

**Performance Work Statement for  
Commercial Cleaning Services for the CAVHS Veteran Canteen, Little Rock and North Little Rock  
Campuses, AR**

**1.0. INTRODUCTION**

1.1. The Government has a need for a contract for routine commercial cleaning service for all Veteran Canteen Service food preparation, dining, vending, refrigerators and freezers, retail, and administrative support offices at the Central Arkansas Veterans Healthcare System (CAVHS) Veteran Canteen Services, Little Rock and North Little Rock campuses. The Contractor shall provide all labor, equipment, tools, materials (cleaning chemicals provided by VA), supervision and other items and services necessary to perform the work. The cleaning frequencies are identified in Attachment 1. The approximate total square footage to be cleaned is **26,781 Sq. Ft.** Tables 1 & 2 are a breakout by campus:

**Table 1 AREAS TO BE CLEANED JLM Little Rock**

<b>DESIGNATION</b>	<b>ROOM</b>	<b>Sq Ft</b>
Retail Shop	1B 176	2066
Retail Refrigeration	1B 176A	103
Dressing Room	1B 175	34
Storage	1B 166A	53
Office	1B 174	88
Kitchen	1B 161A	1217
Food Storage	1B 165A	438
Office	1B 165B	103
Storage	1A 134	230
Coffee Shop	1A 135	286
Food Service	1B 159A	2118
Serving Line	1B 159B	142
Dining	1B 177	3595
Conference room/dining	1B 158 A	760
Admin	1A 114	238
Display area Corridor	1C 125	256
Vending	1B 157A	170
Vending Storage	1B 152A	219
Vending Storage	1B 153A	75
Canteen Storage	1B 149A	68

	Total	12,259
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**Table 2: AREAS TO BE CLEANED Eugene J. Towbin North Little Rock**

DESIGNATION	ROOM	Sq Ft
Vending Storage	GL 101B	54
Vestibule	GL100	141
Barbershop	GH 100	390
Vending	GL 101	307
Vending Storage	GL 101A	95
Cafeteria	GL 103	3804
Self-Serving Serving Line	GL 102	359
Food Service	GL 105	1307
Storage	GL 105A	28
Food Storage	GL 106F	574
Kitchen	GL 106	2356
Kitchen Office	GL 106C	55
Freezer	GL 106A	176
Freezer	GL 106B	83
Vending Clerk	GL 106E	121
Retail Storage	GL 109A	615
Retail Storage	GL 109	452
Dressing Room	GL 106A	28
Office	GL 110	273
Retail Store	GL 108	2882
Storage	GL 113A	207
Coffee Shop	GL 100A	215
	Total	14,522

## **2.0. DESCRIPTION / SCOPE / OBJECTIVE**

2.1. The Contractor shall provide all labor, equipment, tools, materials (cleaning chemicals provided by VA), supervision and other items and services necessary to perform the work as defined in this Performance Work Statement (PWS).

## **3.0. APPLICABLE GUIDANCE**

- VHA Handbook 1109.04, Food Services Management Program Reference Sanitation in production areas. General Guidelines and chemical storage.

