface floors:

8.1.8.1. Wipe/wash walls from ceiling to floor, ensuring that all dust, stains, strippers and wax are removed from the wall and baseboard.

8.1.8.2. Strip and apply five (5) coats of wax/floor finish to floors.

8.1.8.3. Apply first coat/layer of wax up to, but not on the baseboard.

8.1.8.4. If wax should be applied accidentally to the baseboard, it is to be cleaned off immediately.

8.1.8.5. All other coats shall be applied at least two inches from the baseboard.

8.1.8.6. After applying three coats of wax, the floor shall be buffed before the two additional coats shall be applied.

8.1.8.7. The result shall be a uniform glossy (non-skid finish) appearance that is free of scuffmarks, heel marks, finish build-up, and other stains and discoloration.

## **8.2. Trash Pick-up:**

8.2.1. All trash containers shall be emptied and relined on a daily basis to ensure that no trash container is overflowing at any time.

8.2.2. If there are any objects such as boxes, cans, etc. placed near trash cans, the Contractor employee shall NOT remove the items.

8.2.3. All trash shall be delivered to the designated trash chute room.

8.2.4. Trash receptacles shall be left clean, free of foreign matter and free of odors.

## **8.3. Regulated Medical Waste (RMW) Handling: 8.3.1. Red Bag Waste.**

8.3.1.1. Contaminated waste must be handled in a specific manner.

8.3.1.2. PPE shall always be worn.

8.3.1.3. Close, twist and tie knot in top of plastic waste receptacle liner while it is still in the container to prevent any leakage.

8.3.1.4. Extreme care must be exercised to ensure that hands do not come in contact with the interior of the plastic bag of waste when removed from waste receptacle.

8.3.1.5. Never allow the bag of waste to brush against anything.

8.3.1.6. Look for protruding objects or sharps in the waste container.

8.3.1.7. Place infectious waste in the contaminated waste cart for removal to designated area.

8.3.1.8. Wipe all surfaces of the waste container with hospital disinfectant.

8.3.1.9. Re-line container with appropriate waste liner.

8.3.1.10. Transport the contaminated waste cart to the Basement, west dock area, and place cart in designated holding area.

## **8.3.2. Needle Disposal Boxes/Units.**

8.3.2.1. On a daily basis, the contract employee shall inspect the level of collectibles within each box/unit.

8.3.2.2. Boxes that are 3/4 or more full shall be replaced at the time of inspection.

8.3.2.3. Inspect and ensure that the box/unit can be handled safely prior to



exchanging.

8.3.2.4. Secure fill lids in the locked position.

8.3.2.5. Place needle disposal box/unit in the contaminated waste cart for removal to designated area.

8.3.2.6. The boxes/units' outside surfaces and surrounding wall areas are damp wiped with hospital disinfectant when refilled.

8.3.2.7. Transport the contaminated waste cart to the Basement, west dock area, and place cart in designated holding area.

#### **8.4. Drinking Fountains.**

8.4.1. All polished metal surface, including the orifices and drains as well as exterior surfaces of the fountain shall be cleaned and disinfected to maintain a uniform shine. 8.4.2. Drinking fountains shall be free of streaks, stains, spots, smudges, and any type of foreign mater.

#### **8.5. Exam Tables.**

8.5.1. All exam tables shall be cleaned and disinfected daily with hospital disinfectant. 8.5.2. The base of the exam tables shall be free of dust, stains, and any foreign object.

8.6. **Dusting.** All horizontal and vertical surfaces including furniture shall be dusted and disinfected with hospital disinfectant to eliminate stains and dust collection.

#### **8.7. General.**

8.7.1.1. All tasks accomplished by Contractor employees shall be done so as to preclude damage or disfigurement of furniture and building structure.

8.7.1.2. The Contractor shall correct, at his cost, any damage caused by his employees to any part of the building or equipment.

