

PERFORMANCE WORK STATEMENT (PWS)
Janitorial Services
VA Sierra Nevada Health Care system (VASNHCS)

SECTION 1

1. SCOPE OF WORK

1.1. The contractor shall provide Janitorial services to include all management, supervision, labor, personnel, transportation, materials, equipment, and supplies necessary to accomplish this Performance Work Statement (PWS) in a responsible, cost efficient, environmentally friendly manner at VA Sierra Nevada Health Care Systems (VASNHCS) Reno, Nevada. The Contractor shall provide the services to the following outpatient clinic:

1.1.2. Physical Description:

VA Rural Outreach Clinic
3298 Trader Way
Winnemucca, NV 89445

Approximate square footage: 3,200 sq ft

Approximate flooring type: 95% hard tile, (VCT) flooring and 5% carpet.

1.2. VA does not expressly or impliedly warrant the accuracy of the square footage listed within the statement of work. VA will enable offerors a reasonable inspection of the physical space to be serviced during a site visit. After which, the offerors shall determine whether to use the VA's approximations or calculate its own square footage for the purpose of its proposal.

2. REQUIRED SERVICES: The Contractor shall provide services listed below in accordance with the PWS.

2.1 Contractor shall use of the **Rubbermaid Hi-Security Cleaning cart** and the use of microfiber technology in respect to microfiber pads and cloths to minimize and to avoid cross contamination.

2.2 Contractor shall clean all examination rooms using chemical product **Virex 256 by Diversity Part #04329**. Additionally, contractor must have on hand **Clorox or equal "bleach germicidal cleaner"** or **"Clorox Fuzion"** for any cases of C. Diff or viruses of that strand that may appear. The building housekeeping Aide Closet (HAC) will be equipped with a J-fill system.

2.3 Maintain Floors. All floors shall have a clean uniform appearance free from dirt, debris, dust, scuffmarks, heel marks, stains, and other foreign matter. Baseboards, corners, kick plates, and wall/floor edges shall also be clean. Chairs, trash receptacles, and moveable items shall be moved to maintain floors underneath these items. All moved items shall be returned to their original and proper position.

2.3.1 Floors and Tiles. All floor tiles and grout on floor tiles shall be free of dirt, film, dust and debris, scum, mildew, foreign residue, spots, smudges, fungus, rust, and mineral deposits, and free of foul odor.

2.3.2. Resilient floors. Resilient floors shall be swept, dust mopped, damp mopped, wet mopped, dry buffed, and spray buffed to ensure they have a uniform, glossy appearance at each scheduled cleaning.

2.3.3. Safety floors (non-slip floors). Safety floors shall show no evidence of scuffmarks, stains, film, dirt streaks, swirl marks (mop), detergent residue, mop strands, standing liquid, debris, dust, heel marks, any stains or discolorations, and other foreign matter.

2.2 Remove Trash. All trash containers shall be emptied and returned to their initial location. This includes any trash receptacles that are on the outside of the building at the entrance to the clinic. Additionally, this applies to any cigarette butt disposal containers that are in this same vicinity. Contractor shall use plastic liners in all trash receptacles. The trash shall be deposited in the nearest outside trash collection container and ensure that no spills of fluids or trash remain behind. Trash receptacles shall be left clean and free of odors.

2.3 Clean Drinking Fountains. Clean and disinfect all porcelain and polished metal surfaces, including the orifices and drain, as well as exterior surfaces of fountain. Drinking fountains shall be free of streaks, stains, spots, smudges, scale, mineral build-up, and other obvious soil.

2.4 Clean Interior Glass/Mirrors. Clean all interior glass, including glass in doors, partitions, walls, display cases, and directory boards, with a lower edge of seven (7) feet from floor.

2.5 Clean Interior/Exterior Windows and Entries. All interior glass windows shall be cleaned. 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. Interior glass shall be cleaned as needed to maintain the above quality level. All exterior windows and frames shall be cleaned using industry standard methods twice yearly in March and October. The contractor shall also maintain as required any stairs and / or ramp leading up the main entrance to the clinic.

