

PERFORMANCE WORK STATEMENT

JANITORIAL SERVICES

Section 1: General Information

General: This is a non-personal services contract to provide janitorial services for the Zanesville Community Based Outpatient Clinic. The Government shall not exercise any supervision or control over the contract service providers performing the services herein. Such contract service providers shall be accountable solely to the Contractor who, in turn is responsible to the Government.

1.1 Description of Services/Introduction: The Contractor shall provide all management, tools, equipment, and labor necessary to ensure that custodial services are performed at the 9,700-square foot Zanesville Community Based Outpatient Clinic (CBOC) in a manner that will maintain a satisfactory facility condition and present a clean, neat and professional appearance. Minimum cleaning frequencies are established in Appendix A, Veterans Affairs Custodial Task Frequency. Facility drawings of areas cleaned are established in Appendix B, Floor Plans and Maps. All work performed by the contractor shall be performed in accordance with all applicable laws, regulations, HAF standards, instructions, and commercial practices.

1.2 Period of Performance:

Base Year: 04/01/2018 – 03/31/2019

Option 1: 04/01/2019 – 03/31/2020

Option 2: 04/01/2020 – 03/31/2021

1.3 Place of Performance:

Zanesville Community Based Outpatient Clinic

2800 Maple Avenue

Zanesville, Ohio 43701

1.4 Hours of Operation: The services covered by this contract shall be furnished by the contractor as defined herein. The contractor will be required to furnish such services five (5) days a week excluding weekends and federal holidays. Zanesville CBOC daily normal hours of operation are from 8:00am to 4:30pm. This does not include services that will be conducted outside of normal working hours (carpet shampooing and floor waxing and stripping). The work hours are described below:

(a) Normal Work Hours. Zanesville CBOC – Monday thru Friday (except federal holidays) one shift – 8:00pm to 4:30pm.

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

(c) Non-work Hours. Except in the case of emergency, special events and jobs within the scope of work, the Zanesville CBOC will be closed on all Saturdays and Sundays, federal holidays and Monday through Friday.

1.5 Work Schedule: Prior to commencing performance under this contract, the Contractor shall provide a proposed work schedule to the COR describing how services will be accomplished. All work shall be coordinated with the COR or designated representative when accomplished during normal business hours to avoid disruptions or conflicts between the Government functions and the provision of service under this contract.

1.6 Building: The square footage is approximately 9,616 square feet. (carpet-2,687 square feet; vinyl plank flooring- 3,889 square feet; VCT-2,750 square feet; ceramic-290 square feet).

1.7 Type of Contract: The government will award a Firm Fixed Price contract, consisting of a base year and two (2) one year options.

1.8 Contract Changes: Additional cleaning required by changes in mission assignments must be documented by a written contract modification. If the contractor receives a request from VA personnel directing or requesting work that the contractor believes is not within the terms of the PWS or the contract, then the contractor must notify the Contracting Officer Representative (COR) and the Contracting Officer of the request. The only person that has the authority to modify the terms of the contract or request work for which compensation will be provided is a Contracting Officer.

1.9 Invoicing: All invoices from the contractor shall be submitted electronically in accordance with VAAR Clause 852.232-72 Electronic Submission of Payment Requests.

VA's Electronic Invoice Presentment and Payment System – The FSC uses a third-party contractor, Tungsten, to transition vendors from paper to electronic invoice submission. Please go to this website: <http://www.tungsten-network.com/US/en/veterans-affairs/> to begin submitting electronic invoices, free of charge.

More information on the VA Financial Services Center is available at <http://www.fsc.va.gov/einvoice.asp>.

Section 2: Definitions & Acronyms

2.1 Definitions:

Aseptic Cleaning. Techniques and procedures used under sterile conditions. Aseptic cleaning is the effort taken to clean the interior of building and keep people free from hospital micro-organisms.

Contractor. A supplier or vendor awarded a contract to provide specific supplies or service to the government. The term used in this contract refers to the prime.

Contracting Officer (CO). A person with the authority to enter into, administers, and/or terminates contracts and makes related findings. The Contracting Officer is the only individual who has the authority to contractually bind the Government. The Contracting Officer may designate a Government employee to act as his authorized technical representative.

Contracting Officer Representative (COR). The person has been designated as the authorized representative of the Contracting Officer acting within the limits of his/her authority. This individual shall not be authorized to award, agree to, or sign any contract or modification thereto, or in any way to obligate the payment of money by the Government. The COR advises the Contracting Officer on matters relating to this contract, verifies completion of the work, certifies invoices related to completed work, and ensures compliance with all provisions of the contract.

Corrective Action. Action taken by the Contractor to correct a deficiency and identify the cause(s) of the deficiency.

Custodial Cleaning. Providing an array of cleaning functions that are vital to the daily operation of the facility so as to present a clean facility.