#### **4.0. PERFORMANCE REQUIREMENTS-**

- 4.1. The Veteran Canteen Services area is comprised of the spaces identified in Tables 1 & 2 above.
- 4.2. The Contractor shall provide cleaning, frequency defined in Attachment 1 of multiple Veteran Canteen Services (approximately totaling 26,781 square feet) at the locations specified in Tables 1 & 2 above. The cleaning should provide an environment of care free of all microorganisms for all respective areas.
- 4.3. The Contractor shall ensure all commercial kitchen cleaning follows the guidance of state mandated laws, regulations, policies and procedures (i.e. NFPA, OSHA, EPA, and ISO).
- 4.4. The Contractor shall provide cleaning of structures and extraction components (Vents etc.). All areas that require cleaning are noted in Attachment 1.
- 4.5. The Contractor shall adhere to the guidance provided within the FDA Food Code 2009, as prescribed and the Environmental Protection Agency.
- 4.6. The Contractor shall utilize cleaning chemical provided by the VA.
- 4.7. The Contractor shall remove all garbage, debris, material and housekeeping equipment used for cleaning upon completion of each job.
- 4.8. The Contractor shall have the capability to receive and respond to emergency requests twenty-four (24) hours a day, seven (7) days a week as follows: Acknowledge receipt within one (1) hour of initial Government notification and commences cleaning within 12 hours of initial notification.
- 4.9. The Contractor shall immediately communicate any personnel accidents, equipment/environmental damages that are seen prior to or that have occurred during the cleaning process to the COR and end users.
- 4.10. The Contractor shall clean the areas identified in Tables 1 & 2 in accordance with the frequency schedules listed in Attachment 1, Cleaning Schedule.
- 4.12. The Contractor, at the Contractor's expense, shall maintain adequate public liability and property damage insurance during the continuance of performance, insuring the Contractor against all claims for injury or damage.

#### **5.0 PERFORMANCE LOCATION AND HOURS**

- 5.1. Primary place of performance is the Central Arkansas Veterans Healthcare System, 4300 West 7<sup>th</sup> Street, Little Rock, AR 72205 and 2200 Fort Roots Drive, Bldg. 170, North Little Rock, AR 72114, to include the Veterans Canteen Service locations listed in Tables 1 & 2 above.
- 5.2. Government normal duty hours are from 7:30 am – 4:30 pm, Monday through Friday, excluding Federal holidays. Contractor access will be provided during this time-period and some after hours. There will be instances where the contractor will need to work beyond normal business hours to conduct cleaning and floor care. These times will be coordinated between the COR and the contractor.

#### **6.0. DELIVERABLES**

- 6.1. Contract Security: The Contractor shall provide a list of employee's names and other required information to COR for access on premises. All contract employees will be required to undergo a Background Screen and T1 Background Investigation. The Background Screen includes completing the OF306 and being electronically fingerprinted. Electronic fingerprints can be taken at either CAVHS campus. For the Background Investigation contract employees must complete the OF306, VA 0710, Self-Certification, and VCS Background Investigation Package. Security requirements should be coordinated through the COR. Contract employees will not require network access or have access to sensitive information. Contract employees will be required to wear VA issued Velocity Badges for physical access only while performing work on this contract.
- 6.2. The Contractor shall provide the Quality Assurance Checklist within 24 hours of completion including time and date of work performance.

6.3. The Contractor shall provide copies of a Contract Management Plan inclusive with a proposed cleaning plan describing policies and procedures and/or standard operation procedures (SOP) regulatory methodologies for cleaning.

## **7.0. CONTRACTOR PERSONNEL AND MANAGEMENT.**

7.1. Contractor Personnel. The Contractor shall be responsible for employing technically qualified personnel to perform the work specified in this PWS. The Contractor shall maintain the personnel, organization and administrative control necessary to ensure that the work delivered meets the contract specifications and requirements. The Contractor shall have commercial cleaning specialized experience as required by this Performance Work statement (PWS).

7.2. Contractor Badges. VA issued badges shall be worn on the outer garment attached to the outer shirt or jacket pocket by a button or clip or worn around the neck secured by an appropriate identification card lanyard.

7.3. Safety/Security Requirements. The Contractor shall comply with all applicable federal, state and local laws and ensure performance is secure while protecting material, equipment, and supplies from damage and loss. Government security personnel shall have the express right to inspect for security violations at any time during the term of the contract.

7.4. The Contractor shall not release any information (including photographs, files, public announcements, statements, denials, or confirmations) on any part of the subject matter of this contract or any phase of any program hereunder without the prior written approval of the COR.

