

## B.3 STATEMENT OF WORK (SOW)

### **Period of Performance**

This will be a single award, Indefinite Delivery Indefinite Quantity (IDIQ) contract for performance period of five (5) years, from 4-1-2018 to 3-31-2023.

IDIQ contract will have one (1) base year and up to four (4) option years:

<b>Period</b>	<b>Begins</b>	<b>End</b>
Base Year	4-1-2018	3-31-2019
Option Year 1	4-1-2019	3-31-2020
Option Year 2	4-1-2020	3-31-2021
Option Year 3	4-1-2021	3-31-2022
Option Year 4	4-1-2022	3-31-2023

Option years shall be exercised at the Government's discretion based on continued need for services, Contractor performance, and continued availability of funds for task orders in a given fiscal year.

Task orders, with periods of performance not exceeding one (1) year, will be issued against the IDIQ contract.

### **Scope of Work**

The Contractor shall provide management, supervision, labor, materials, equipment, and supplies necessary to provide custodial services for the VA Charleston Consolidated Mail Outpatient Pharmacy (CMOP), 3725 Rivers Avenue, Suite 2, North Charleston, SC 29405.

The building areas to be serviced are listed below:

Facility Total Size: 78,000 square feet
Carpeted Office Area: 5,720 square feet (22 offices)
Tile Office/Hall Area: 2,950 square feet (8 offices)
Break Room (Tile): 1,790 square feet
Rest Rooms and Locker Rooms: 1,785 square feet (4 urinals, 14 toilets, 16 sinks)
Restricted Area (Tile): 7,700 square feet (Server Room, Controls, Maintenance, and 3 cages)
Shipping and Receiving Docks: 1,000 square feet polished concrete
Industrial Production Area (Conveyor and automation): 19,325 square feet Vinyl Composite Tile
Warehouse Storage (pallets and racks): 44,500 square feet Vinyl Composite Tile
Trash Production: 4 tons per week through the compactor
Break Room and Office Trash: 8 yds per week taken to the outside dumpster
Recycling: 500 gal of cans/bottles per week collected in approximately 10 containers throughout the facility and centralized in Charleston County receptacle in front of the building
Patient Sensitive Trash: ½ ton per week collected in specially marked bins throughout the facility and brought to the compactor in opaque, black trash bags.
Cardboard Recycling: 20 bales per week at an average of 615 lb per bale: collected in approx. 12 locations using 20+ rolling Gaylord bins compacted in the baler.

The building footprint is 78,000 (+) square feet. The individual areas were broken out to demonstrate high traffic area, different flooring surfaces, etc. Areas were estimated as rectangles for ease of calculation so some areas were counted twice, resulting in the discrepancy. The cleanable square feet are the areas cited in Scope of Work.

See Solicitation Attachment 1 (Charleston CMOP Floor Plan) for layout of facility.

The Contractor shall provide the services outlined at the frequencies specified and in accordance with the SOW. The Contractor supervisor is required to coordinate work with CMOP supervisory staff in order not to interfere with the normal functioning of the facility. The Contractor shall be responsible to provide the required number of capable employees necessary to perform all services defined herein.

Custodial staff need to be in the building whenever production is in progress. The only period that does not REQUIRE custodial staff is the Friday period from 2:30-10:30pm shift, but that is the best time to conduct special projects, deep clean and major floor work.

The Charleston CMOP currently operates between the hours of 5:30 a.m. and 2:00 a.m. Eastern Standard Time (EST) Monday through Thursday.

There are an estimated 330 employees onsite at Charleston CMOP daily. There are about 185 on first shift and 145 on second shift. Administrative, Logistics, Fiscal, and Receiving Operations are not part of the second shift staffing.

Friday schedule includes production from 5:30 a.m. until 2:30 p.m. and off-production maintenance from 2:30 p.m. until 10:30 p.m. The off-production time is to be used for large scale projects. Changes to normal operating hours will be coordinated through the COR and notifications made a minimum of two (2) weeks in advance.

Current CMOP production staff break times are:

1. Morning break 8:30 a.m. until 9:00 a.m.
2. Meal break 11:00 a.m. until 12:00 noon
3. Afternoon break 1:00 p.m. until 1:30 p.m.
4. Shift change 2:30 p.m. until 3:00 p.m.
5. Evening break 5:30 p.m. until 6:00 p.m.
6. Evening meal 7:30 p.m. until 8:30 p.m.
7. Late break 10:30 p.m. until 11:00 p.m.

Production continues during break times, but involves limited staff in most production areas.

The secured area or restricted/unrestricted areas are listed under Operations Support. These areas shall be cleaned during the occupants' normal duty hours as scheduled and shall be cleaned at the same time each day, or they shall be cleaned at a scheduled time mutually agreeable to the Government and Contractor. The Government reserves the right to add to or delete from this list requiring specific cleaning schedules. Notifications of additions and deletions will occur within five (5) calendar days of these changes.

On occasion, due to circumstances such as equipment failure or workload increases, the Contractor shall be required to provide custodial services to support production outside of normal working hours to make up for lost time or increased production demand. The COR will communicate staffing requirements, provide notification to the Contracting Officer, and provide notification to the Contractor with as much advance notice as possible. **The Contractor should factor this contingency into their pricing per Section B.4 (Price Schedule).**

In no event shall the Contractor perform work outside regular agreed upon working hours without prior approval of the COR. If the CMOP requests more than 20 additional workdays (or a total of 40 additional shifts) per year, then the Contractor will be authorized a surcharge equal to 10% of the annual cost of supplies. This is to compensate for the additional supplies used during these additional overtime periods.

The Contracting Officer will adjust the relevant task order against the IDIQ contract to account for additional labor costs for these extra periods upon mutual agreement with the COR and Contractor.

**Overtime and Holiday periods are provided to the onsite Contractor supervisor with as much advance notification as possible. Full coverage is required during these periods, unless otherwise specified by the COR. On occasion, the notification period can be as short as 24 hours prior to the overtime period.**

**The Contractor shall submit a specific invoice for each Holiday or overtime period based on the agreed upon additional hours and supplies surcharge, broken down by onsite supervisor and custodial staff. The Contractor shall document what annual cost of supplies is for basis of Government assessing whether or not surcharge exceeds annual cost of supplies.**

<b>Historical Range of Labor and Supplies Costs</b>	
<u>Item</u>	<u>Range</u>
Labor (including Fringe Benefits and OT)	72 to 86%
Supplies	5 to 10%

The Contractor shall be required to work off production time to accomplish Quarterly, or Semi-Annual Cleaning Projects. **These projects identified in Attachment 2 (Custodial Tasks) will be completed with no additional cost to the Government.** Contractor shall coordinate off production time with the COR two (2) business days in advance in order to provide after-hours access and prevent schedule conflicts. Special Projects will be handled like overtime periods as annotated as discussed in this SOW. Contractor shall inform COR at least two (2) weeks in advance of additional supplies that need to be ordered for these projects.

**There are limited opportunities to conduct periodic cleaning on weekends; however, a CMOP supervisor must be onsite whenever these activities take place. Contractor custodial staff should not be moving pallets without oversight from CMOP staff due to the possibility of mixing pharmaceuticals and lot numbers. This would be conducted by CMOP staff in tandem with Contractor custodial staff.**

<b>Historical Full-Time Equivalent Staffing Levels</b>	
<u>Shift</u>	<u>Range (including Supervisor)</u>
First	3 to 4
Second	3 to 4

### **Supervision of Contractor Personnel**

The contract awarded will be a non-personal services contract. As such, the Contractor shall provide continuous supervision to their personnel and the Contractor, its employees, agents, and subcontractors shall not be considered VA employees for any purpose.