Joint Commission (JC). A national organization dedicated to improving the care, safety, and treatment of patients in health care facilities, and publishers of the Joint Commission on Accreditation Manuals.

Protection. This is preventing damages to surfaces and equipment caused by normal use or improper cleaning procedures.

Quiet Zone. Means normally a noise level of less than 72.B (A) at five feet from the source in patient-occupied areas.

Soil. Dust, dirt, stains, grease, smudges, streaks, spots, lint, odors, organisms, vomits, or any agents that is injurious to health. Soil can be visible such as dust, or can be invisible such as organisms, and odors.

Subcontractor. One that enters into a contract with a prime contractor. The Government does not have privity of contract with the subcontractor.

Terminal Cleaning. Cleaning procedures implemented in the room or immediate physical environment after an individual has made an unexpected mess (vomit for example).

Work Day. The number of hours per day the Contractor provides services in accordance with the contract.

2.2 Acronyms:

CBI	Compliance and Business Integrity
CEH	Certified Executive Housekeeper
COR	Contracting Officer Representative
EPA	Environmental Protection Agency
ID	Identification
IT	Information Technology
JC	Joint Commission
IHEA	International Executive Housekeeper Association
NEHA	National Executive Housekeeping Association
OSHA	Occupational Safety and Health Agency
PWS	Performance Work Statement
QASP	Quality Assurance Surveillance Plan
VA	Veterans Affairs

Section 3: Government Furnished Property, Equipment, and Services

3.1 Government Furnished Facilities:

Janitorial closets will be available for use by the Contractor, without cost, for the purpose of storing materials and equipment, excluding flammable materials. The Contractor will be required to maintain odorless and clean closets. Closets will be free of clutter and debris. Cleaning supplies and tools will be stored and organized in such a manner as to allow easy access and movement in closet. Closets provided for janitorial service use will be locked if locks are available. The government will not be responsible for Contractor's stored supplies or equipment kept in the building or janitor's closets or for the Contractor's employees' personal belongings.

3.2 Government Furnished Supplies:

All toilet and cleaning supplies necessary for cleaning including:

- Toilet Paper
- Paper Towels
- Hand Sanitizer
- Air Freshener
- Hand Soap
- Germicidal Cleaners
- Flooring Detergent
- Finishing Products

3.3 Government Furnished Utilities:

The Government will furnish electricity, water and sewage service as necessary for accomplishment of work in accordance with this contract.

3.3.1 Utility Conservation:

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

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

3.4 Telephone Services:

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

3.5 Solid Waste Collection and Disposal:

The Contractor shall use existing bulk containers to dispose of trash or solid waste generated from accomplishment of services detailed in this PWS. The contractor shall adhere to all recycling programs.

3.6 Mail Service:

The Contractor shall be responsible for coordinating with the US Postal Service for the delivery of mail to the Contractor's facility or post office box. No mail will be accepted for the contractor at the facility for the contractor.

Section 4: Contractor Furnished Items and Services

The Contractor shall provide all equipment, management, supervision, personnel, and transportation, except as specified herein as government-furnished, necessary to assure that all services are in accordance with the contract and all applicable laws and regulations. The contractor shall ensure all work meets performance standards specified in this Performance Work Statement (PWS) and referenced documents.

A list of such equipment to be provide is as follows:

- Janitor cart,
- Mops, mop heads and buckets
- Vacuum,
- Sweeper,
- Brooms and dustpans
- Floor buffer.

Section 5: Specific Tasks

Standards: Aseptic areas apply to the kitchen, dining, and restrooms. Custodial standards apply to the common areas, excluding the dining area, and the rooms. There may some cases where a room requires a “terminal cleaning” in the case of a sick patient or otherwise. Upon request from VA staff, the contractor shall perform a terminal clean to affected areas.

See 6.1 APPENDIX A: Custodial Task Frequency Schedule – for daily, weekly, ETC. cleaning requirements. It also identifies which services can be provided during regular business hours and what service must be completed outside of regular working hours.

Regular working hours are 8:00 A.M. EST. through 4:30 P.M. EST.

Restrooms shall be serviced at 12:00 pm and again after 4:30pm.

Offices may be cleaned from 12:00pm to 4:30pm, and all other areas, including floors, must be cleaned after 4:30 pm.

Section 6.2 - Appendix B contains a detailed floor plan shaded to identify areas to be cleaned.