2.6 Furnishings. All furnishings except desk tops that are not free of personal belongings shall be cleaned as required to remove all lint, dust, dirt and debris. As required but no less than annually, waiting room furniture shall be cleaned via fabric extraction. Furniture frames shall be wiped clean as required to prevent a buildup of dust and debris. This includes chair legs and wheel bases. Exam tables shall be cleaned as requested by the clinical staff for removal of accidental soiling. Contractor shall remove all marks, dirt, smudges, scuffs, and other foreign matter from all other furnishing items such as built in cabinetry and work surfaces to provide or maintain a clean, uniform appearance.

2.7 Vacuum Carpets. All carpeted areas shall be vacuumed and free of all visible dirt, debris, litter, and other foreign matter. Any spots/stains 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 Contracting Officer Representative (COR), Larry Hillson @ 775 789-6689. Area and throw rugs are included to receive this service.

2.8 Clean Floor Mats and Mat Wells. Clean all interior entrance floor mats, mat wells, grates, and pits. They shall be clean free of all litter soil and grit. Clean floor mats shall be free of all visible lint, litter, soil, and other foreign matter. There shall be no standing water. Soil and moisture underneath mats shall be removed and mats returned to their normal location.

2.9 General Spot Cleaning. Perform spot cleaning on a continual basis. Spot cleaning includes removing or cleaning smudges, fingerprints, marks, streaks, and spills 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.

2.10 Walls. Walls shall have a uniform appearance, without streaks, detergent residue, or any evidence of soil, stains, and film. Tiled walls and grout on walls tiles shall be free of dirt, scum, mildew, and residue.

2.11. Dusting. All dust gathering surfaces, to include but not limited to baseboard heaters, must be dusted or damp wiped, cleaned to eliminate dust collection up to seven (7) feet above finished floor. Dust gathering surfaces include chairs, tables, desks, bookcases, file cabinets, lampshades, couches, picture frames, award cases, window blinds, drapes, windowsills, baseboard heaters, chair rails, countertops, fire sprinkler heads, and ledges.

3. RESTROOMS/LOCKER ROOMS CLEANING SERVICES. In addition to basic cleaning service the following services apply to basic restrooms/locker room services. All restrooms a must be cleaned by chemical product **Virex 256 by Diversity Part #04329.**

3.1 Clean and Disinfect. Completely clean and disinfect all surfaces of sinks, toilet bowls, urinals, lavatories, showers, shower mats, plumbing fixtures, , benches, partitions, dispensers, doors, walls, and other such surfaces, using a germicidal detergent. Receptacles shall 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), and wall areas adjacent to wall mounted lavatories, urinals, and toilets.

3.2. Descal Toilet Bowls and Urinals. Descaling shall be performed monthly at 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.

3.2.1 Descal Sinks. Descaling shall be performed monthly at a minimum and as often as needed to keep sinks free of scale, soap films, and other deposits.

Surfaces shall be free from streaks, stains, scale, scum, urine deposits, and rust stains.

3.2.2 Polishing. All brass plates, chrome faucets, and flushometers shall be polished and left with a uniformed glossy appearance.

3.3 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, scum, mildew, and residue.

3.4 Stock 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.

4. PERIODIC CLEANING SERVICES.

4.1 Strip, Scrub, Seal, and Wax Floors. Strip, scrub, seal, and wax floors as necessary to maintain a uniform glossy appearance. A non-skid wax is required. A uniform glossy appearance is free of scuffmarks, heel marks, wax build-up, and other stains and discoloration. (Hardwood floors are not included in this contract) Once the initial cleaning is performed, buildings that have any of these problems will be identified.

4.2 Clean/Shampoo Carpets. All carpets shall be cleaned in accordance with standard commercial practices using the deep dirt extraction method. After shampooing, the carpeted area shall be uniform in appearance and free of stains and discoloration. Chairs, trash receptacles, and other movable items shall be moved to clean carpets underneath and returned to their original location.