The Contractor supervisor(s) shall be available and on-site **at all times and during all shifts** when the contract work is in progress, **to conduct required quality control inspections** and receive notices, reports, or requests (within the scope of the contract) from the COR (or COR designees). The Contractor shall provide in writing to the CO at least ten (10) workdays prior to the contract starting date the names, telephone numbers and addresses of on-site supervisors. The term “on-site supervisor” means a person designated in writing by the Contractor who has authority to act for the Contractor on a day-to-day basis at each worksite and to accept and sign for notices of deductions, inspection reports and all other correspondence on behalf of the Contractor.

The Contractor shall designate work leaders capable of directing work, adjusting schedules, completing inspections and acting in the absence of the designated supervisor(s). When designated to act in the absence of the supervisor(s) these designee(s) shall have the same responsibilities and authorities. Contractor shall notify the COR of these individuals and their contract information **within one (1) business day** of anticipating change.

Contractor personnel shall wear attire providing a clear identifiable feature that they are a Contractor on-site.

### **Standards of Conduct**

The Contractor shall be responsible for maintaining satisfactory standards of The Joint Commission (TJC) assessment, conduct, appearance, and integrity, and shall be responsible for taking such disciplinary actions with respect to employees as may be necessary. The Contractor is responsible for ensuring that employees do not disturb paper on desks, open desk drawers or cabinets, or use Government telephones, except as authorized. All persons employed in the performance of this contract shall, while on the premises, comply with all building regulations. Contractor employees will be provided with identification badges allowing access to authorized areas of the premises.

### **Contractor Responsibilities**

Contractor shall take all precautions necessary to protect persons and property from injury or damage during the performance of this contract. The Contractor shall be responsible for any injury to employees or others as well as for any damage to personal or public property that occurs during the performance of this contract that is caused by the Contractor or Contractor employee's fault or negligence.

All accidents, malfunctions, injuries and deaths as well as reportable illnesses related to the delivery of services shall be immediately reported verbally to the supported CMOP Director or designee according to local policies. U.S. Occupational Safety & Health Administration (OSHA) documentation shall be completed for each incident and an annual summary should be provided to the CMOP. The Contractor may be required to provide evidence of follow-up through a written report of the incident, describing the event, analysis of the cause and effect, and corrective action taken.

If the CMOP Director requests such report, this will be completed within three (3) working days of the verbal report.

Any litigation ensuing shall be the responsibility of the Contractor, for its personnel, under separate, independent handling by Contractor counsel and/or insurance.

The Contractor is responsible for ensuring timely compensation of their personnel through their payroll process.

Contractor staffing levels shall be sufficient to meet the contract requirements at all times such that CMOP production is never negatively impacted. This should include built in contingencies to compensate for tardiness and absenteeism. The Contractor is expected to anticipate and fill any vacancy.

The Contractor's personnel shall be subject to the same standards in meeting or exceeding current recognized National Standards as established by The Joint Commission (TJC) at <https://www.jointcommission.org/>. The Contractor shall perform services in accordance with the ethical, professional, and technical standards of the healthcare industry as consistent with VA policy, regulations, and procedures. Personnel provided by the Contractor shall be technically proficient in the skills necessary to fulfill the Government's requirement. Contract personnel shall be responsible for compliance with all procedures in accordance with applicable CMOP written policies, procedures, bylaws of the CMOP (if any) and protocols.

TJC requires periodic competency validations for employees in this field. All contract personnel must receive a competency assessment, administered by the Contractor's Facility Administrator or designee, at the end of ninety (90) calendar days of employment, and annually thereafter. Upon determination of non-competency, the individual may not continue in contracted position.

The Contractor shall maintain an ongoing state of readiness available for inspection and an Orientation/Training/Competency Assessment Folder that contains the following:

- Position Description
- New employee orientation documentation
- Initial and ongoing competency assessment
- Other training documentation and certificates

The COR shall spot check these folders periodically for completeness and accuracy. All VA required training will be completed to the satisfaction of the Training Specialist and COR. Failure to complete training in a timely manner by the individual contract employee could lead to a request for removal from the facility.

The Contractor shall provide appropriate equipment for on-site personnel, including hardware, software, paper goods, and time clocks.

To ensure that the individuals providing services under the contract have not engaged in fraud or abuse regarding Section 1128 and 1128A of the Social Security Act regarding federal health care programs, the Contractor is required to check the Health and Human Services-Office of Inspector General (HHS/OIG), List of Excluded Individuals/Entities on the OIG Website ([www.hhs.gov/oig](http://www.hhs.gov/oig)) for each person providing services under this contract. During the performance of this contract, the Contractor is prohibited from using any individual or business listed on the List of Excluded Individuals/Entities.

The Contractor shall provide to the COR a checklist for Daily, Weekly, Monthly, Quarterly and Semi-Annual Cleaning Schedules upon award. The Contractor shall provide a written Monthly Report in the arrears outlining the accomplishments and failures of the previous month. These reports can be utilized by the Government to withhold payments for non-performance of the contract.

### **Background Checks**

The VA will conduct background investigations which are commensurate with a position's risk or sensitivity level. Contractor personnel are subject to the same investigative requirements as regular VA appointees and employees.

The level of background investigation commensurate with the required level of access is National Agency Check with Written Inquiries (NACI) which includes a check of Federal Bureau of Investigation (FBI) fingerprint files, with written inquiries to former employers and supervisors, references, and schools attended by the person under investigation.

The Contractor shall bear the expense of obtaining background investigations. The services under this contract have been rated "Low Risk Level". At this time, the current estimated costs for such investigations for Low Risk/Local and State Background Checks are \$250.00 to \$1,500.00.

The Contractor shall prescreen all personnel to ensure they have no felony convictions within the past 10 years and no felony drug or violence convictions.

If a background investigation has been completed and is still valid, the investigation must be validated by the CMOP Chief Business Office (CBO) and accepted by the Office of Personnel Management (OPM).

New contractor personnel must complete and submit the background investigation documents prior to start of appointment.

If the required documentation is not received within the stated timeframe, the administrative/Human Resources (HR) liaison and facility Information Security Officer (ISO) will be notified. The Contractor, when notified of an unfavorable determination by the Government, shall withdraw the employee from consideration for working under the contract.

Background check is good for 120 days. Once identification badge has been issued (within that 120 day window), the badge is good for three (3) years or the length of the IDIQ contract, whichever is greater.

### **Government Furnished Equipment**

Electrical power at existing outlets for the Contractor to operate such equipment as is necessary in the conduct of their work. Contractor shall receive an orientation/training on the electrical power system to prevent improper use of cleaning equipment on protected production system electrical power.

Hot and cold water as necessary, limited to the normal water supply provided in the building. No special heating or cooling of the water will be provided.

Space within the building commensurate with the Contractor's personnel complement and operational requirements may be shared with other Contractors as space is available. Any existing furniture, such as lockers, tables, benches, chairs, etc., placed within the building may be used by the Contractor during the term of the contract provided authorization is received from the COR. These items must be kept neat and clean and returned to the Government at the expiration of the contract in reasonably the same condition as at the time of entering into the contract. Lockers will be provided for storage of personal items.

Space in the building for the storage of an inventory of supplies and equipment, which will be used in the performance of work under the contract as per these specifications and attachments. The Contractor shall maintain this space in a neat and orderly condition. The Contractor will coordinate the storage of any flammable materials with the CMOP. Supply area includes a flammable locker for aerosol cleaning products, plus a small custodial closet in front section of Charleston CMOP facility.