8.7.1.3. Contractor personnel shall turn off all lights in unoccupied areas after cleaning is performed.

8.7.1.4. When routine facility's defects (such as dripping faucet, loose door, and loose window frames) are found, they shall be reported immediately to the COR or his/her representative.

### **9. GOVERNMENT FURNISHED SUPPLIES – See table 3:**

9.1. Only supplies that have been provided by the Government and approved by the facility's Infection Control Committee (ICC) and the COR shall be used by the Contractor personnel.

9.2. All supplies shall be used in accordance with manufacturers' recommendations.

9.3. The Contractor shall be provided Material Safety Data Sheets for all chemical products used.

9.4. Should there be new supplies or changes in previously approved materials, the Contractor shall be given product literature, Material Safety Data Sheets, training information and samples.

9.5. Should there be new supplies or changes in previously approved materials, the Contractor shall be given no less than ten working days to begin using the products.

### **10. CONTRACTOR FURNISHED EQUIPMENT AND SUPPLIES:**

#### **10.1. General.**

10.1.1. The Contractor shall furnish the equipment necessary to perform all services required.

10.1.2. Should there be new supplies or changes in previously approved materials, the Contractor shall be given no less than ten working days to begin using the products. 10.1.3. The contractor shall assure availability and use by staff of appropriate Personal Protective Equipment (PPE).

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

10.1.5. Directional/Caution Signs shall contain easily understood directions and guidance in English and Spanish.

10.1.6. The Contractor shall tag all contractor owned equipment for identification.

10.1.7. All wheeled and movable equipment shall be equipped with protective non-marking wheels and rubber bumpers or guards around the entire perimeter.

10.1.8. No part of the equipment (except fixed handles) shall protrude beyond the rubber bumpers.

**10.1.9.** The Government shall not be held responsible for any item of Contractor's equipment which may be lost, damaged or stolen.

**10.2. Electrical/Power Equipment.**

10.2.1. Contractor's equipment shall be compatible with existing sources of Government furnished electrical power.

10.2.2. All electrically operated equipment shall be equipped with hospital quiet-type motor, be third-wire grounded, and equipped with an appropriate length of UL approved three-conductor cord.

10.2.3. Extension cords are prohibited.

**10.3. Vacuum Cleaners.**

10.3.1. Vacuum Cleaners shall have hospital grade micro static impaction type filtration system which shall filter out all dust and bacteria particles larger than 0.3 micros.

10.3.2. All vacuum equipment (i.e. tank, hose and bag) shall be cleaned daily with hospital disinfectant/detergent.

10.3.3. Vacuum filters shall be cleaned no less than weekly.

**10.4. Trash Collection Containers.**

10.4.1. Supplies and equipment shall not be transported in trash collection containers, mop buckets, etc.

10.4.2. Trash collection containers shall be rigid, with a smooth interior finish, equipped with a snug fitting cover and hard rubber, non-marking, silent running casters.

10.4.3. Trash collection containers shall be of such size that they will not block width or block passageways for building evacuation.

10.4.4. All trash collection containers shall be thoroughly cleaned and disinfected daily in the Steam Room, BC-199 after use and prior to storage.

**10.5. Mops and Buckets.**

10.5.1. The double bucket mopping or microfiber mopping system shall be used. 10.5.2. Reusable mop heads and cleaning cloths shall be laundered after each use. 10.5.3. Buckets shall be constructed of non-porous, acid resistant, seamless material.

**10.6. Cleaning and Storage of Equipment.**

10.7. When not in use, equipment shall be stored in designated areas only.

10.8. All equipment shall be cleaned with a disinfectant/detergent each day prior to storage in designated storage areas.