4.3 High Dusting. All dust gathering surfaces, to include but not limited to baseboard heaters, must be dusted or damp wiped, and cleaned to eliminate dust collection up to ten (10) feet above finished floor. Dust gathering surfaces include chairs, tables, desks, bookcases, file cabinets, lampshades, couches, picture frames, award cases, window blinds, drapes, windowsills, baseboard heaters, chair rails, countertops, fire sprinkler heads, and ledges.

4.4 SCHEDULE OF PERIODIC CLEANING. All periodic cleaning schedules shall be submitted to the CO/KO and COR within 10 days prior to the first day of the scheduled month of cleaning. Contractor shall notify the CO/KO and COR in writing if changes to the schedule occur. CO/KO approval is required. Periodic cleanings shall be accomplished semi-annually.

5. 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. In the event emergency cleaning or special event cleaning is required, the Contractor shall submit a description of the problem with a cost estimate to COR, who will submit the cost estimate to the Contracting Officer (CO) for

approval. Contractor shall begin emergency work or special event cleaning, as determined by the COR or CO, at a pre-determined time, which may be oral or written.

- a. **SAFETY DATA SHEET.** The VASNHCS has established wide range of germicidal cleaning agents that are approved for use at all of its facilities. The contractor shall abide by those specific cleaning agents and paper products. The list will be provided upon request to the contractor. In addition the VA during the activation process shall provide 60 days supplies in order for the contractor to comply. All chemicals will be stored in the Housekeeping Aid Closet (HAC) at the location.
- b. **RECYCLING.** Contractor shall properly dispose of recyclables that are generated at this government facility.

SECTION II

SERVICE DELIVERY SUMMARY

2. SERVICE DELIVERY SUMMARY.

2.1. Overview. This Service Delivery Summary (SDS) identifies critical success factors for the contract. It identifies both the performance objectives for those factors and the performance threshold required for each performance objective. The Government reserves the right to inspect all services called for in the contract to determine whether or not the performance objectives and goals are met. This SDS lists the performance objectives for the required service that the Government will inspect.

2.1.1. The absence of any contract requirement from the SDS will not detract from its enforceability nor limit the rights or remedies of the Government under any other provision of the contract including the clauses entitled “Inspection of Services” and “Default”.

2.1.2. SDS will be used as the baseline to develop a Quality Assurance Surveillance Plan (QASP). The QASP will identify the surveillance methods the Government will use to evaluate the Contractor’s performance.

2.1.3. Surveillance methods may include: customer complaints, patient complaints, and 100% inspections by the COR or VA inspection teams.

2.1.4. Methods of surveillance can change after contract award based (however, they will not impose a more stringent performance requirement unless executed under the Changes clause) on, but not limited to:

- a. Acceptance of a Contractor QC plan.
- b. Contractor performance.

2.2. Performance Evaluation. Performance of a service will be evaluated to determine whether or not it meets the performance threshold. Re-performance, instead of price reduction, is the preferred method of correcting unacceptable performance.

2.2.1. The Contractor shall re-perform work within 24 hours after notification from COR and/or CO.

2.2.2. If Contractor fails to re-perform or if work is not acceptable, the COR will issue a discrepancy report. Upon issuance of the discrepancy report the Contractor shall have 10 days to respond in writing what actions will be taken to prevent re-occurrences of failed and or unacceptable work.

2.2.3. The Government reserves the right to withhold and deduct pay for services not rendered or re-performed work. The following computation shall be used for deductions. Square feet of the area(s) in building(s) where services are not rendered ____ X \$_____ (amount provided by the Contractor per each or sq ft on = Amount of Deduction.

PERFORMANCE OBJECTIVES.