Contractor access to restricted areas and escorts as required will be provided by CMOP staff. The Contractor will provide a copy of the key to the COR for any item brought into the building by the Contractor that requires a key. Any such keys will be returned to the Contractor upon completion of the contract or removal of the item.

Custodial closets, where available, at various points throughout the building, are for storing equipment and supplies including mops, brooms, dust cloths, and other items. These closets and the stored items shall be kept clean and in an orderly manner by the Contractor. Sinks and buckets will be kept clean and free of standing water. Hoses, which are connected to faucets, will not be left in standing water. Water will be turned off completely after each use.

Heating and air-conditioning is provided during all working hours.

A cubicle is available for the onsite Contractor supervisor. Furniture includes fixed modular desktop, chairs and filing cabinet.

An orientation program will be provided at the commencement of this contract to familiarize the Contractor and his/her employees with the rules, regulation and procedures to be followed in the CMOP environment. A list confirming that all Contractor employees that are assigned to perform work under this contract have completed orientation shall be submitted to the CO, through the COR, prior to Contractor employee commencement of contract duties.

Dumpster at Charleston CMOP is provided by Charleston CMOP's waste hauling Contractor.

Recycling container outside the facility is provided by Charleston County. Inside the facility, recycling containers are provided by mix of Charleston CMOP and Charleston County.

All other trash cans and bins are supplied by Charleston CMOP.



## **Contractor Furnished Equipment**

Use of Contractor timeclock, if requiring extra phone/data lines that need to be run, shall be coordinated with approved by COR prior to installation.

The Contractor shall furnish all supplies, machinery and appliances, which may be necessary or appropriate in the performance of the contract, including washroom supplies such as toilet tissue, paper towels, sanitary napkins, toilet seat covers/neat seats, room deodorizer, and hand soap. This includes clear plastic liners for all trash receptacles and shredders to be changed as required. Black liners, **thick and dark enough to block viewing of material**, shall be used for Patient Sensitive Trash Cans and the receptacles in interior and exterior break areas. All floor polishes, waxes and sealers shall be furnished.

Supplies for dispensed items (i.e. soap, towel, deodorizers, etc.) should match current dispensers. Changes to products that require new dispensers will be made based on a mutual agreement between the Government and the Contractor.

All necessary cleaning equipment needed for the performance of the work of this contract shall be furnished by the Contractor, including but not limited to, floor scrubbers, buffer w/assorted pads, burnisher/high speed floor machine, vacuum machines (wet/dry), shop vacuums, HEPA vacuums (backpack preferred) with accessories, extractor, carpet cleaning machines, floor fans, sweepers, brooms and dust pans, dust mops, mops, double bucket mopping system, doodle bug and pad, wall washing wand and pads, brushes, hoses, extension cords, Custodial Carts, Personal Protective Equipment (PPE) and all necessary attachments or accessories.

It is the Contractor's responsibility to ensure all electrical equipment is grounded, safe and in proper working order. The Government reserves the right to inspect all equipment.

Any equipment failing or deemed defective shall be repaired or replaced by the Contractor within twenty-four (24) hours.

The Contractor shall provide a list of all necessary cleaning equipment to be used to assist the COR in determining the condition of equipment during periodic reviews and inspections.



<b>Equipment Historically Used</b>	
<b>Item</b>	<b>Qty</b>
Buffer	2
Autoscrubber	1
Carpet Extractor	1
Burnisher	2
Spot Extractor	1
Walkie Talkies	3
Wet/Dry Vac	1
Back Pack Vacuums	2
Extractor Cart	1
Floor Fans	2
Floor Vac	1
Janitor Cart	1
Microfiber Janitor Cart	1
Rental Bucket Lift	1

### **Personnel Qualifications**

Supervisory employees shall be literate in English to the extent of speaking, reading and understanding printed regulations/contract specifications, detailed written instructions, and training instructions/manuals. They also shall be able to prepare quality assurance reports.

All employees shall be required to speak English.

Work leaders shall be literate in English to the extent of reading and understanding written instructions, and have the ability to direct work, adjust schedules and complete inspections.

Both new and replacement shall meet these standards.

The personnel employed by the Contractor shall be capable employees, trained and qualified in custodial type work. The building shall be fully staffed beginning the first day of work under the contract with trained and qualified cleaning personnel.

All personnel shall receive close and continuing first-line supervision by the Contractor.

### **Training**

General and Routine Training of the Contractor with its personnel and through coordination with the Government shall include the following:

Fire Alarm System: The Contractor's employees shall be familiar with the building fire alarm system procedures. All employees shall be trained on the procedures to follow in the event of a fire or other emergency including fire alarm activation when necessary. Employees must be able to independently demonstrate the facility's policies and fully participate in emergency drills without requiring direct supervision; employees with special needs or accommodation requests shall be able to demonstrate this with assistance of Contractor on-site supervisor(s);

Infection control orientation: relating duty functions to the technical provisions of this specification;

Proper use and handling of germicidal detergents, supplies, and equipment;

Patient privacy procedures and information;

Care and maintenance of Contractor and Government-Furnished property and Equipment;

Familiarization with fire prevention and safety procedures;

Familiarization with applicable facility policies/regulations and their effect on sanitation services;

Familiarization with the Contractor's procedures manual and individual duties and

Responsibilities;

Procedures for replenishing cleaning supplies;

Role of Contractor's personnel in the facility and their impact on CMOP operations and

Security;

Basic orientation to the facility, function, mission, goals;

Facility emergency, fire, tornado, disaster and safety procedures and standard precautions; Location of emergency stops in the work areas;

Safety Data Sheets (SDS) location and use;

Hazardous material handling and waste disposal;

Utility operation;

Accident reporting;

Sexual harassment prevention; and

Ethics.

Developmental Training: The Contractor shall plan for developmental employee training sessions for all employees. Employee training shall be reviewed within 90 days of assignment to CMOP, at midyear and again at one (1) year from hire. A copy of this training shall be given to the COR for review.

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 submitted to the COR within 30 days of such training to verify that refresher training has been accomplished. The Contractor shall notify the COR when new annual training is required.

Training Records: Copies of all training records shall be maintained in the individual Orientation/Training/Competency Assessment Folder referenced in Contractor Responsibilities of this section.

Contractor staff may also use VA computer with written approval of COR to conduct job-related training as needed.

### **Scheduling Work**

**Five (5) business days** prior to the contract starting date, a mutually agreed upon schedule of work, both daily and periodically, will be negotiated. The Schedule of Work can be modified by Contractor with the approval of the COR to accomplish the work. Notification of changes to this schedule, upon beginning of performance under the contract, shall be provided to the COR **five (5) business days** prior for review.

In case an emergency condition exists (i.e. such as flooding of a particular section of the building), the Contractor shall divert their workforce from their normal assigned duties to meet the condition. When these employees are no longer needed, they shall be directed by the Contractor to return to their normal duties.

The Contractor shall e-mail the COR a weekly schedule signifying which personnel are on-duty and are on leave.

### **Drug Screening**

Services under this contract are provided at a facility that is subject to VA's Drug-Free Workplace Policy. As such, Contractor is expected to provide personnel consistent with the aim of that policy, i.e., personnel that are drug free. Contractor is expected to have its own guidelines in place to promote the utilization of drug free personnel, including the ability to administer drug testing on their personnel during situations of "reasonable suspicion" of drug use and testing following any incidents of "accident or unsafe practices". It is also recommended that Contractor have procedures in place for random drug testing.