5.1 Basic Cleaning Services

5.1.1 Non-Carpeted Floors (Hard Floors: Vinyl Tile, Ceramic Tile, Wood, Concrete, etc...) Hard floors shall be maintained free of grit, soil, dust, scuff and heel marks, stains, spills, debris, litter and other foreign matter by effective routine cleaning. Cleaning shall be accomplished by the most appropriate method (vacuum, sweep, dust mop, damp mop, spot clean, etc.) and with cleaning solutions if applicable, for the specific floor type. After cleaning, floor surfaces to include grout shall have a uniform, clean appearance without streaks, swirl marks, detergent residue, or any evidence of soil, stain, film, or standing water. Baseboards, corners, and wall/floor edges shall also be clean. Chairs, trash receptacles, and other easily moveable items shall be moved to maintain floors underneath these items and returned to their original and proper position after cleaning.

5.1.2 Carpeted Floors. Carpets shall be maintained free of soil, dirt, debris, litter and other foreign matter by effective routine vacuuming. Efficient vacuum cleaners shall offer high airflow, high efficiency filtration, and an adjustable rotating brush agitation for more effective soil removal. Any spots and/or spills shall be removed by the carpet manufacturer’s approved methods or other commercially accepted practices as soon as noticed. All tears, burns, and raveling shall be brought to the attention of the Contracting Officer Technical Representative (COR). Area and throw rugs shall also receive this service. Chairs, trash receptacles, and other easily moveable items shall be moved to maintain floors underneath these items and returned to their original and proper position after cleaning.

5.1.3 Clean Floor (Walk-Off) Mats. Vacuum and/or clean interior and exterior floor mats. Mats shall be free of all visible lint, litter, debris, soil and other foreign matter. Soil and moisture underneath mats shall be removed and mats returned to their normal location.

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

5.1.5 Handling of Infectious Medical Waste ("Red Bag" Waste and "Sharps") Containers: The Contract housekeeping employees are required to collect bio-hazardous "RED BAG" waste and sealed "SHARPS" containers from the facility, and deposit the bags and sealed containers in designated bio-hazardous waste containers in the locked bio-hazardous waste storage area. Full waste containers will be sealed for pick-up when full. Contractor shall maintain records on employee training on bio-waste handling.

5.1.6 Stock Hand Sanitizer. Monitor hand sanitizer dispensers and replace empty containers as required.

5.2 Restrooms/Locker Rooms Cleaning Services:

5.2.1 Clean and Disinfect. All surfaces of sinks, toilets, urinals, lavatories, showers, shower mats, dispensers, plumbing fixtures, partitions, dispensers, doors, walls, partitions, stalls, stall doors, entry doors (including handle, kick plates, ventilation grates, metal guards), walls, and other such surfaces shall be cleaned and disinfected using a germicidal detergent. Restrooms shall have a clean scent or no odor at all. Toilets and urinals will be free of spots, water spots, scale buildup, soap scum, odors, and any other deposits. Mirrors shall be clean and have no streaks or other removable matter. Partitions shall be smudge, stain free. Vents (within 72 inches of the floor) shall be clean. Restroom sinks, countertops, and fixtures shall be free from water and scale deposits, soil, streaks, and other removable matter. Walls and grout shall be free of all film, spots, and detergent buildup.

5.2.2 Restroom Floor Care. All floor surfaces shall be maintained in accordance with paragraph 1.2.1 by effective routine cleaning. Moveable items shall be tilted or moved to sweep and damp mop underneath. Grout on the wall and floor tiles shall be free of dirt, scum, mildew, and residue.

5.2.3 Stock Restroom Supplies. Contractor shall ensure restrooms are stocked sufficiently so any provided supplies including toilet tissue, paper towels, hand soap, and air freshener do not run out. Supplies shall be stored in designated areas. If supplies run out prior to the next service date, the contractor shall refill within one hour of notification.

5.2.4 Drinking Fountains. Contractor shall clean all facility drinking fountains, typically located near or in the vicinity of restrooms. All porcelain and polished metal surfaces, including the orifices and drain, as well as exterior surfaces of fountains shall be cleaned and disinfected. Drinking fountains shall be free of streaks, stains, spots, smudges, scale, and other obvious soil.

5.2.5 Restroom Trash Removal. All trash containers in restrooms and locker rooms shall be emptied, trash disposed, and containers returned to their original locations. The contractor shall provide and replace any obviously soiled, worn or torn plastic trash can liners. Trash receptacles shall be left clean, free of foreign matter and free of odors.

5.3 Periodic Cleaning Services: (Services performed on a monthly, semi-annual, annual basis)

5.3.1 Periodic Hard Floor Maintenance. Hard floors shall be cleaned, scrubbed, sealed, polished, and waxed as required for the appropriate surface to maintain, protect and ease normal routine floor cleanings. After periodic maintenance, floor surfaces to include grout shall have a uniform, clean appearance without streaks, swirl marks, detergent residue, or any evidence of soil, stain, film, or standing water. Waxed floors are to be stripped and re-waxed quarterly.