Performance Objective	SOW Para	Performance Threshold	Method of Surveillance
1.1 Basic Cleaning Services	1.1.1 Through 1.1.10.	Not to exceed 5 valid customer complaints per month	Customer Complaint, facility manager, or periodic inspection
1.2 Basic Restrooms/Locker Rooms Cleaning Services	1.2.1 Through 1.2.4	Not to exceed 5 valid customer complaints per month.	Customer Complaint, facility manager, or periodic inspection
1.3 Periodic Cleaning Services	1.3.1 Through 1.3.4	Not to exceed 1 valid customer complaints per month.	Customer Complaint, facility manager, or periodic inspection
1.4 Emergency or Special Event Cleaning Services	1.4	Zero defects	100% Inspection
4.1 Contractor Quality Control Plan	4.1	Submit prior to start of work	100% Inspection

**QUALITY ASSURANCE SURVEILLANCE PLAN
FOR
JANITORIAL SERVICES**

Required Service	Paragraph Number	CAT 1	CAT 2	CAT 3	AQL = Defects Allowed	REMARKS
Basic Cleaning						
Maintain Floors: Floors and tiles, Resilient floors, Safety Floors	1.1.2 – 1.1.2.c				7%	
Remove Trash	1.1.3				5%	
Clean Drinking Fountains	1.1.4				2%	
Clean Interior Glass/Mirrors	1.1.5				2%	
Clean Exterior Glass Doors, Clean Interior Windows (as temp permits)	1.1.6 – 1.1.6.1				5%	
Clean Stairways (including handrails)	1.1.7				3%	
Vacuum Carpets, Spot Clean Carpets	1.1.8 – 1.1.8.1				3%	
Clean Floor Mats and Mat Wells	1.1.9				3%	
General Spot Cleaning (walls, kick plates, light switches/controls, etc)	1.1.10 – 1.1.11				5%	
Dusting	1.1.12				4%	
Restroom, Shower Room, Locker Room, Saunas, Toilets, etc						
Clean and Disinfect	1.2.1				5%	
Descal Shower, Toilet Bowls and Urinals (descal sinks, polish brass and chrome faucets and flushometers)	1.2.2 – 1.2.2.b				5%	

SECTION III

GOVERNMENT-FURNISHED PROPERTY AND SERVICES

3.1. GOVERNMENT FURNISHED SERVICES. All reasonable quantities of utilities will be made available to the Contractor without cost.

3.1.1. The Government shall provide a Housekeeping Aide Closet (HAC). Inside the HAC will be a government furnished "J-Fill Quattro Select" system by Johnson Diversity. The contractor will be required to use the following items that go into the J-Fill Quattro Select system:

3.1.1.a Virex 256 by Diversity. Part # 04329

3.1.1.b Glance by Diversity. Part # 05779

3.1.1.b Shower Tub and Tile Cleaner by Johnson Wax Professional. Part # 04970

3.1.2. Contractor shall receive keys and combinations for entry access to buildings being serviced, as required and when security allows.

3.2. SERVICES. The Government shall provide industrial dumpsters at established locations. The Government shall provide insect and rodent control and grounds maintenance of Government furnished property coordinated through the COR.

3.3. ENTRY AND OR ESCORT SERVICE. The building facility manager will arrange for entry and escort service when required in secure or controlled locations. The COR will provide the list to the prospective Contractor.

3.4. POLICE AND FIRE PROTECTION. The number to call for police, fire protection, and hazardous spills will be 911.

3.5. MEDICAL. In the event of a severe emergency that requires a contractor employee to be transported to a local hospital, the number to call will be 911. Unless the injury is due to the negligence of the Government, the Contractor shall reimburse the Government for cost of services.

SECTION IV GENERAL INFORMATION

4.1 PERSONNEL. The Contractor shall be responsible for obtaining all necessary cards, passes, badges, and decals to perform work requirements. The Contractor shall be required to apply individual identification media through VA Personnel Security. Point of contact is Jerry Miller, 775 829 5665. A list of personnel will be submitted to VA Personnel Security and a copy to the Contracting Officer. This identification shall be surrendered to the Facility Management Office upon completion or termination of the contract, or within 24 hours upon termination of an individual's employment.