Contractor personnel reasonably suspected by the VA of being in violation of the VA's Drug Free Workplace Policy shall be immediately removed from the Charleston CMOP and may not be eligible for continued contract performance at this facility. A copy of this policy is available from the Contracting Officer upon Contractor request.

### **Quality Control Plan**

The Contractor shall establish a complete Quality Control Plan (QCP) five (5) working days prior to contract start to assure the requirements of the contract are provided as specified. Upon award, the Contractor shall submit a plan for this program to the COR with cc to CO for approval. The QCP shall be a system for identifying and correcting deficiencies in the quality of services before the level of performance becomes unacceptable and/or the Government inspectors point out the deficiencies. This QCP is of paramount importance. The program shall include, but not be limited to, the following:

An inspection system which is tailored to the specific building being cleaned and which covers all services stated is included in this contract. The Contractor and Contractor's employees who will complete inspections shall be identified by name, title and type of inspection each is authorized to perform. Quality Control Inspections accomplished by the same person who performed the work will not be accepted. The Contractor will devise a checklist for use during the regularly scheduled and unscheduled QCP inspections. A checklist must be signed and dated by the inspector at the time the inspection is completed.

A system to ensure that the Contractor's custodial employees are notified of deficiencies noted in their areas of responsibility will be incorporated, and that these employees are educated and/or retrained as necessary to ensure deficiencies do not recur. A local file of all inspections conducted by the Contractor, including the corrective action taken, will be maintained by the Contractor. This documentation shall be made available to the Government during the term of the contract, and a copy of these inspections shall be submitted to the COR immediately upon completion. The COR may compare inspections performed by the Contractor against the actual conditions which exist at that point in time. Itemized cleaning checklists for the Rest Rooms will be posted on the door (inside the Rest Room) documenting all tasks were completed, time of completion, and supervisors inspections

At a minimum, the CMOP area will be inspected **once a month** by Contractor Representative, Safety Committee member and COR. **Random as needed** inspections can be conducted by COR or COR designee with verbal notification provided to the Contractor's Representative by the COR.

### **Release of Medical Information**

The Health Insurance Portability and Accountability Act of 1996 (HIPPA) requires that patient lists, names of patients, and any information concerning patients, are considered privileged information and shall not be disclosed or revealed in any way for use outside the VA. The Contractor is subject to the same penalties and liabilities for unauthorized disclosures of such information as the VA. Patient confidentiality will be adhered to at all times.

While Contractor personnel will not need, and should not have, access to any patient information related to their performance of duties under this contract, Contractor shall make its personnel aware that any such information that they might inadvertently become aware of during the course of their duties is considered privileged information and shall not be disclosed or revealed in any way outside the CMOP.

Contractor shall sign a Business Associate Agreement (see Section D, Attachment 3 – Business Associate Agreement) upon award, adhering to this policy.

### **Personal Hygiene**

Contractor personnel shall be free of body odor and wear clean uniform/clothing each day. Hair shall be clean and neatly combed. Hair which naturally extends past the collar shall be worn in a bun, placed in a hair net, or otherwise affixed in such way so as not to become an entanglement hazard in production machinery. Proper dress, personal grooming and hygiene are critical to promoting a safe workplace and to reinforcing and promoting VA professionalism. Employees are expected to wear articles of clothing suitable to the job they perform and the environment in which they work. Articles of clothing should be neat, clean, in good taste, and not constitute a safety hazard.

### **Operations Support**

Contractor shall schedule office cleaning outside the normal hours that the incumbent is in the office and they shall be scheduled at the same time each day (or at a mutually agreeable time). VA CMOP is responsible for providing access and assigning an escort.

Contractor personnel shall immediately notify the Custodial Supervisor if they are denied access to the office at the scheduled time. The COR shall arrange for an alternate cleaning time at the convenience of the Contractor. Custodial Supervisor shall coordinate the completion of scheduled tasks for the Production Floor with the COR and Production Supervisor to ensure that they are completed with minimal impact on production.

Contractor Supervisor or designee shall coordinate with CMOP office staff the removal of personal items and paperwork to allow for a more thorough dusting/polishing of desks/workspaces.

The following areas are considered Restricted Areas and shall be cleaned as follows:

- Procurement Office(s): Between 6:30AM and 2:30PM or escorted by a CMOP designee.
- Training/IT Closet: Between 8:30AM and 4:30PM or escorted by a CMOP designee.
- Controlled Substances: Coordinated in advance with Controlled Substance Pharmacist Specialist/dependent upon workload, but generally Wed or Thurs between 5:30PM and 8:30PM with a CMOP escort. Additional times may be scheduled by mutual agreement.
- Pharmaceutical Returns Cage: Between 6:30AM and 2:30PM with a CMOP escort.
- Maintenance Shop: Between 8:30AM and 11:30PM with a CMOP escort.
- Maintenance Cage: Between 6:30AM and 11:30PM with a CMOP escort.
- IT Cage: Between 6:30AM and 11:30PM with a CMOP escort.
- Union Office: During Union Office Hours.
- Computer Room: Between 6:30AM and 2:30PM with a CMOP escort.
- QA Office: Between 6:30AM and 2:30PM with a CMOP escort.

The Contractor Supervisor is responsible for keeping the designated Contractor supply areas clean, organized and fully stocked with cleaning equipment to meet the requirements of this contract. The Contractor's equipment shall be in good working order and maintained by the Contractor. Cleaning equipment shall be clean and free of grime, grease and present an overall appearance of cleanliness. All electrical equipment shall have routine safety inspections at least annually by Contractor.

Contractor shall maintain a sufficient inventory of supplies to keep all areas of the CMOP fully stocked per the scheduled tasks and have spare inventory to support short notice overtime and other emergencies.

***NOTE:*** *The Contractor shall service the Custodial Area to maximum capacity during the last day of the contract period. Dispenser stock, paper supplies, and hand soap remaining at the termination of the last official workday shall not be removed.*

**Cleaning Supplies:** Contractor shall supply all cleaning supplies and ensure they conform to TJC and healthcare industry standards, specifically a U.S. Environmental Protection Agency (EPA) -approved hospital-grade germicide/disinfectant where required (broad spectrum, effective against Hepatitis B; phenols not recommended).

Contractor shall provide a recommended list of cleaners for review and approval. CMOP recommends minimizing the number of different cleaners. Any dilution or mixing of cleaners shall be done in a safe manner and whenever possible, using a self-contained system with minimal chance of improper mixing or hazardous exposure to personnel. If possible, improperly mixed cleaners shall be easily identified to prevent misuse, safety hazards, or ineffective cleaning. Dust mops, mop heads and mop buckets shall be cleaned or replaced on a scheduled basis to ensure good cleaning practices as identified in the VA Environmental Services Guide, available from the Contracting Officer upon Contractor request.

Any chemicals brought in the facility must have current Safety Data Sheets (SDS) and copy provided to CMOP. All containers must be marked with the Globally Harmonized System of Classification and Labeling of Chemicals (GHS) pictograms. CMOP will review and raise any objections or concerns, but will work with the Contractor to come to a reasonable solution.

## Tasks

Tasks as identified below be completed by area according to the frequency defined in Attachment 2 (Custodial Tasks).