5.3.2 Periodic Carpet Restorative Cleaning. Carpets shall be deep cleaned semi-annually to remove embedded soil from carpet fibers. Deep cleaning shall employ an effective technique and/or method to address soil suspension, soil extraction and drying. After deep cleaning, the carpeted area shall show an improvement in visible appearance. All cleaning solutions shall be removed from baseboards, furniture, trash receptacles, chairs, and other similar items. Chairs, trash receptacles, and other items shall be moved to clean carpets underneath and returned to their original location after the carpet has dried.

5.3.3. Approximate floor square footage:

Carpet:	2,687 Square Foot
Vinyl Plank Flooring:	3,889 Square Foot
VCT:	2,750 Square Foot
Ceramic:	290 Square Foot

5.4 Special Requirements:

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

5.5 Contractor Personnel Requirements:

5.5.1 Contractor Qualifications:

1. The Contractor shall assign a supervisor to train the contracted personnel. The supervisor shall develop and evaluate the environmental sanitation procedures in order to insure compliance with all provisions contained in this contract.
2. The supervisor shall have at least one (1) year of prior experience as a supervisor within the last three years.
3. The supervisor shall be available during normal duty hours to respond by telephone within thirty (30) minutes of notification by the COR and shall be available to meet with COR or designated representative within 2 hours after notification to discuss problems areas. After normal duty hours, the supervisor shall be available within 2 hours.
4. The contractor's employees shall be fluent in English and shall be able to read, write, speak, understand and communicate effectively in English.
5. Prior to beginning performance under this contract, the Contractor shall provide the following:
 - a) List of employees who will provide services under this contract
 - b) Name, telephone number and address of the supervisor

6. The Contractor shall notify the COR in writing whenever there is a change of personnel appointed to fulfill supervisory or shift leader function or when there is a planned absence of key personnel. The supervisor shall, in the absence of the Contractor, act as the Contractor Representative. He/she shall have full authority to act for the Contractor on all matters relating to daily operations of this contract, within the scope of the contract.
7. The Contractor shall not consume food, snacks, drinks or tobacco products except during specified break periods in appropriate designated break areas only.
8. The Contractor is responsible for compliance with all appropriate Joint Commission record keeping requirements.
9. The Contractor shall also be responsible for adhering to all requirements under the Privacy Act, due to the possibility that confidential medical record information may be accessible and/or visible to contractor employees during performance of their daily duties. The Contractor shall obtain a signed "Confidentiality Certificate" from each employee prior to allowing them to start work under this contract. The contractor shall keep a copy of confidentiality certificate on site for inspection purposes.
10. The Contractor is not required to have physical examination prior to work on this contract; however, the Contractor is expected to be in good physical health and able to work in patient care areas without risk to the patients. The Contractor shall not be assigned to this contract if not in good physical health or pose a risk to patients. The Contractor who acquires a communicable illness shall not perform service under the contract and shall be free of illness before returning to work.

5.5.2 Contractor's Attire and Identification

1. The Contractor shall wear a standard custodial type uniform which is easily recognizable and clearly distinguish them as the "Contractor." Uniforms shall present a neat, distinctive appearance; shall be clean and maintained in good repair; and shall be worn as designed by the manufacturer. Standard custodial type uniform is defined as collared work short (button-down or polo style) and pants or skirt of twill or similar material (no denim). The Contractor shall wear appropriate footwear that will cover the entire foot for safety purposes.
2. Identification Tags/Cards. The Contractor shall wear on the front of the uniform, clearly readable name identification (ID) logo identifying the contractor's and employee's name. The Government will issue ID cards to the Contractor after background checks have been completed. The Contractor shall obtain "Visitors' Badges" during the interim period via VA Police or Human Resource Department.
3. In special sanitation and/or "isolation" situations, the Contractor may be required to wear special protective clothing and shoe covers, which will be supplied by the medical facility. Such items are to remain the property of the Government and shall not be removed from the premises of the medical facility. They will be received, worn, and turned in or disposed of as directed by the COR. All other safety or protective clothing or equipment shall be provided and maintained by the Contractor at the Contractor's own expense.
4. Contractor's Personal Hygiene: The Contractor's attire and presentation shall be appropriate per industry standard.