7.5. Standards of conduct

7.5.1. Conduct of Personnel. Contractor personnel shall conduct themselves in a professional manner (i.e. timeliness, communication; spoken and written etc.). The Contracting Officer may require the Contractor to remove from the job site any employee working under this contract for reasons of suspected misconduct, a suspected security breach, or suspected to be under the influence of alcohol, drugs, or any other incapacitating agent. Contractor employees shall be subject to dismissal from the premises upon determination by the Contracting Officer that such action is necessary in the interests of the Government. The hospital director or designated representative has the authority to bar individuals from the Government facility. The removal from the job site or dismissal from the premises shall not relieve the Contractor of the requirement to provide sufficient personnel to perform the services as required by this performance work statement. The Government shall not reimburse the Contractor for travel and other expenses associated with the removal of personnel.

7.5.2. Contractor personnel are not authorized to carry or possess personal weapons to include, but not limited to, firearms and knives with a blade length in excess of three inches, while assigned under this contract.

7.5.3. Working Attire and Appearance. Contractor personnel shall present a professional appearance commensurate with standards delineated for Government civilian personnel acting in similar capacities.

7.5.4 The Government reserves the right to review Contractor personnel qualifications. Upon request, resumes shall be provided to the Contracting Officer prior to Background Screen approval, for review and acceptance by the COR. The intent is verification purpose and not for the Government to become the hiring authority.

**8.0. TRAVEL.** Not Applicable.

## **9.0. NON-PERSONAL SERVICE STATEMENT**

9.1. Contractor employees performing services under this order will be controlled, directed, and supervised at all times by management personnel of the contractor. Contractor management will ensure that employees properly comply with the performance work standards outlined in the PWS. Contractor employees will perform their duties independent of, and without the supervision of, any Government official. The tasks, duties, and responsibilities set forth in the contract may not be interpreted or implemented in any manner that results in any contractor employee creating or modifying Federal policy, obligating the appropriated funds of the United States Government, overseeing the work of Federal employees, providing direct personal services to any Federal employee, or otherwise violating the prohibitions set forth in Parts 7.5 and 37.1 of the Federal Acquisition Regulation (FAR). The Government will control access to the facility and will perform the inspection and acceptance of the completed work.

## **10.0. PERSONNEL QUALIFICATIONS**

10.1. The Contractor shall be responsible for employing technically qualified personnel to perform the work specified in this PWS. The Contractor shall maintain the personnel, organization, and administrative control necessary to ensure that the work delivered meets the contract specifications and requirements. The work history of each contractor employee must contain experience directly related to the task and functions he/she is intended to perform under this contract. The Government reserves the right, during the life of the resulting contract, to request work histories on any contractor employee for the purposes of verifying compliance with the above requirements; additionally, the Government reserves the right to review resumes of contractor personnel proposed to be assigned. Personnel assigned to, or utilized by, the Contractor in performance of work shall be fully capable of performing the requirements contained in the PWS in an efficient, reliable, and professional manner. The normal manner of dress is business casual.

11.2. Specific Personnel Qualifications Requirements –Personnel assigned to or utilized by the contractor in the performance of this contract shall, as a minimum:

11.2.1. Must be authorized to work in the United States.

11.2.2. Must be fluent in English.

11.3. Specialized Experience: Contractor staff will have experience in commercial cleaning to include food preparation/service areas, administrative areas, storage areas.

## **12.0. PERFORMANCE STANDARDS AND QUALITY MEASUREMENT**

12.1. Performance standards define desired services. The Government performs surveillance to determine if the Contractor exceeds, meets, or does not meet these standards. The Government shall use these standards to determine Contractor performance and shall compare Contractor performance to the Acceptable Quality Level (AQL). The Quality Assurance Surveillance Plan (QASP) method of surveillance will be by random inspection.