The following list of tasks/standards will be used to determine the types and quality of services and be the foundation for the Quality Control Plan (QCP) **established by the Contractor and accepted by the COR.**

## Trash

Contractor must remove all discarded material that accumulates within the work area including, but not limited to, packaging, pills, bottles, food refuse, general trash and patient sensitive information. Debris must never accumulate to the point it impedes production or ingress/egress to any portions of the building. Contractor must remove material with respect to continuing production, safety protocol, and must dispose according to VA and local CMOP Policies and processes (i.e. hazardous materials, pharmaceuticals, patient sensitive information).

**Patient-sensitive trash is placed in black, heavy trash bags in specially marked containers to be brought to the compacting dumpster by custodial staff. Regular trash from the Production floor is placed in clear trash bags and brought to the compacting dumpster by custodial staff.**

**Trash cans that contain food trash (break room, offices, outside cans, etc) shall be taken to the Food Waste dumpster outside the building.**

If receptacles are used, they should not be allowed to accumulate more than 3/4 full before emptying. All empty receptacles must be replaced with bags of appropriate size and color. Bags that are torn or have holes must never be used for replacement in receptacles. All trash must be removed to the designated disposal area in a timely manner.

Clean and disinfect the interior, exterior and lid assembly (if applicable) of trash receptacles if needed (complete interior prior to replacing the bag). Receptacles must not have any odor, grime, or spills/stains.

Large debris should be removed as soon as practical or within no more than one (1) hour after notification or observation

Any negative input from safety inspection personnel (either federal, state, local or facility level) must be corrected within **one (1) business day** or the condition will be deemed deficient and reported to the Contracting Officer.

## Additional Area Specific Requirements

*Exterior:* Empty cigarette containers/urns. Clean exterior surfaces of ashes and stains.  
~~Remove and replace sand on a monthly basis.~~

*Production Floor:* Production areas generate trash at extreme variations. Frequency chart is a baseline, but Contractor may elect to check and not empty receptacles if the container will not reach 3/4 full prior to the next scheduled check.



### Recycling (excluding Cardboard):

Designated bins will be placed throughout the facility for the recycling of bottles. Contractor must remove all material for recycling that accumulates within these receptacles and transfer it to the proper outside accumulation container for recycling.

Contractor must not allow general trash to be transferred to the recycling containers.

Receptacles should not be allowed to accumulate more than 3/4 full before emptying;

Clean and disinfect the interior, exterior and lid assembly (if applicable) of recycling receptacles if needed (complete interior prior to replacing the bag). Receptacles must not have any odor, grime, or spills/stains.

Any bins associated with collecting recycling materials must be collected and moved to specified recycling containers;

### Cardboard Recycling:

Boxes must be broken down by CMOP Staff prior to placing into the designated receptacles. Contractor must remove all discarded cardboard material that accumulates within these receptacles and transfer it to the baler for recycling. Contractor must not allow general trash to be transferred to the baler. Receptacles should not be allowed to accumulate more than 3/4 full before emptying. Clean and disinfect receptacles as needed.

Cardboard shall be segregated and baled by custodial staff. Custodial staff shall bring the cardboard to the baler, operate the baler, eject the bale, and use a pallet jack to move the bale to a staging area for the Charleston CMOP to move it from the building.

### Dusting/Polishing Furniture/Appliances:

Wooden, acrylic and metal surfaces must be clean and free of dirt, dust, smears, smudges, stains, spills, finger marks, streaks, and must not be cloudy. They must be clean and bright and polished to a uniform luster;

Use clean treated cloths or dusters (where appropriate) to clean all horizontal and vertical surfaces (to include but not limited to, corners, crevices, moldings, ledges, pictures and frames, bulletin boards and framed cases, white boards, clocks, door knobs and associated door hardware, coat racks, shelves and brackets). When dusting surfaces, work from high areas downward; Contractor shall present proposed cleaner for white boards to COR or designee for pre-approval prior to use.

Polish all furniture (to include but not limited to, desks, credenzas, bookshelves, cabinets, podiums, tables, and chairs) with an appropriate cleaner (for the specific surface) and clean cloths. Include all surfaces, legs and shelves of furniture. When dusting personal workspaces, working papers and incumbent's personal belongings must not be moved or lifted. Do NOT dust any computer equipment or computer screens.

Polish the outside of all appliances (refrigerators, ice machines, vending machines, microwaves, coffee pots) with an appropriate cleaner (for the specific surface) and clean cloths. Include all surfaces, handles, legs and shelves of appliances.

### Additional Area Specific Requirements

*Production Floor:* Clean electrical panels and transformer casings (do NOT open panels or use dripping/wet rags on panels or transformers), railings, and patient sensitive trash receptacle covers.

*Lobby and Hallway:* Clean lockers and computer cubicles.

### High Dusting:

Wooden, acrylic and metal surfaces must be clean and free of dirt, dust, smears, smudges, stains, spills, finger marks, streaks and must not be cloudy. They must be clean and bright and polished to a uniform luster. Some areas may require using a vacuum to remove heavy dust deposits and cobwebs prior to dusting (or in place of).

Use clean treated cloths or dusters (where appropriate) to clean all horizontal and vertical surfaces (to include but not limited to, corners, crevices, wall clocks, tops of: moldings, ledges, partitions, lockers, pictures and frames, bulletin boards and framed cases, white boards, doors and frames, window treatments and window frames). When dusting surfaces, work from high areas downward. Remove cobwebs from all areas.

Window treatments may be dusted or vacuumed as appropriate for the material. Both sides of slats or drapes must be cleaned as well as cords, chains and tapes. Defective cords, chains or tapes must be reported immediately to the Custodial Supervisor and COR for repair or replacement.

Areas that are difficult to access will be safely cleaned through coordination with the COR and CMOP Safety Officer. Contractor can subcontract to another company or provide ladders that meet OSHA requirements for a hazard free environment.

### Additional Area Specific Requirements

*Offices:* Dust tops of bookshelves, credenzas, lamps and televisions (do NOT clean the screens of televisions).

*Production Floor:* Dust tops of workstations and equipment racks, tops of pallet racks and cages, walls and wall-mounted accessories, and roll-up doors.

*Break Room:* Dust tops of refrigerators, vending machines, cabinets and shelves, ice machine, microwaves, and dispensers (paper towel, soap, lotion, and sanitizer).

*Bathrooms:* Dust tops of stalls, dispensers (paper towel, toilet paper, seat covers, soap, lotion, and sanitizer), mirror frames, lockers, and piping.

*Lobby and Hallway:* Dust tops of lockers and computer cubicles.

### Lights/HVAC Vents:

Spot clean with vacuum to remove dust, cobwebs and other debris.

Open light fixtures to clean below and above fixture covers. For fixtures without covers, dust bulbs if needed (use caution when dusting bulbs to prevent breakage or dislodging bulbs from the fixture).

HVAC vents must be removed from the ceiling at a minimum of twice per year to soak and thoroughly clean surfaces.

Ceiling tiles surrounding HVAC vents need to be vacuumed and cleaned to remove dust build-up from HVAC.

*Production Floor:* Clean conduit runs, exit signs, banners, electronic displays/monitors (do NOT clean the screens of displays/monitors), top of Walk-in Freezer, and motion sensors.

#### Food Service Equipment/Areas:

Clean and disinfect all countertops, tables (including legs), chairs and benches, inside of microwaves, exterior and tops of trash receptacles, condiment and other stands, inside of refrigerators and freezers, and water fountains.

All debris must be removed and disposed prior to cleaning. Smudges, marks, spills or spots must be removed without discoloration. Excessive build-up or crusting must be removed. Areas must be free of germs, odors, films or streaks.