5.5.3 Required Training

1. Contractor personnel shall not be assigned to work until they have completed initial orientation and required training as indicated below under item 5.5.2. Exception: An exception will be made during the first sixty (60) days of contract performance, whereby Contractor's employees who have had general janitorial and OSHA training will be permitted to start work at the VA medical facilities, on the condition that the training specified herein shall be completed within sixty (60) days after contract effective date. The Contractor shall provide an initial training plan to the COR for approval. The initial plan shall include topics, brief statement of content and method of training. Documentation verifying the content of such training and orientation shall be transmitted to the COR.
2. Minimum Contractor-Furnished Training: Initial training shall cover the topics listed below. The Contractor shall accomplish the training within 30 days after notification of being selected for award and within 10 days of the required retraining date thereafter.
 - a) General orientation of basic bacteriological concepts, including the basics of how disease is caused and transmitted, how it can be prevented, reduced or contained through proper environmental sanitation methods.
 - b) Infection control orientation, relating duty functions to the technical provision of this specification.
 - c) Proper use and handling of germicidal detergents, supplies and equipment.
 - d) Care and maintenance of Contractor and Government-furnished property.
 - e) Familiarization with local fire preventing and safety procedures.
 - f) Familiarization with applicable facility polices/regulations and their effect on sanitation Services.
 - g) Familiarization with the Contractors procedures manual.
 - h) Individual duties and responsibilities.
 - i) Procedures for replenishing cleaning supplies and obtaining equipment repair.
 - j) Role of Contractor's personnel in the facility and their impact on patient care
 - k) Techniques/methods for measuring quality of work performance
 - l) Basic orientation to the facility, function, mission, goals
 - m) Facility emergency fire and disaster program
 - n) Hazardous Communication Standard
 - o) Utility Operation
 - p) Standard Precautions
 - q) Emergency Preparedness
 - r) Body Mechanics/Lifting
 - s) Accident Reporting
 - t) Sexual Harassment
 - u) Ethics
 - v) TB-Precautions (PPD Hep B)
 - w) Mercury/Spills
 - x) Radiation Training (Government-furnished)
 - y) Chemo Waste Handling
 - z) Linen exchange services, including proper handling and care of all linens.
3. Remedial Training: When notified, the Contractor shall complete remedial training and education to address any detected compliance issues.

4. Proof of Training: The Contractor shall submit proof of training by providing a copy of the training to the COR or designated representative. The COR will retain proof of training in accordance with applicable Records Control Schedule.

5.5.4 Contractor's Quality Control Plan

1. The Contractor shall establish and maintain a complete quality control program to ensure the requirements of the contract are met. One copy of the Contractor's basic Quality Control Program shall be provided to the CO for evaluation of quote and will be approved by the government prior to award. An updated copy shall be provided the COR as changes occur. The quality control program shall include, but are not be limited to the following:
 - a) An inspection system covering the required services. The plan shall specify the areas to be inspected on either a scheduled or unscheduled basis and how often inspections shall be accomplished.
 - b) The plan shall provide methods for identifying and preventing deficiencies and how the Contractor shall prevent the level of performance from becoming unacceptable.
 - c) On-site records of all inspections conducted by the Contractor and necessary corrective action taken.
 - d) A system to record all inspections conducted by the Contractor and record corrective action. These documents shall be made available to the COR or designated representative during the term of the contract.

5.5.5 Fire Prevention and Emergency Procedures

1. The Contractor shall take such safety precautions as necessary to protect the lives and health of occupants of the buildings.
2. Any hazardous incidents created by the Contractor shall be corrected immediately.
3. The Contractor shall comply with applicable Federal, State, Local and facility safety and fire regulations and codes which are in effect at the beginning of the contract period. The Contractor shall keep abreast of and comply with changes in these regulations and codes applicable to the contract.
4. The Contractor shall follow applicable facility policies concerning fire and/or disaster events.
5. Posting Warning Signs: The Contractor shall display approved warning devices in all areas where operations may cause traffic obstruction or personnel hazard. The cleaning of lobbies and corridors, resulting in a temporary wet or slippery floor surface, shall be, appropriately posted with signs and shall be accomplished so that it will not be necessary for personnel or patients to cross the wet surface to gain access to other areas.

5.5.6 Building Security and Keys

1. The Contractor shall be responsible for safeguarding all Government property provided for the Contractor's use. At the close of each work period, Government facilities, equipment and materials shall be secured.
2. The Government shall provide the Contractor with keys to access the required rooms. Access to restricted areas shall be provided to the Contractor by prior arrangements with the COR. With the exception of keys issued to CEH, keys provided to other Contractor personnel shall not be removed from the premises. Keys shall not be duplicated or issued to any other individuals. All keys not issued for the performance of work being accomplished at the present time shall be

secured or returned. The COR or designated representative will perform an inventory of keys assigned to the Contractor at the end of the contract period or as needed. Any keys lost by the Contractor will be replaced by the Government, and the Contractor shall be charged the replacement value of the lost key. The Contractor shall also be responsible for any expense incurred for re-keying of the Facility caused by the lost key. The Contractor shall notify the COR of any lost or suspected lost key within 24 hours.