The Contractor's personnel must be fully trained in OSHA's Bloodborne Pathogen Standard (29 CFR 1910.1030) and comply with all VA requirements for waste handling. In addition, contractor personnel must be trained and fit tested for the N95 particle respirator in accordance with OSHA's Respiratory Protection Standard (29 CFR 1910.134) and maintain a supply of N95s for personal use.

4.1.2. QUALITY CONTROL. The Contractor shall develop and maintain a quality program to ensure custodial services are performed in accordance with commonly accepted commercial practices and any special requirements in this contract. The Contractor shall develop and implement procedures to identify, prevent, and ensure non-recurrence of defective services.

4.1.3. EMPLOYEES. The Contractor shall not employ any illegal alien and must comply with DHS pre-employment checks. The Contractor shall be responsible for all individual passes issued to employees by the VA Personnel Security office.

4.1.4. IDENTIFICATION. The Contractor shall provide each employee with an identification badge that shall include the employee's name, employee's photograph, and Contractor's company name. Identification shall be available prior to assignment and shall be worn or attached to the outer garment at all times while on the installation.

4.1.5. KEY CONTROL. The Contractor shall establish and implement methods of ensuring that all keys issued to the Contractor by the Government are not lost or misplaced and are not used by unauthorized persons. Keys issued to the Contractor by the Government shall not be duplicated. The Contractor shall develop procedures covering key control. Contractor shall not open all doors to the facility at once.

4.2. QUALITY CONTROL PLAN (QCP). The Contractor shall develop and maintain a QCP to ensure services are performed in accordance with this Statement of Work and commonly accepted commercial practices. This plan is due to the CO on or before the post-award meeting. The CO will notify the Contractor of acceptance or required modification to the plan. The QCP shall include, as a minimum:

- a. Quality control procedures addressing the areas identified in Section II, Service Delivery Summary.
- b. A description of the Contractor's inspection system to cover all requirements listed in the SOW.
- c. A description of the Contractor's methods to be used for identifying and preventing defects in the quality of services performed.
- d. Control procedures for any Government provided keys or lock combinations.
- e. A description of the records kept that relate to document inspections and the corrective or preventive actions taken.
- f. Descriptions of how to identify, prevent, and ensure the non-recurrence of defective services.

4.3. QUALITY ASSURANCE. The COR will monitor the Contractor's performance in accordance with SOW as directed by the CO. All surveillance observations will be recorded. Those that indicate defective performance shall be initiated by the COR or designated alternative. If the CO does not concur with the COR surveillance observations indicating defective performance, the Project Manager shall submit written reclaim to the COR within (10) working days.

4.3.1. RE-PERFORM. The CO or the COR will have the right to require the Contractor to re-perform, in accordance with FAR 52.212-4(a) at no additional cost to the Government, all cleaning tasks which are not performed in accordance with this contract. All re-performed work shall be completed within 24 hours of notification or prior to next scheduled cleaning or whichever is the least amount of time. If work cannot be re-performed or is not performed to the Government contract standards, established during initial cleaning, deductions will be made in accordance with SDS.

4.4. PERFORMANCE EVALUATION MEETINGS. The COR will monitor the Contractor's performance in accordance with SOW and as directed by the CO. The Contractor's Contract Manager shall meet the COR weekly during the first 90 (ninety) days of the contract. Thereafter, meetings will be scheduled as deemed necessary by either party or else on a monthly basis. Meetings shall be conducted during normal business hours. When a meeting is held a memorandum of record detailing all discussions will be prepared by the Government, with a copy furnished to the Contract Manager.

4.5.HOURS OF OPERATION. Work shall be performed in a manner to create minimum disturbance or inconvenience to the users of the facility, and to be accomplished as much as possible during normal business hours of 8am to 4:30pm.