All items remaining in the refrigerator at the scheduled time of cleaning will be removed and discarded. No drinks are allowed in the freezer. Any time drinks are found in the freezer, they must be discarded immediately.

Water fountains must be tested for proper operation and draining after cleaning. Any problems must be reported immediately to the Custodial Supervisor and the COR for repair or replacement.

#### Fixture Cleaning:

Porcelain (and porcelain-like) fixtures, tiles, and metal/chrome surfaces (to include, but not limited to, toilets, urinals, dispensers, shelves, sinks, and shower stalls) must be clean and bright. (Fixtures must be cleaned and disinfected).

Raise, clean and disinfect both sides of toilet seats. Toilet seats should be lowered after cleaning.

There must be no dust, spots, stains, grime, rust, green mold, encrustations, verdigris or excess moisture. Metal and chrome surfaces additionally must be free of streaks, watermarks, fingerprints and must not be cloudy.

Clean and disinfect doors, door knobs, door jambs, light switches, and hard surface partitions (for cloth partitions, see upholstery).

Wipe clean all drip trays for sanitizers and soap dispensers. Ensure areas below dispensers are clean: smudges, marks, spills or spots must be removed without discoloration. Excessive build-up or crusting must be removed.

#### Walls:

Smudges, marks, spills, spots, stains, grime, fingerprints and dust must be removed from walls and vertical surfaces without causing discoloration.

Baseboards must be scrubbed or wiped free of all splashing, watermarks, stains and any other type of debris.

#### Additional Area Specific Requirements

##### *Access Control Readers:*

**NOTE: For access control readers and keypads, disinfectant must be sprayed onto a clean cloth and NOT directly onto the reader or keypad.**

*Bathroom:* Tile walls and partitions must be scrubbed clean and disinfected.

##### Glass Surfaces:

All sides of glass surfaces must be clean and free of dirt, dust, streaks, watermarks, fingerprints, spots, grime and should not be cloudy. Contractor must coordinate with COR (or designee) to gain access to locked cases, or frames.

Use clean, lint-free cloths with appropriate cleaner (for the specific surface) to wipe windows, mirrors, door glass, safety glass, frames, clock faces, display cases, tabletops and desk glass.

##### Sweep/Vacuum Floors:

Floors, carpets, ramps (including accessible areas below the ramp), and industrial platforms must be clean and free from dirt, gum, odor, dust balls, or other debris and present an overall appearance of cleanliness. No dirt must be left in corners, near or under furniture, near or under machinery, under or behind doors, next to partitions, walls, cabinets.

##### *Carpets and Area Rugs:*

Must at a minimum be vacuumed; however, sweeping of some rugs may be required prior to being vacuumed. A fragrance-free deodorizer shall be used before or after vacuuming. Vacuum must be handled with extreme care to eliminate damaging of standard or computerized equipment, walls, partitions, doors, furniture or products and supplies. (HEPA-Filter or sealed system vacuums required). Move and replace all chairs, floor mats, trash receptacles and tables. Where not practicable (as agreed by the Contractor and Government in advance) to move furniture, areas under the furniture must be cleaned as much as is accessible. Computer equipment and cables shall NOT be moved.

##### *Ramps and Industrial Platforms:*

Ramps (including accessible areas below the ramp) and industrial platforms with non-skid surfaces must be cleaned in an appropriate manner that will not damage the safety surface. Areas to be cleaned with a dust mop must be done with treated dust mops or dusting tools covered with permeated dust cloths. Tablets or capsules that are swept up must be disposed of in appropriate waste stream.

The use of a straw broom must be used only in exterior areas.

*Exterior:* Sweep area around turnstiles and all entrances and exits.

### Upholstery:

Vacuum and clean upholstered furniture, walls and partitions. Surface must be free of dirt, grime, stains, gum, crusted material, dust and other debris.

Deodorize all carpeting, rugs, carpeted mats, and upholstered furniture and partitions; must be freshened with a fragrance-free deodorizer.

When this task aligns with either the Upholstery or Vacuuming tasks, it may be combined by adding a deodorizer to the cleaning solution.

### *Shampoo/Extract:*

Clean and remove all soil, grime, stains, gum, crusted material, water spots, and debris from upholstered furniture, carpets (including corners), fabric window treatments (both sides, cords, pulls and tapes), carpeted walls/partitions, and rugs/mats with cleaners recommended or approved by manufacturer's guidelines using the wet extraction method.

All items must be removed from the floor such as mats, chairs, boxes, etc. and returned in the exact location after shampooing is complete and dry. Computer equipment must NOT be moved, but extreme caution must be used to prevent water from damaging equipment. All shampooing must be coordinated with the **COR five (5) business days prior** to cleaning to allow computer equipment to be properly removed whenever possible.

Shampooing of carpets must occur on Friday to allow sufficient drying time. Window treatments and furniture may be removed for shampooing with COR permission.

### Mats:

Mats must be free of dust, dirt, grime, stains, gum, mud, odor, or other debris.

Contractor must ensure staff are properly trained to prevent unnecessary damage to mats through careless or improper cleaning.

Mats that are not properly secured or present a safety hazard need to be immediately identified, and the Custodial Supervisor and COR need to be notified immediately for repair or replacement.

During inclement weather, Contractor must inspect mats in Lobby and determine if dryers need to be applied to maintain safety conditions at entrances/exits.

Production area ergonomic mats must be damp mopped weekly to clean/remove dirt, spills and grime. Tape and adhesive residue should be removed prior to mopping. Manufacturer's guidelines must be followed for all cleaners used on ergo mats.

### Damp Mop/Wet Vacuum:

Floors, rubber mats, ramps (including accessible areas below the ramp), and industrial platforms must be damp mopped or wet vacuumed (as appropriate for the type of surface). Surfaces must be dry, clean and free of dirt, water streaks, spots, grime, odor, mop strands, grease, gum, scuff marks and other debris and present an overall appearance of cleanliness. No dirt must be left in corners, near or under furniture, near or under machinery, under or behind doors, next to partitions, walls, cabinets. The finished area must have a uniform luster.

All items must be removed from the floor such as chairs, boxes, etc. and returned in the exact location after cleaning is complete and dry. Computer equipment must NOT be moved, but extreme caution must be used to prevent water from damaging equipment.

Mats in cleaning area that are not secured to the floor must be removed while cleaning tile or concrete floors and only replaced when the floor is dry. Mats that are secured to the floor must not be damaged and caution must be used to prevent water from puddling under the mats. Special attention must be made to ensure that build-up of dirt and debris does not occur in areas where rubber mats set on the floor.

Caution must be used when operating floor care machinery to eliminate damaging of standard or computerized equipment, walls, partitions, doors, furniture or products and supplies.

Walls, baseboards, and other adjacent surfaces must be free of splashing, stains, and any type of mop debris. Areas must be inspected and wiped down after mopping is completed. Clean mop heads shall be used when cleaning floors. All soiled mop heads shall be placed into a container for turn-in and laundering at the end of each shift.

Contractor must provide and place wet floor signs or safety cones in areas that are damp mopped and remove them when the area is dry.

Mopping with either badly soiled water or a badly soiled mop head is a waste of time. The floor will be left dirt-streaked. Change the mop head and water frequently. To achieve this, the Contractor shall include a double-mopping system in mopping facility.

In regards to getting mop water to center of production line, Contractor should consider use of small mop buckets, lightweight cleaning equipment, and filing mop systems using buckets.

### Additional Area Specific Requirements

*Breakroom and Bathrooms:* Floors will be cleaned and disinfected. The cleaner should be a germicidal product suitable for healthcare facilities.