12.2. The QASP and its performance objectives are as follows:

<b>PWS Para.</b>	<b>Performance Objective &amp; Performance Requirements</b>	<b>Performance Standard</b>	<b>Acceptable Quality Level</b>	<b>Surveillance Method</b>	<b>Compliance</b>
1.0	Complete all required areas of Veterans Canteen Services per Attachment A.	Ensure reports comply with the relevant regulations.	98% of the time for services provided	Inspection conducted by the COR and/or customer comment.	Below AQL, non-acceptance of services. A Contract Discrepancy Report (CDR), will be issued for performance below the AQL. The Contractor will have five
3.0	Perform commercial kitchen cleaning follows the guidance of state mandated laws, regulations,				

ATT. A	<p>policies and procedures per PWS.</p> <p>Perform cleaning of structures and extraction components per listing in Attachment A.</p> <p>Adhere to the guidance provided within VHA Handbook 1109.04 with utilizing VA provided kitchen cleaning products for daily tasks.</p> <p>Removal of all garbage, debris, material and housekeeping equipment used for cleaning upon completion of daily tasks.</p> <p>Responses to emergency requests, any personnel accidents, and equipment/ environmental damages.</p>				<p>workdays to provide a response that includes an improvement strategy for addressing the issues. 30 days after issuing the CDR, the Contractor will be re-rated. If performance does not comply with PWS, the Procurement Contracting Officer (PCO) will be notified, the performance record will be documented, and PCO may pursue contract action.</p>
3.0					
ATT. A					
4.0.					
6.0.	Provide the Quality Assurance Checklist within 24 hours of completion	Ensure reports comply with the relevant regulations.	99% of the time for services provided	Inspection conducted by the COR and/or customer comment.	<p>Below AQL, non-acceptance of services. A Contract Discrepancy Report (CDR), will be issued for performance below the AQL. The Contractor will have five workdays to provide a response that includes an improvement strategy for addressing the issues. 30 days after issuing the CDR, the Contractor will be re-rated. If performance does not comply with PWS, the Procurement Contracting Officer (PCO) PCO will be notified, the performance record will be documented, and PCO may pursue contract action.</p>

ATTACHMENT 1  
CLEANING SCHEDULE

<b>VENDING MACHINE ROOM</b>	<b>Upon Notification</b>	<b>Daily</b>	<b>Weekly</b>	<b>Monthly</b>	<b>If stained or soiled</b>
Empty all waste, clean and disinfect trash receptacles; inside and out. Replace trash liners.	X	X			
Break down and remove boxes to designated area.	X	X			
Hospital grade germicide shall be used to clean countertops and the exterior of vending equipment.	X	X			
Thoroughly clean microwave ovens.	X	X			
Restock paper products and soap dispensers.	X	X			
Damp mop spills.	X				
Thoroughly clean all glass.	X	X			
Clean and sanitize with hospital germicide all fixtures (handrails, lights, light switches, ledges, pipes, faucets, handles, etc.); all doors, including frames, hinges and knobs.		X			X
Floors shall be dust mopped and wet mopped with disinfectant/detergent as stated in manufacturer's specifications, assuring that baseboards, corners and edges shall be clean and free of any floor maintenance solutions.		X			X
Dust and clean exterior of ceiling and wall vents and diffusers.		X			X
Damp wipe and clean walls behind stationary equipment.			X		X
Restorative spray and buff hard surface floors on Fridays.			X		X
Damp wipe light fixtures.				X	X
Ceiling tiles, tile strips, tile strips, air vents and diffusers are vacuumed and dusted.				X	X
Overhead light fixtures are damp wiped clean.				X	X
Hard surface floor care (stripping and waxing).				X	X