4.5.1 SERVICE SCHEDULES. The Contractor shall develop and maintain a service schedule per SOW. The service schedule will be as follows:

VA Sierra Nevada Health Care System Winnemucca Clinic-

Week 1: Monday-Tuesday: 1:30 pm - 4:30 pm (3 hours per day)

Week 2: Monday, Tuesday, Wednesday: 1:30 pm - 4:30 pm (3 hours per day)

The schedule then reverts back to week 1, then week 2 and follows this schedule

The Contractor shall comply with the submitted schedule. If the service schedule falls on a Federal holiday, the VA location in this SOW will be closed and the contractor will not be required to render service during those days.

4.6. If after hour work is required, the contractor shall contact the COR to make such arrangements excluding recognized holidays, which include: New Year's Day, Martin Luther King Jr. Day, Presidents Day, Memorial Day, Independence Day, Labor Day, Columbus Day, Veterans' Day, Thanksgiving Day, Christmas Day, and Good Friday.

4.6 SAFETY AND HEALTH STANDARDS. The Contractor shall initiate and maintain programs to comply with the provisions of OSHA.

4.7. CONTRACTOR FURNISHED ITEMS AND SERVICES. The Contractor shall furnish everything needed to perform this contract. The Contractor shall furnish all materials, supplies, including individual plastic trash can liners and large trash bags for removal of debris to dumpsters, and equipment required

5. CONTRACTOR EXPERIENCE AND PERSONNEL:

5.1. Qualifying Corporate Experience Requirements: The Contractor shall have experience in managing and performing a program as described in this work statement for at least 24 months. This experience must have been gained as a result of being regularly engaged in the business of providing the same or similar services in a medical facility. The contractor must have on site a current International Executive Housekeeping Association (I.E.H.A.) Certificate or Certified Health Care Environmental Services Professional (CHESP) Certificate as the onsite Project Manager. The certification shall be current and remain up-to-date during the term of the contract. The names and resumes of any designated key personnel shall be provided with the proposal. Within 10 days of notification by the Contracting Officer of contract award a list for all replacement or stand-in personnel during the period of the contract shall be provided to the COR or Contracting Officer.

5.2. The Contractor shall provide a Project Manager and an alternate to act for the contractor when the manager is absent. The name of the designated Project Manager shall be provided with the proposal. The designation letter shall include phone number(s) for duty hours and after duty hours. The Project Manager or alternate shall be available during normal duty hours to meet with government personnel designated by the Contracting Officer to discuss areas of concerns as needed. After normal duty hours, the standard for response to a Government inquiry shall be within 3 hours. Project Manager and alternate will also provide home phone numbers to be used in case of emergency situations.

5.3. Contractor Personnel Security Requirements: Upon contract award, all contract personnel shall be subject to the appropriate type of background investigation or screening per VA policy as delineated in Security Requirements, and must receive a favorable adjudication from the local VA

facility or VA Security and Investigations Center (SIC) depending on the type of investigation/screening required. All required forms must be completed and submitted to the COR or Contracting Officer prior to any employee starting to work under this Contract. This requirement is also applicable to all subcontract personnel. If the investigation or screening is not completed prior to the start date of the contract, the Contractor will be responsible for the actions of those individuals they provide to perform work for the VA.

5.4. The Contractor shall not employ any person who is an employee of the VASNHCS if employing that person would create a conflict of interest. The Contractor shall ensure all employees are qualified to perform the requirements of the contract. The Contractor shall not employ persons for work on this contract if such employee is identified to the Contractor by the Contracting Officer as a potential threat to the health, safety, security, general well-being, or operational mission of the facility and its population. The Contractor shall remove from the job site any employee for reasons of misconduct or security. The removal of such a person shall not relieve the Contractor of the requirement to provide personnel to perform adequate and timely service.

5.5. The Contractor shall also be responsible for adhering to all requirements under the Privacy Act (FAR Clauses 52.224-I and 52.224-2). Because confidential medical record information may be accessible and/or visible to contractor employees during performance of their duties, Contractor shall obtain a signed "Confidentiality Certificate" from each employee prior to allowing them to start work under this contract.