*Lobby and Hallway:* During inclement weather, additional damp mopping should be conducted to maintain a clean appearance and prevent safety hazards from water accumulation. Exterior surfaces shall be cleaned by the Contractor; interior of the lockers is Charleston CMOP responsibility.

### Buffing:

Floors must have a glossy, uniform luster, and slip resistant appearance, free of scuff marks and dirt.

Mats in cleaning area that are not secured to the floor must be removed while cleaning tile or concrete floors and only replaced when the floor is dry. Mats that are secured to the floor must not be damaged and caution must be used to prevent water from puddling under the mats.

All items must be removed from the floor such as chairs, boxes, etc. and returned in the exact location after cleaning is complete and dry. Computer equipment must NOT be moved. Caution must be used when operating floor care machinery to eliminate damaging of standard or computerized equipment, walls, partitions, doors, furniture or products and supplies.

Excessive amounts of water must not be allowed to puddle under furniture, storage racks and pallets, cabinets, or other less accessible areas. If puddling and/or stain occur, the Custodial Supervisor must coordinate with the COR to get the area cleared and the water/stains cleaned.

Walls, baseboards, and other adjacent surfaces must be free of splashing, stains, and any type of mop debris. Areas must be inspected and wiped down after mopping is completed. All surfaces must be dry and corners clean.

Contractor must provide and place wet floor signs or safety cones in areas that are damp mopped and remove them when the area is dry.

#### Strip and Wax:

All old finished wax must be removed with no evidence of gum, rust, burns, stains or scuffmarks.

Waxed floors must be free from mop strand marks and skipped areas.

Excessive wax must not be allowed to build-up in corners.

Floors must be buffed to a hardened, non-slip, uniform, glossy appearance immediately after the wax/sealant has dried.

Mats in cleaning area that are not secured to the floor must be removed and only replaced when the floor is dry. Mats that are secured to the floor must not be damaged by stripper, caution must be used to prevent water from puddling under the mats, and wax should not be splashed onto the mats.

All items must be removed from the floor such as chairs, boxes, etc. and returned in the exact location after cleaning is complete and dry. Computer equipment must NOT be moved. Caution must be used when operating floor care machinery to eliminate damaging of standard or computerized equipment, walls, partitions, doors, furniture or products and supplies.

Excessive amounts of water must not be allowed to puddle under furniture, storage racks and pallets, cabinets, or other less accessible areas. If puddling and/or stain occur, the Custodial Supervisor must coordinate with the COR to get the area cleared and the water/stains cleaned.

Walls, baseboards, and other adjacent surfaces must be free of splashing, stains, and any type of mop debris. Areas must be inspected and wiped down after mopping is completed. All surfaces must be dry and corners clean.

Contractor must provide and place wet floor signs or safety cones in areas that are damp mopped and remove them when the area is dry.



Only extremely clean or new mop heads shall be used to apply fresh wax to floors.

#### Police/Spot Clean:

Smudges, spills, and stains on walls, doors, counter tops, receptacles, windows, door-jambs, floors, mats and carpeting must be removed as appropriate from the surface without discoloration. On fabric surfaces, there must be no evidence of fuzzing/fabric pulls caused by harsh scrubbing or brushing.

Clean and discard trash and debris on counters, floors (all types including common areas of the grounds), and work areas. Areas must be free of all paper, trash, spills and other discarded material.

Spot clean and disinfect light switches, door knobs, water fountains and waste receptacles from stains, smudges, and spills. The cleaner should be a germicidal product suitable for healthcare facilities.

#### Additional Area Specific Requirements

*Offices and Breakroom:* Spot clean inside and outside of microwaves and refrigerators of spills or stains. Inside of microwaves is to be kept clean. Food build-up should not be allowed. Stains which are baked in and cannot be reasonably cleaned shall be brought to the attention of the COR. Significant messes left by others shall be brought to the attention of the COR, the CMOP Safety Officer, or the on-duty Charleston CMOP manager.

*Bathrooms:* Spot clean sinks, mirrors, partitions, fixtures, dispensers, etc. of spills, stains or standing water. The cleaner should be a germicidal product suitable for healthcare facilities.

*Exterior:* Police the fence line and common break areas (in front of building and smoking area) for trash and debris on the ground. Wipe down spills on tables and chairs/benches. The common area in the front of the building is the sidewalk area approximately 8 feet wide running the length of the building and the fence immediately adjacent to the main entrance. The smoking area fence line is bounded by a low wall for the Executive Staff and Visitor's parking area. This area should be maintained clear.

#### Replenishment:

Contractor must inspect and replenish dispensers (soap, lotion, sanitizer, towel, toilet paper, and seat covers) to ensure there is sufficient inventory until the next scheduled replenishment.

If there is any damage or problems with the dispensers, a report should be made immediately to the onsite Custodial Supervisor and the COR so the dispenser can be repaired or replaced.

#### Incidental Protection Services

The Contractor shall perform the following services to provide for the safety and protection of building personnel and property against injury, maliciousness, loss and/or damage from any preventable cause, including, but not limited to: fire, theft, espionage and sabotage:

Protect Government property, buildings, materials, equipment, supplies, records, and data against unauthorized access, loss, or damage;

Make an inspection on each workday to ensure that all machines and appliances are shut off or disconnected;

Establish a system for custodial force personnel to report potentially hazardous conditions, broken or slippery floor surfaces, fixtures, or other faulty equipment;  
Prepare reports of accidents and fires in accordance with VA Policies and submit to COR.  
Maintain and make available all records in connection with protection activities;  
In the event of emergency or unusual occurrences adversely affecting the interest of the Government, immediately summon appropriate assistance, such as the fire and/or police departments, and immediately thereafter notify the COR and/or Production Shift Supervisor;  
Contractor personnel shall follow facility Emergency Operations Plans and subsequent direction from VA Staff and Emergency Response Personnel; and  
Turn off unnecessary lights when work within the area has been completed. Office lights that remain on prior to Custodial functions being performed shall remain on and will not be turned off by Contractor.

### **Identification Badges**

Contractor personnel shall wear visible identification at all times while on the premises of the VA. The Contractor shall issue, collect and record identification badges distributed to each personnel. The identification badge shall be furnished to Contractor by the CMOP in accordance with policy. It is the responsibility of the Contractor to collect for lost identification badge and provide monetary reimbursement to the CMOP. If a Contractor employee loses, misplaces, or forgets their identification badge, it is the responsibility of the Contractor to immediately report with the employee to the COR or in the COR's absence, the Production Supervisor, and take appropriate action per policy. At no time can an employee loan or share their identification badge with another individual. Employees cannot violate any security measure by letting another individual pass through security areas.

Contractor shall be responsible for any personnel action or removal of employee for violation of regulations.

### **Parking at Facility**

Contractor shall ensure that employees are trained on parking in the appropriate designated parking areas. The VA will not invalidate or make reimbursement for parking violations of the Contractor under any conditions.

### **Smoking**

Smoking is prohibited inside the CMOP. Smoking is only permitted outside in designated areas.

### **Weapons**

Possession of weapons is prohibited. Enclosed containers, including tool kits, shall be subject to search. Violations of VA regulations may result in citation answerable in the United States (Federal) District Court, not a local district, state or municipal court.

### **Safety**

All Contractors performing services for the Government shall comply with all Occupational Safety and Health Administration (OSHA), State, County and Municipal Safety and Occupational Health Standards and any other applicable rules and regulations. Additionally, all Contractor personnel shall be held responsible for the safety of their employees and any unsafe acts or conditions that may cause injury or damage to any persons or property within and around the work site area under this contract.