CAFETERIA DINING ROOM - FOOD SERVING	Upon Notification	Daily	Weekly	Monthly	If stained or soiled
Empty all waste, clean and disinfect trash receptacles; inside and out. Replace trash liners.	X	X			
Hospital grade germicide shall be used to clean and sanitize countertops, tables and chairs.	X	X			
Restock paper products and soap dispensers.	X	X			
Damp mop spills.	X				
Clean and sanitize with hospital germicide all fixtures (handrails, lights, light switches, ledges, pipes, faucets, handles, etc.); all doors, including frames, hinges and knobs.		X			X
Floors shall be dust mopped and wet mopped with disinfectant/detergent as stated in manufacturer's specifications, assuring that baseboards, corners and edges shall be clean and free of any floor maintenance solutions.		X			X
Thoroughly clean all glass.		X			
Clean, disinfect and polish water fountains.		X			
Dust and clean exterior of ceiling and wall vents and diffusers.		X			
Spot clean walls to remove any visible food splashes.		X			
Dust and clean window sills and ledges.		X			
Clean, disinfect and polish exterior of food serving equipment.		X			
Clean, disinfect and polish exterior of coolers, refrigerators and beverage dispensing equipment.		X			
Clean and degrease floor mats.		X			X
Sanitize and clean with germicide all hand washing sinks to remove any build up or stains.		X			X
Clean and degrease all dishwashing, food serving sinks and counters.		X			X
Restorative spray and buff hard surface floors on Friday.			X		X
Damp wipe and clean walls behind stationary equipment.			X		
Ceiling tiles, tile strips, tile strips, air vents and diffusers are vacuumed and dusted.			X		X
Overhead light fixtures are damp wiped clean.			X		X
High dust wall art and signage.			X		X
Overhead light fixtures are damp wiped clean.				X	X
Hard surface floor care (stripping and waxing).				X	X

<b>FOOD PREPARATION AREAS</b> <i>INCLUDING STARBUCKS AND CANTEEN KITCHEN</i>	<b>Upon Notification</b>	<b>Daily</b>	<b>Weekly</b>	<b>Monthly</b>	<b>If stained or soiled</b>
Empty all waste, clean and disinfect trash receptacles; inside and out. Replace trash liners.	X	X			
Restock paper products and soap dispensers.	X	X			
Food grade germicide shall be used to clean counters, and table tops.		X			
Clean and sanitize with hospital germicide all fixtures (handrails, lights, light switches, ledges, pipes, faucets, handles, etc.); all doors, including frames, hinges and knobs.		X			
Floors shall be swept and wet mopped with disinfectant/detergent/degreaser as stated in manufacturer's specifications, assuring that baseboards, corners and edges shall be clean and free of any floor maintenance solutions. Ensure the process removes any food or debris found on floors and under shelves or racks.		X			
Thoroughly clean all glass.		X			
Clean, disinfect and polish water fountains.		X			
Dust and clean exterior of ceiling and wall vents and diffusers.		X			
Overhead light fixtures are damp wiped clean.		X			
Spot clean walls to remove any visible food splashes.		X			
Dust and clean sills and ledges.		X			
Clean, degrease and polish exterior of food preparation equipment.		X			
Clean, disinfect and polish exterior of coolers, refrigerators and related equipment.		X			
Clean and degrease floor mats.		X			
Sanitize and clean with germicide all hand washing sinks to remove any build up or stains.		X			
Clean and degrease all dishwashing, food preparation sinks and counters.		X			
Restorative spray and buff hard surface floors on Fridays.			X		X
Damp wipe and clean walls behind stationary equipment.			X		X
Ceiling tiles, tile strips, tile strips, air vents and diffusers are vacuumed and dusted.			X		X
Overhead light fixtures are damp wiped clean.					
Clean, degrease and polish external hood surfaces.			X		X
Clean and degrease removable hood filters.			X		X
Refinish hard surface floors				X	

<b>VCS RETAIL</b>	<b>Upon Notification</b>	<b>Daily</b>	<b>Weekly</b>	<b>Monthly</b>	<b>If stained or soiled</b>
Empty all waste, clean and disinfect trash receptacles; inside and out. Replace trash liners.	X	X			
Damp mop spills.	X	X			
Clean and sanitize with hospital germicide all fixtures (lights, light switches, ledges, pipes, faucets, handles, etc.); all doors, including hinges and knobs.		X			
Floors shall be swept and wet mopped with disinfectant/detergent/degreaser as stated in manufacturer's specifications, assuring that baseboards, corners and edges shall be clean and free of any floor maintenance solutions. Ensure the process removes any food or debris found on floors and under shelves or racks.		X			
Thoroughly clean all glass.		X			
High dust wall art.		X			X
Restorative spray and buff hard surface floors on Fridays.			X		X
Damp wipe fire extinguishers.			X		X
Walls and cove bases are damp wiped.			X		X
Ceiling tiles, tile strips, air vents and diffusers are vacuumed and dusted.			X		X
Overhead light fixtures are damp wiped.			X		X
Cabinets and display case exteriors are damp wiped clean and polished			X		X
Hard surface floor care (stripping and waxing).				X	X