5.6. Security Requirements – Child Care Center: N/A

5.7. Personnel providing services under this contract shall be able to understand, read, write, and speak fluently in English. (The speaking skill is not required where Contractor's employee is physically impaired.). Reasonable accommodations will be provided whenever possible for contractor employee with disabilities (i.e. hearing impaired, etc). All personnel shall be legal residents of the United States.

5.8. Personnel rosters: The Contractor shall have a written personnel roster, which shall be maintained current. The Contracting Officer and COR shall be furnished the original roster and all changes thereafter. Employees not listed will not be allowed to work in the VA facilities.

5.9. Contractor shall provide all personnel necessary to accomplish the work and ensure personnel are properly trained to meet specified requirements of this contract. This provision shall apply notwithstanding past historical records, estimates of personnel needed or any minimum levels established elsewhere herein.

5.10. SHIFT LEADER: The Contractor shall appoint sufficient Shift Leader Supervisors (SL) to provide continuous supervision for all areas contractor personnel are working. All shift leaders are required to carry on their person a cell phone, compatible with the VA cell phone for beeping purposes, during working hours for emergency contact capability. The phone numbers are to be provided to the COR prior to contract commencement and updated as needed. The SL represents

the Contractor and shall be capable of interpreting and implementing all technical requirements relating to the daily operation of the contract.

5.10.1. When the SL plans to be absent more than one (1) day, but not more than five (5) consecutive working days the COR shall be notified in writing and advised of who will be the stand-in on-site representative during this absence.

5.10.2. Should SL be absent for more than five (5) consecutive working days, the company shall provide a qualified replacement SL during the absence. The COR shall be provided written notice in advance, when feasible, of this substitution.

5.10.3. Project Manager and/or Shift Leader shall be available during normal duty hours for emergencies within 15 minutes and for routine matters within one hour to meet with government personnel designated by the Contracting Officer to discuss areas of concerns as needed. After normal duty hours, the standard for response to a Government inquiry shall be within 3 hours.

5.11. TRAINING: Infection control is of paramount importance to the VA. Employees shall receive education and training to increase the employee's knowledge and awareness of Housekeeping Service requirements for Health Care Service. The contractor shall conduct training and maintain training reports for review by VA Infection Control Nurse, Hospital Safety Officer, and COR. Personnel Training Requirements, Technical Exhibit "A", lists the minimum training requirements.

5.11.1. At the request of the Contractor the COR may schedule a suitable training area within the facility. All training shall be accomplished with the SL in attendance. The Infection Control Committee (ICC) Members, and/or the COR may attend these sessions to participate and/or observe.

5.11.2. Records of all employees training shall be maintained by the Contractor and made available to the COR on request. All new employees will be trained within 10 working days of employment.

5.11.3 All contractor employees and subcontractor employees requiring access to VA information and VA information systems shall complete the following before being granted access to VA information and its systems:

(a) Sign and acknowledge (either manually or electronically) understanding of and responsibilities for compliance with the Contractor Rules of Behavior, Appendix E relating to access to VA information and information systems;

(b) Successfully complete the VA Cyber Security Awareness and Rules of Behavior training and annually complete required security training;

(c) Successfully complete the appropriate VA privacy training and annually complete required privacy training; and

(d) Successfully complete any additional cyber security or privacy training, as required for VA personnel with equivalent information system access [to be defined by the VA program official and provided to the contracting officer for inclusion in the solicitation document – e.g., any role-based information security training required in accordance with NIST Special Publication 800-16, Information Technology Security Training Requirements.]

5.11.4 . The contractor shall provide to the contracting officer and/or the COR a copy of the training certificates and certification of signing the Contractor Rules of Behavior for each applicable employee within 1 week of the initiation of the contract and annually thereafter, as required.

5.11.5 Failure to complete the mandatory annual training and sign the Rules of Behavior annually, 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.