10.9. All materials not immediately used shall be properly stored.

**11. CONTRACTOR PERSONNEL:**

- 11.1. Contractor personnel shall present a neat appearance and be easily recognized as a Contractor.
- 11.2. This shall be accomplished by wearing distinctive clothing bearing the name of the company in large letters on the upper back or chest area and identification badges bearing the name of the individual and company name.
- 11.3. The Contractor's identification badge is in addition to the VA issued badge, which is to be displayed in such a way that the name and photo of the employee is visible to any person standing within six (6) feet in front of him/her.
- 11.4. The contractor shall bear the expense of clothing and identification badges.

**12. CONTRACTOR OPERATIONAL PLAN:** After award, contractor shall submit a complete plan to demonstrate competent technical experience and implementation of plan of operations which shall include:

- 12.1. **Approach to Providing Services** - Methodology to be used to meet or exceed MEDVAMC's task requirements, including the ability to provide such services; proposed staffing schedules; employee training and supervision; methods and verification of employee reporting for duty and contingency for coverage of absent employees.
- 12.2. **Quality Assurance Plan** - Processes to be utilized to establish and ensure that MEDVAMC requirements are met, including proposed monitoring system.
- 12.3. **Equipment** - Equipment to be provided and utilized to establish and ensure that MEDVAMC requirements are met, including proposed quantities, types and storage requirements.
- 12.4. **Supplies** - Estimated weekly supplies needed to ensure that MEDVAMC requirements are met, including proposed quantities, types and storage requirements.
- 12.5. After contract award, any changes made to this plan shall be approved by the CO in writing before Contractor implements such changes.

**13. AUTHORITY:**

- 13.1. **Only the Contracting Officer has the authority to make modifications or changes to the contract.** Modifications shall be coordinated with the Contracting Officer's Representative (COR) and Contracting Officer (CO) prior to initiation of such changes to assure adequate contractual coverage.
- 13.2. The COR is defined as a government employee who will serve as the Contracting Officer's Technical Representative to ensure adequate performance for the Government.
- 13.3. The Contractor shall be required to sign and return a COR Delegation Form to the Contracting Officer acknowledging the COR assignment. Form will be provided at the time of award.

**14. BACKGROUND INVESTIGATIONS:**

- 14.1. All contractor employees who will have access to Private Health Information and Personal Identification Information shall be the subject of a background investigation and shall receive a favorable adjudication from the VA Office of Security and Law Enforcement prior to contract performance.
- 14.2. This requirement is applicable to all subcontractor personnel requiring the same access.
- 14.3. Position Sensitivity - The position sensitivity has been designated as Low Risk.
- 14.4. Background Investigation - The level of background investigation commensurate with the required level of access is National Agency Check with Written Inquiries (NACI).

**15. CONTRACTOR RESPONSIBILITIES:**

- 15.1. The contractor shall bear the expense of obtaining background investigations.
- 15.2. If the investigation is conducted by the Office of Personnel Management (OPM), the contractor shall reimburse VA within 30 days.
- 15.3. The contractor shall prescreen all personnel requiring access to the computer systems to ensure they maintain a U.S. citizenship and are able to read, write, speak and understand the English language.
- 15.4. The contractor shall submit or have their employees submit the following required forms. Forms can be found at <http://www.gsa.gov/portal/forms/type/TOP>.
  - 15.4.1. Standard Form 85P, Questionnaire for Public Trust Positions
  - 15.4.2. Standard Form 85P-S, Supplemental Questionnaire for Selected Positions
  - 15.4.3. FD 258, U.S. Department of Justice Fingerprint Applicant Chart
  - 15.4.4. VA Form 0710, Authority for Release of Information Form
  - 15.4.5. Optional Form 306, Declaration for Federal Employment
  - 15.4.6. Optional Form 612, Optional Application for Federal Employment
- 15.5. The contractor, when notified of an unfavorable determination by the Government, shall withdraw the employee from consideration from working under the contract.
- 15.6. Failure to comply with the contractor personnel security requirements may result in termination of the contract for default.