All ladders, scaffolding, tools, equipment, personal protective equipment, etc. shall be OSHA approved for the work to be performed. Contractor shall use caution signs as required by OSHA Regulations. Caution signs shall be on-site on commencement of the contract.

The Contractor shall purchase and issue all chemicals in their original containers. Materials that require precautionary warnings shall have affixed to all containers such labels or marking as are prescribed by law, regulatory agencies or this contract. Any violation of OSHA may be subject to default action.

The Contractor shall furnish to the COR one (1) copy of the SDS for all products proposed for use, a minimum of five (5) business days prior to beginning service, for approval. Contractor must update copies of the SDS on an annual basis.

All Contractor provided electrical equipment shall have a safety check to ensure equipment is safe for use at the Contractor's expense. The Government will verify. Contractor shall provide the COR with a list of equipment requiring annual inspection and a copy of the completed inspections for review. This inspection shall be accomplished at the start of each optional year of the contract.

### **Protection of Government Property**

During work execution, the Contractor shall take special care to protect Government property including furniture, walls, baseboards, and other surfaces. Accidental splashes shall be removed immediately.

Damage resulting from Contractor operations shall be repaired by the Contractor, including painting, refinishing, or replacement (if necessary), at no additional cost to the Government.

Contractor shall be held responsible for any injuries and/or damage, which may be caused as a result of the Contractor's failure to adhere to these requirements. Extreme caution shall be exercised to prevent damage to the building and its contents. Any damage shall be reported to the COR immediately for appropriate action. Any damage caused by the Contractor shall be repaired and/or replaced to the satisfaction of the CMOP at the Contractor's expense.

### **Pre-Work Orientation Meeting**

The Contractor shall be responsible for ensuring that all employees receive training appropriate or work in an industrial/production setting and for maintaining patient privacy PRIOR to beginning work at Charleston CMOP.

Contractor's employees shall attend a pre-work orientation meeting at the CMOP prior to the commencement of work on site. The CMOP will schedule this meeting and will include discussion of the following topics:

- Fire and Safety
- Infection control
- Disaster procedures
- Privacy and Security
- Other as assigned by Charleston CMOP

The Contractor shall be responsible to ensure that Contractor's employees coming to the work site have attended pre-work orientation for the information required above.

The Contractor shall be responsible to ensure its employees providing work on this contract are fully trained, completely competent, and approved by the VA to perform the required work.

The Contractor shall ensure that all contract staff attend and participate in mandatory training, VA or otherwise, and safety drills provided during the contract period.

### **Federal Holidays**

- New Year's Day
- Martin Luther King's Birthday
- President's Day
- Memorial Day
- Independence Day
- Labor Day
- Columbus Day
- Veterans Day
- Thanksgiving Day
- Christmas Day
- Also, any other day specifically declared by the President of the United States to be a National Holiday. When these holidays fall on a Saturday, the holidays are observed on Friday. When these holidays fall on Sunday, the holidays are observed on Monday.
- The CMOP may work some of these holidays as determined by workload; Custodial support will be required during those periods.

### **Consumption of Food, Snacks, and Drinks**

Contractor personnel shall not consume food, snacks, or drinks except during specified break periods in **appropriate designated** break areas only. At no time shall food or drink be consumed, stored or brought into a house keeping supply closet, warehouse or production area.

### **Thefts**

Unauthorized 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 at the facility premises for the duration of this contract and be subject to criminal charges.

### **Progress Meetings**

The CO, COR, and other Government personnel, as appropriate, may meet periodically with the Contractor to review the Contractor's performance. At these meetings, the COR will apprise the Contractor of how the Government views the Contractor's performance and the Contractor will apprise the Government of problems, if any, being experienced. Appropriate action shall be taken to resolve outstanding issues.

### **Quality Assurance Surveillance Plan**

The following charts will detail the performance objectives and standards of the Government in surveilling quality assurance. Descriptions of methods of performance assessment will follow.

<b>Performance Objective</b>	<b>Performance Standard</b>	<b>Method of Assessment</b>
Provide appropriate Contractor <i>Personnel Security investigation</i> requests for each employee	100% compliance with current VA and CMOP Security requirements	100% inspection of the Contractor employee roster against the CMOP's log or record of Background Investigation
Provide appropriate <i>Orientation and Training</i> for each contract employee	100% Compliance with initial and annual CMOP Orientation and Training standards. The Contractor will maintain all records in a perpetual state of readiness available for inspection	Random Monitoring
Ensure compliance with all Patient record confidentiality and HIPAA requirements	100% compliance with current VA and HIPAA requirements	Random Monitoring
Contractor must perform the required work in accordance with SOW and Attachment 2 (Custodial Tasks)	100% compliance with VA and Joint Commission (JC) standards	Review operational logs, databases, or metrics.  Review Contractor reports and records.  Audit or review by third party, COR or designee
Contractor must perform Administrative Services to include, but not limited to, attendance and participation in meetings, professional staff conferences, other appropriate professional activities, assist with performance improvement activities and interface with the CMOP Director or designee.	100% compliance with current JC and CMOP requirements	Random Monitoring  Review Contractor reports & records

Provide Inspection System for identifying and correcting deficiencies established by SOW	Contractor personnel perform within production range established for assigned duties, frequencies, and schedules.	Random Monitoring.  Review Contractor reports & records
Provide Custodial Services to eliminate any infectious conditions and/or regulatory action.	Services are managed based on performance standards in Scope of Work and “Defining Defects” criteria (see below).	Random Monitoring.  Review Contractor reports & records  Customer feedback  Direct observation

### Defining Defects Criteria

*Critical Defect:* Critical defects are the most severe type of errors with the greatest potential for customer harm for infectious treatment and/or regulatory action. Examples include area not cleaned; products not available; incorrect filling of products in the container; non-compliance of frequencies of cleaning schedules or gross negligence of Standard Operating Procedures (SOP).

Critical defects will result in an immediate written warning and, depending upon the severity, may result in additional disciplinary action up to and including termination.

*Significant Defect:* Major defects resulting from failure to follow applicable Standard Operating Procedures (examples include, but are not limited to failure to adhere to safety and infection control guidance) and, if left unchecked, have the potential to become critical defects or result in customer dissatisfaction.

Significant Defects result in:

- 1st occurrence - SOP Review and Coaching Opportunity (Verbal Warning)
- 2nd occurrence -SOP Review and Written Warning to Contractor

Note: Examples of defined defects noted above are not all inclusive. Specific defects outside of the defined defects examples will be examined on a case by case basis\*\*

### Methods of Performance Assessment

The below listed methods of surveillance shall be used in the administration of this performance plan.

- Random Monitoring - Random monitoring shall be conducted if and when ongoing quality assurance measures dictate.

- Customer Feedback - Customer feedback may be obtained either from the results of formal customer satisfaction surveys or from random customer complaints.
- Review operational logs, databases, or metrics.
- Review Contractor reports and records.
- 100% Inspection - Each month, the COR, or if so designated, the COR designee, shall review the generated documentation and document summary results.
- Periodic Inspection - Periodic inspections shall be conducted if and when ongoing quality assurance measures dictate.

The Government will monitor the Contractor's performance to assure that the performance thresholds and standards of performance are met in accordance with terms of the contract.

Quality Assurance audits will be conducted at least monthly, and more often at the request of the Charleston CMOP. Every quality assurance audit will be recorded and a copy of the findings provided to the Contractor for discussion and problem resolution.