VCS STORAGE	Upon Notification	Daily	Weekly	Monthly	If stained or soiled
Empty all waste, clean and disinfect trash receptacles; inside and out. Replace trash liners.	X	X			
Restock paper products and soap dispensers.	X	X			
Break down and remove boxes to designated area.	X	X			
Clean and sanitize with hospital germicide all fixtures (lights, light switches, ledges, pipes, faucets, handles, etc.); all doors, including hinges and knobs.		X			
Floors shall be swept and wet mopped with disinfectant/detergent/degreaser as stated in manufacturer's specifications, assuring that baseboards, corners and edges shall be clean and free of any floor maintenance solutions. Ensure the process removes any food or debris found on floors and under shelves or racks.		X			
Thoroughly clean all glass.		X			
Clean, disinfect and polish water fountains.		X			X
Dust and clean exterior of ceiling and wall vents and diffusers.		X			X
Spot clean walls.		X			X
Dust and clean sills and ledges.		X			X
Clean, disinfect and polish exterior of coolers, refrigerators and related equipment.		X			X
Clean and degrease floor mats.		X			X
Sanitize and clean with germicide all hand washing sinks to remove any build up or stains.		X			X
Walk-In Refrigerator will be swept and wet mopped with disinfectant/detergent/degreaser as stated in manufacturer's specifications, assuring that baseboards, corners and edges shall be clean and free of any floor maintenance solutions. Ensure the process removes any food or debris found on floors and under shelves or racks.		X			X
Walk-In Freezer will be swept. Ensure the process removes any food or debris found on floors and under shelves or racks.		X			X
Damp wipe and clean walls behind stationary equipment.			X		X
Walk-In Freezer will be swept and wet mopped with disinfectant/detergent/degreaser as stated in manufacturer's specifications, assuring that baseboards, corners and edges shall be clean and free of any floor maintenance solutions. Ensure the process removes any food or debris found on floors and under shelves or racks.			X		X
Machine scrub hard surface floors on Fridays.			X		X
Damp wipe overhead light fixtures.				X	X
Ceiling tiles, tile strips, air vents and diffusers are vacuumed and dusted.				X	X
Hard-surface floor care (stripping and waxing).				X	X

<b>VCS Administrative OFFICES</b>	<b>Upon Notification</b>	<b>Daily</b>	<b>Weekly</b>	<b>Monthly</b>	<b>If stained or soiled</b>
Empty all waste, clean and disinfect trash receptacles; inside and out. Replace trash liners.	X	X			
Break down and remove boxes to designated area.	X	X			
Dust desks, file cabinets and furniture.		X			
Dust and damp wipe chairs.		X			
Clean and sanitize with hospital germicide all fixtures (lights, light switches, ledges, pipes, faucets, handles, etc.); all doors, including hinges and knobs.		X			
Carpeted areas shall be vacuumed.		X			
Floors shall be dust mopped and wet mopped with disinfectant.		X			
Thoroughly clean all glass.		X			
Clean, disinfect and polish water fountain and front glass.		X			
High dust wall art.			X		X
Restorative spray and buff hard surface floors on Friday.			X		X
Damp wipe fire extinguishers.			X		X
Walls and cove bases are damp wiped.			X		X
Ceiling tiles, tile strips, air vents and diffusers are vacuumed and dusted.			X		X
Cabinets, furniture and cases are damp wiped.			X		X
Window sills are damp wiped.			X		X
All overhead light fixtures shall be damp wiped.				X	X
Hard surface floor care (stripping and waxing).				X	X