**16. GOVERNMENT RESPONSIBILITIES:**

- 16.1. The VA Office of Security and Law Enforcement will provide the necessary forms to the contractor or to the contractor's employees after receiving a list of names and addresses.
- 16.2. Upon receipt, the VA Office of Security and Law Enforcement will review the completed forms for accuracy and forward the forms to OPM to conduct the background investigation.
- 16.3. The MEDVAMC will pay for investigations conducted by the Office of Personnel Management (OPM) in advance. In these instances, the contractor shall reimburse the VA facility within 30 days.
- 16.4. The VA Office of Security and Law Enforcement will notify the contracting officer and contractor after adjudicating the results of the background investigations received from OPM.
- 16.5. The CO will ensure that the contractor provides evidence that investigations have been completed or are in the process of being requested.
- 16.6. The COR for this contract will notify clinic management of the days/hours when contractor staff will be accessing the clinics.
  - 16.6.1. It is the responsibility of clinic staff to follow privacy and cyber-security policies identified in Information Security and Rules of Behavior training to include the VHA Privacy Policy Training by assuring sensitive information is protected by restricting access to areas containing PII and PHI and assuring documents containing PII and PHI are kept in locked file cabinets and computers are logged off.

**17. TRAINING AND SECURITY:**

- 17.1. All contractor employees and subcontractor employees shall complete the following training before the commencement of work:

- 17.1.1. Patient and Visitor Safety;
- 17.1.2. Smoking;
- 17.1.3. Material Safety Data Sheets (MSDS); 17.1.4. Chemical Spills;
- 17.1.5. Damage to VA property;
- 17.1.6. Injuries;
- 17.1.7. Fire Plan;
- 17.1.8. Ladders;
- 17.1.9. Fall Protection;
- 17.1.10. Personal Protective Equipment (PPE);
- 17.1.11. Medical Waste;
- 17.1.12. Important phone Numbers;
- 17.1.13. Annual Privacy (<https://www.ees-learning.net/librix/loginhtml.asp?v=librix>)
- 17.1.14. Cyber Security (<https://www.ees-learning.net/librix/loginhtml.asp?v=librix>)
- 17.2. The contractor shall provide to the contracting officer and/or the COR a copy of the training certificates for each applicable employee before the employee begins work and annually thereafter, as required.
- 17.3. Failure to complete the mandatory annual training, within the timeframe required, is grounds for suspension or termination of all physical or electronic access privileges and removal from work on the contract until such time as the training and documents are complete.
- 17.4. The Certification and Accreditation authorization requirements do not apply and the Security Accreditation Package is not required.
- 17.5. The contractor shall bear the expense of training.

**Table 1: AREAS TO BE CLEANED**

<b>DESIGNATION</b>	<b>ROOM</b>	<b>Sq Ft</b>
Texan Team #1	C1A-200	43,063
Lone Star Team #2	C1A-209	
Space Team #3	C1A-300	
NASA Team/Astro Team	C1A-403	
Dermatology	C1A-506	5,759
Geriatric Clinic	1A-712	3,908
Specialty Clinic #5	1B-308	8,495
Women's Clinic	1B-386	3,205
OEF/OIF	1B-370	1,292
Eye Clinic	1C-300	20,891
Audiology	2A-120	7,263
ENT	2A-225	6,206
Dental	2A-303	14,278
P&M Rehab	2B-304	11,099
Prosthetics	2B-400	9,379
Radiology	2C-400	24,720
Hemodialysis (including breakroom and restrooms located outside clinic)	3B-321	11,000
Oncology 4H	4B-170	16,365
5C Outpatient Surgery Clinic	5C-190	14,726

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Nuclear Medicine	2C-224	21883
First Floor Blood lab	1A-302	2019
MRI Clinic	1C-324	9190
Third Floor Blood Lab	3A-318	28000
Pulmonary/Respiratory	3A-235	11000
Cardiology Clinic	3C-332	17100
Unit 2B – Geriatric Clinic	2B-130	23376