3. The Contractor shall not lend keys or open locked rooms or areas to permit entrance by persons other than the Contractor's assigned staff. The Contractor shall be responsible for securing areas upon completion of duties. There may be certain areas identified by the COR in which Contractor personnel must immediately notify the COR or Security Personnel if a door is found unlocked.
4. When leaving a work area, the Contractor shall turn off lights if the area is unoccupied unless otherwise directed by the COR. The Contractor shall secure and lock the window(s) before leaving the area and if there is difficulty securing the areas, the Contractor shall notify the COR or designated representative.
5. The Contractor shall comply with the security clearances or access controls imposed.
6. The Contractor shall turn in all lost articles found during the performance of duties to the COR or designated representative.
7. If the contractor does not have access to an area due to either not having a key or otherwise, the contractor shall immediately notify the COR and cc the Contracting Officer in writing, so that appropriate action can be taken.
8. The engineering, IT, and telephone closets are restricted access. The contractor will not have keys to those areas and will require an escort to those areas.

5.5.7 Interference to Normal Function

The Contractor shall delay or interrupt their work at any time to avoid interference with patient care procedures and the normal function of the facility, including utility services, fire protection systems, and passage of facility patients, personnel, equipment, and carts.

5.5.8 Damage and Equipment Loss

1. The Contractor shall report damages or disfigurement of Government-owned furnishings, fixtures, equipment, and architectural or building structures to the COR immediately. The Contractor shall provide a written report of any damage or disfigurement to items to the COR or designated representative within 24 hours. The Government will not be responsible for Contractor's equipment or belongings that are lost, stolen or damaged.
2. The Contractor shall use reasonable care to avoid damaging existing buildings, equipment, and vegetation on the Government installation.
3. The Contractor shall use reasonable care or be liable for the cost of repairs and/or replacement of damages to Government-owned equipment, fixtures, furnishings, grounds and architectural or building structures.

5.5.9 Handling of Government Furniture and Equipment

1. The COR or designated representative will instruct the Contractor what Government items should not to be moved or otherwise handled. Any medical apparatus in use on or by a patient will not be

moved or otherwise handled by the Contractor except when prior arrangements have been made with the nurse supervisor.

2. In emergency situations, the Contractor's assistance may be required to help move patients out of harm's way.

5.5.10 Applicable Regulations and Manuals

1. All work under this contract must be performed in accordance with (1) current Joint Commission Manual (JC); (2) Occupational Safety and Health Agency (OSHA); (3) Environmental Protection Agency (EPA) and Hazardous Materials requirements; (4) regulations cited in this Performance Work Statement (PWS) and (5) industry standards.
2. Documents applicable to work described in this section are mandatory and are listed below. The Government will provide the Contractor copies of all regulations, manuals and specifications such as those listed below. Supplements and amendments will be updated and will be considered to be full force and effective immediately upon receipt by the Contractor. The policies and procedures of mandatory directives shall be adhered to at all times. The Contractor shall insure that all mandatory publications are posted and up to date.
 - a) Identification Badges
 - b) Facility policies concerning fire/disaster program.
 - c) Parking Requirements
 - d) Infection Control Manuals

5.5.11 Information Security Requirements

1. The C&A requirements do apply and that a Security Accreditation Package is required. The vendor will be in contact or will have access to VA sensitive information. VA sensitive information procedures will be followed per VA Handbook 6500.6.
2. Contractors, contractor personnel, subcontractors, and subcontractor personnel shall be subject to the same Federal laws, regulations, standards, and VA Directives and Handbooks as VA and VA personnel regarding information and information system security.
3. Information Security and Privacy Training
 - a) 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;
 - b) Sign and acknowledge (either manually or electronically) understanding of and responsibilities for compliance with the Contractor Rules of Behavior, VA Handbook 6500.6, Appendix E relating to access to VA information and information systems;
 - c) Successfully complete the VA Cyber Security Awareness and Rules of Behavior training and annually complete required security training;
 - d) Successfully complete the appropriate VA privacy training and annually complete required privacy training; and
 - e) 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.

- f) 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.
 - g) 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.
4. Contractor Personnel Security Requirements - Information Systems Access
- a) All contractors, subcontractors, and third-party servicers and associates working with VA information are subject to the same investigative requirements as those of VA appointees or employees who have access to the same types of information. The level and process of background security investigations for contractors must be in accordance with VA Directive and Handbook 0710, Personnel Suitability and Security Program. The Office for Operations, Security, and Preparedness is responsible for these policies and procedures.
5. Access to and Safeguard of VA Information/Computer Systems
- a) The contractor/subcontractor shall request logical (technical) or physical access to VA information and VA information systems only to the extent necessary to perform the services specified in the contract, agreement, or task order.
 - b) The contractor or subcontractor must notify the Contracting Officer immediately when an employee working on a VA system or with access to VA information is reassigned or leaves the contractor or subcontractor's employ. The Contracting Officer must also be notified immediately by the contractor or subcontractor prior to an unfriendly termination.
6. VA Information Custodial Language: Information made available to the contractor or subcontractor by VA for the performance or administration of this contract or information developed by the contractor/subcontractor in performance or administration of the contract shall be used only for those purposes and shall not be used in any other way without the prior written agreement of the VA. This clause expressly limits the contractor/subcontractor's rights to use data as described in Rights in Data- General, FAR 52.227-14(d) (1).
7. Security Incident Investigation: The term "security incident" means an event that has, or could have, resulted in unauthorized access to, loss or damage to VA assets, or sensitive information, or an action that breaches VA security procedures. The contractor/subcontractor shall immediately notify the COR and simultaneously, the designated ISO and Privacy Officer for the contract of any known or suspected security/privacy incidents, or any unauthorized disclosure of sensitive information, including that contained in system(s) to which the contractor/subcontractor has access.