Urology Clinic	C1A-504	8650
Radiotherapy	BB-204	23550
	<b>TOTAL</b>	<b>327,176</b>

**Table 2: CLEANING FREQUENCY CHART**

<b>RESTROOMS</b>	<b>Daily</b>	<b>Weekly</b>	<b>Bi-Monthly</b>	<b>Semi-Annually</b>	<b>If stained or soiled</b>
Empty all waste clean and disinfect trash receptacles; inside and out.	X				
All restroom floors shall be swept and damp mopped with hospital germicide solution. The germicide solution shall be	X				
Replace trash liners.	X				
Sanitization cleaning with germicide of lavatories, sinks, toilet seats, bowls and urinals (inside and out), mirrors, dispensers and trash cans.	X				
Clean and sanitize with hospital germicide all fixtures (lights, light switches, ledges, pipes, faucets, and handles; all doors, including hinges, knobs and kick plates.	X				
Restock paper products and soap dispensers.	X				
Spot clean all doors, door frames and areas around light	X				
Thoroughly clean all glass.	X				
Damp wipe light fixtures, handrails and door frames.		X			X
All medical waste receptacles to be damp wiped on		X			X
All restroom partitions are damp wiped on Wednesdays.		X			X
All window ledges and blinds shall be dusted and then damp wiped clean.		X			X
All restroom floors are scrubbed on Thursdays.		X			X
Air vents and diffusers are vacuumed/ dusted.		X			X
Dust and then damp wipe clean window sills and window			X		X
All overhead light fixtures are damp wiped.			X		X
Walls and cove bases are damp wiped clean.			X		X
Restroom walls are damp wiped clean.			X		X
Refinish hard surface floors.				X	X



<b>EXAMINATION TREATMENT ROOMS</b>	<b>Daily</b>	<b>Weekly</b>	<b>Bi-Monthly</b>	<b>Semi-Annually</b>	<b>If stained or soiled</b>
Empty all waste, clean and disinfect trash receptacles, <del>inside and out</del>	X				
Dust desks, file cabinets and furniture.	X				
Wipe with germicidal all podiatry tables, wheelchairs, <del>journeys examination tables examination chairs and</del>	X				
Hospital grade germicide shall be used on sinks, <del>mirrors and dispensers</del>	X				
Replace trash liners.	X				
Restock paper products and soap dispensers	X				
Daily clean and sanitize with hospital germicide all fixtures (lights, light switches, ledges, pipes, faucets, <del>and handle all doors including hinges knobs and kick</del>	X				
Floors shall be dust mopped and wet mopped with <del>disinfectant/detergent</del>	X				
Thoroughly clean all glass.	X				
Damp wipe light fixtures, handrails and door frames.		X			X
All medical waste receptacles to be damp wiped on		X			X
All restroom partitions are damp wiped on		X			X
Buff floors on Fridays.		X			X
Thoroughly clean soiled walls and chairs.		X			X
Damp wipe light fixtures, handrails, door frames, and <del>fire extinguishers</del>		X			X
All window ledges and blinds shall be dusted and then <del>damp wiped clean</del>		X			X
All restroom floors are scrubbed on Thursdays.		X			X
Air vents and diffusers are vacuumed/ dusted.		X			X
Dust and then damp wipe clean window sills and			X		X
All overhead light fixtures are damp wiped.			X		X
Remove and replace with clean all cubicle/privacy			X		X
Walls and cove bases are damp wiped clean.			X		X
Restroom walls are damp wiped clean.			X		X
Refinish hard surface floors.				X	X