Section 6: APPENDICES

6.1 APPENDIX A: Custodial Task Frequency Schedule

6.1.1 Daily:

- Exam Rooms/Lab - Dust desks, chairs, file cabinets and furniture. Empty all waste, Replace all liners. Wipe exam rooms foot rests. Mop floors. (Within Normal Working Hours)
- Reception area - trash, dust chairs and counters, clean floors. (Within Normal Working Hours)
- Lobbies - vacuum floors, dust chairs and disinfect arms. Clean, disinfect and polish water fountain, clean front doors glass, frame and thresholds. Spot clean walls and magazine racks. (Within Normal Working Hours)
- Restrooms – Twice daily: sanitization cleaning of lavatories, all fixtures, floors, toilet seat & bowl (inside and out), mirrors, soap dispensers, trash cans. Refill all dispensers. Wipe underside of sinks and pipes, faucets, paper towel holders, walls, doorknobs, ledges and light switches. Hospital grade germicide will be used on sinks and toilets. All restroom floors shall be damp mopped with hospital grade germicide solution; changed after each restroom. (Within and After Normal Working Hours.)
- All other areas - replace trash liners as required, not less than twice per week. Spot clean all doors, door frames, and areas around light switches. (Within Normal Working Hours)
- Floors - shall be dust mopped and wet mopped with disinfectant/detergent as stated in specifications.
- Break room – shall be dust mopped and wet mopped. All counters, sinks and tables to be cleaned using disinfectant/detergent. (Within Normal Working Hours)
- Hand Rails, wipe down and sanitized

Weekly:

- Buff floors (Outside of normal working hours)
- Dust and vacuum Offices and Conference Rooms. (Within Normal Working Hours)
- All medical waste receptacles wiped down. (Within Normal Working Hours)
- Thoroughly clean soiled walls, carpets and chairs. (Within Normal Working Hours)
- Damp wiping of handrails and door frames (Within Normal Working Hours)
- All air vents shall be dusted. (Within Normal Working Hours)
- All interior windows and seals. (Within Normal Working Hours)

Monthly:

- Clean/Sanitize wheelchairs, stretchers and patient lifts (Within Normal Working Hours)
- Exterior window, interior blinds and curtains, as well as patient privacy curtains (Within Normal Working Hours)
- All light fixtures shall be wiped down. (Within Normal Working Hours)
- Clean/Sanitize break room appliances: Refrigerator, microwave and Ice Machine (Within Normal Working Hours)

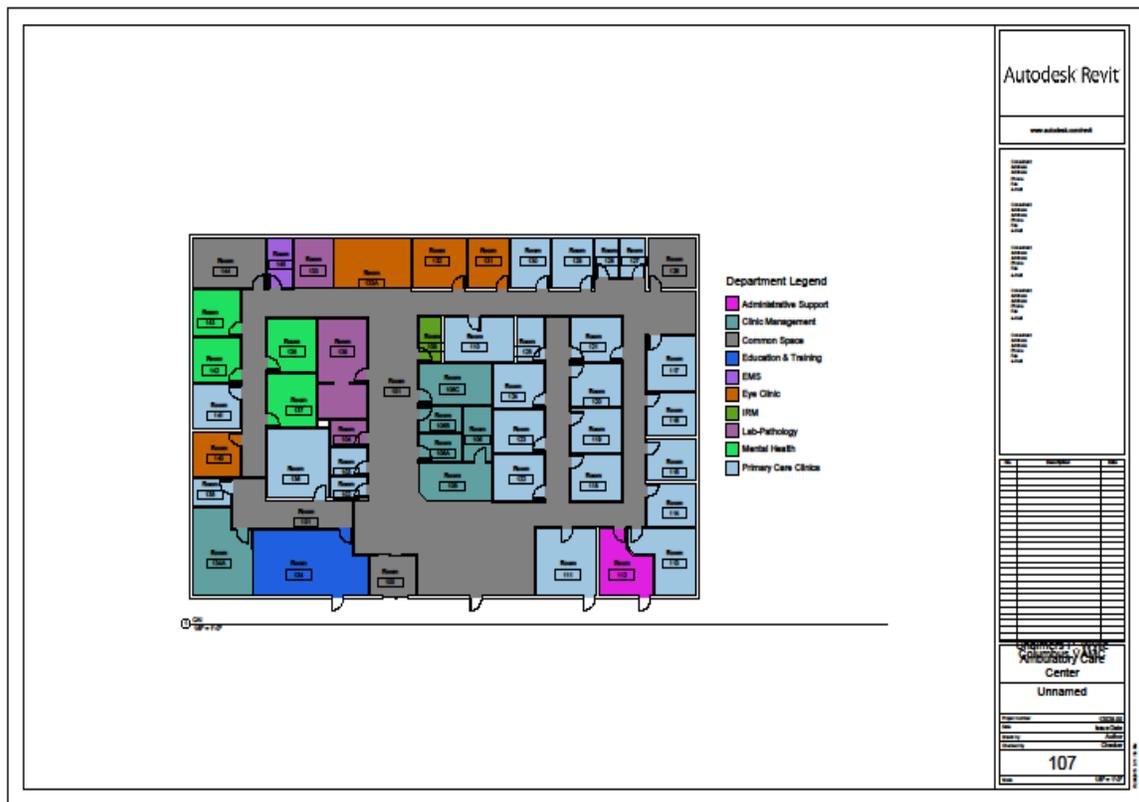
Quarterly:

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

Semi-annual:

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

6.2 APPENDIX B: Facility Lay-Out



6.3 APPENDIX C: Performance Requirements Summary:

Performance Objective	Standard	Performance Threshold	Method of Surveillance
<p>PRS # 1.</p> <p>The contractor shall maintain all areas as stated in the PWS.</p>	<p>The Performance Work Statement (Section 5 & Appendix 6.1 A).</p>	<p>No more than three certified complaints a month.</p>	<p><i>Certified customer complaint and random sampling.</i></p>
<p>PRS # 2</p> <p><i>The Contractor shall Adherence to government approved schedule.</i></p>	<p><i>The Performance Work Statement (Section 5 & Appendix 6.1 A).</i></p>	<p><i>No more than a 3% deviation.</i></p>	<p><i>Certified customer complaint and random sampling.</i></p>
<p>PRS # 3</p> <p>The Contractor shall maintain training requirements.</p>	<p><i>The Performance Work Statement (Section 5.5.3 & 5.5.11).</i></p>	<p><i>No more than 10 days late after required date for submittal.</i></p>	<p><i>COR notification to the CO.</i></p>
<p>PRS # 4</p> <p>The contractor shall maintain all professional appearance requirements.</p>	<p><i>The Performance Work Statement (Section 5.5.2).</i></p>	<p><i>No more than 5 complaints per year.</i></p>	<p><i>Certified customer complaint and random sampling.</i></p>

6.4 APPENDIX C: Deliverables:

6.4.1: Pre-award Deliverables (Provide with Solicitation for evaluation of quote):

<u>Deliverable</u>	<u>Frequency</u>	<u># Quantity of Deliverables Items or # Copies</u> <i>(As Appropriate)</i>	<u>Completion Method or Medium/Format</u> <i>(As Appropriate)</i>	<u>Deliver or Submit To</u> <i>(As Appropriate)</i>
Completed and Signed 1449, any amendments and completed price schedule	Once, to be evaluated for award.	One copy	Submitted, via email, as one Adobe form.	Email to Luke Turner (luke.turner@va.gov), by the required deadline in the solicitation.
Quality Control Plan	Once, to be evaluated for award and will be approved before award is completed.	Once Copy	Submitted, via email, as one Adobe form.	Email to Luke Turner (luke.turner@va.gov), by the required deadline in the solicitation.
Contractor Qualifications (See Section 5.5.1 of the PWS)	Once, to be evaluated for award.	Once Copy	Submitted, via email, as one Adobe form.	Email to Luke Turner (luke.turner@va.gov), by the required deadline in the solicitation.

6.4.1: Post-award Deliverables (Provide with Solicitation for evaluation of quote):

<u>Deliverable</u>	<u>Frequency</u>	<u># Quantity of Deliverables Items or # Copies</u>	<u>Completion Method or Medium/Format</u>	<u>Deliver or Submit To</u> (As Appropriate)
Tentative work schedule	Within 15 days of contract award, for government approval.	One (1)	One Adobe document, via email.	Novella Fulmore (Novella.Fulmore@va.gov)
All training requirements for employees	Within 30 days of notice of being selected for award and 10 days prior to future retraining requirements.	One (1)	One Adobe document per employee, via email.	Novella Fulmore (Novella.Fulmore@va.gov)
Notice of employee changes	Within 5 days of decision and before new employee begins work.	One (1)	One Adobe document per employee change, via email.	Novella Fulmore (Novella.Fulmore@va.gov)