<b>WAITING ROOMS – LOBBIES – RECEPTIONS AREAS</b>	<b>Daily</b>	<b>Weekly</b>	<b>Bi-Monthly</b>	<b>Semi-Annually</b>	<b>If stained or soiled</b>
Empty all waste, clean and disinfect trash receptacles, <del>inside and out</del>	X				
Replace trash liners.	X				
Dust desks, file cabinets, furniture and counters.	X				
Dust and damp wipe with disinfectant/detergent chairs <del>and foot rests</del>	X				
Clean, disinfect and polish water fountain, front glass, <del>door frames and thresholds</del>	X				
Clean and sanitize with hospital germicide all fixtures (lights, light switches, ledges, pipes, faucets, and <del>handle all doors including hinges knobs and kick</del>	X				
Spot clean all magazine racks, walls, doors, door <del>frames and areas around light switches</del>	X				
Floors shall be dust mopped and wet mopped with	X				
Thoroughly clean all glass.	X				
Damp wipe light fixtures, handrails and door frames.		X			X

All medical waste receptacles to be damp wiped on		X			X
All restroom partitions are damp wiped on		X			X
Buff floors on Fridays.		X			X
Thoroughly clean soiled walls and chairs.		X			X
Damp wipe light fixtures, handrails, door frames, and fire extinguishers		X			X
All window ledges and blinds shall be dusted and then damp wiped clean		X			X
All restroom floors are scrubbed on Thursdays.		X			X
Air vents and diffusers are vacuumed/ dusted.		X			X
Dust and then damp wipe clean window sills and			X		X
All overhead light fixtures are damp wiped.			X		X
Remove and replace with clean all cubicle/privacy			X		X
Walls and cove bases are damp wiped clean.			X		X
Restroom walls are damp wiped clean.			X		X
Refinish hard surface floors.				X	X

<b>BREAK ROOMS – CONFERENCE/MEETING ROOMS LABS - OFFICES</b>	<b>Daily</b>	<b>Weekly</b>	<b>Bi-Monthly</b>	<b>Semi-Annually</b>	<b>If stained or soiled</b>
Empty all waste, clean and disinfect trash receptacles; inside and out	X				
Replace trash liners.	X				
Hospital grade germicide shall be used on counters, sinks mirrors dispensers tables and trash cans	X				
Restock paper products and soap dispensers.	X				
Clean and sanitize with hospital germicide all fixtures (lights, light switches, ledges, pipes, faucets, and handles; all doors, including hinges, knobs, and kick	X				
Floors shall be dust mopped and wet mopped with disinfectant/detergent	X				
Spot clean all magazine racks, walls, doors, door frames and areas around light switches	X				
Thoroughly clean all glass.	X				
Damp wipe light fixtures, handrails and door frames.		X			X
All medical waste receptacles to be damp wiped on		X			X
All restroom partitions are damp wiped on		X			X
Buff floors on Fridays.		X			X
Thoroughly clean soiled walls and chairs.		X			X
Damp wipe light fixtures, handrails, door frames, and fire extinguishers		X			X
All window ledges and blinds shall be dusted and then damp wiped clean		X			X
All restroom floors are scrubbed on Thursdays.		X			X
Air vents and diffusers are vacuumed/ dusted.		X			X
Dust and then damp wipe clean window sills and			X		X
All overhead light fixtures are damp wiped.			X		X
Remove and replace with clean all cubicle/privacy			X		X
Walls and cove bases are damp wiped clean.			X		X
Restroom walls are damp wiped clean.			X		X
Refinish hard surface floors.				X	X

**TABLE 3: CURRENT CHEMICALS TO BE PROVIDED BY THE GOVERNMENT:**

**CHEMICAL NAME**

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PROVON HAND SOAP

Purell Hand Sanitizer

PROVON MEDICATED LOTION

BRAVO EXTRA HEAVY DUTY STRIPPER

BREAKUP HEAVY DUTY (FOAMING GREASE RELEASE CLEANER)

DRI-STRIP

NUTRA SOLVE

WEXCIDE DISPENSING SYSTEM

WEXCIDE 128

#10 GENERAL PURPOSE CLEANER

#12 HEAVY DUTY GENERAL PURPOSE CLEANER