

## Appendix F: Janitorial Services

### 1.01 JANITORIAL SERVICES

**A.** Lessor to provide full service lease, with cleaning and cleaning spaces by Lessor. The Lessor shall furnish all supplies, materials machinery, appliances, supervision, and labor necessary to provide complete janitorial services for the clinic. Services shall be provided in all interior areas of the leased premises to provide a clean, neat, and attractive appearance by performing the functions described below. The Lessor shall make careful selection of cleaning products and equipment to ensure they are packaged ecologically, environmentally beneficial and/or recycled products that are phosphate-free, non-corrosive, non-flammable, and fully biodegradable, and minimize the use of harsh chemicals and the release of irritating fumes.

The Lessor shall select paper and paper products with recycled content conforming to EPA's CPG. Performance will be based on the Contracting Officer's evaluation of results, not the frequency or method of performance.

### **B. Materials and Procedures**

#### ***(1) Standards***

It is the Lessor's responsibility to maintain the clinic in a condition that meets all housekeeping and sanitation requirements of this solicitation and the current standards of the Joint Commission (JC). It is expected that janitorial staff be present on site during business hours. Cleaning standards and staff training as follows:

#### **Staff Training:**

- VA Maine Healthcare System recently implemented a training model that includes the opportunity to obtain a CHEST Certification.
  - (Certified Healthcare Environmental Services Technician)
- We recommend outside vendors also be required to have staff fully trained using this program.
- Suggested Training Standards:
  - Each New Hire must earn their CHEST Certification within 90 Days
  - 50% of the housekeeping staff must earn their CHEST Certification within 180 days of the beginning of the lease
  - CHEST Certification can be obtained by using a CHEST Trainer at the Togus, Maine campus, or through some other 3rd party
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- Suggested Cleaning Standards:
  - Housekeeping Staff should at a minimum be trained to clean to the ISSA standard, "Complete Clean Standard: Institutional and Commercial". Current details of this cleaning standard, as well as training resources for staff, are available at [www.issa.com](http://www.issa.com)
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#### ***(2) Work Schedule***

Work will be accomplished at times indicated. Work schedule shall be from 6:00 AM to 6:00 PM, Monday through Friday. The Lessor shall ensure that sufficient employees are available to prepare the clinic to see patients at 8:00 AM, to be available to clean up spills, keep the public and specimen collection toilet rooms clean, and keep the toilet rooms stocked with sufficient paper products and soap. Mechanical equipment such as vacuum cleaners, burnishers, scrubbing machines, etc., shall not be used during patient appointments.

***(3) Janitorial Staff and Supervision***

Janitorial staff will have access throughout the building; therefore, none of the janitorial staff may have a police record for anything more serious than traffic or parking violations. There shall be a janitorial staff supervisor on duty at all times when janitorial staff is in the building. Any person whose work or conduct is found to be unacceptable by the Government shall be removed from the janitorial staff. Smoking is permitted in designated areas only. Possession of weapons is prohibited. Enclosed containers, including tool kits, shall be subject to search. Janitorial company's standard uniforms are acceptable, if they clearly identify the company and the occupation of the individual. Janitorial staff will be required to wear photo identification badges.

***(4) Safety and Special Procedures***

The Lessor shall consider the clinical environment and ensure that the janitorial staff is instructed on applicable safety precautions and special requirements. These requirements may include, but are not limited to, such conditions as cleaning of human secretions, blood, etc. from both floors and walls. Lessor will be notified of isolation areas that need terminal cleaning. Terminal cleaning is defined as complete wipe down of all sinks, walls, countertops, casework, exam tables, etc., with germicide, and mopping of the floor with germicide. These areas require the use of gloves, gowns, masks, and shoe covers, which will be provided by the Government. The Lessor shall be responsible for collecting of sharps containers and hazardous materials. See "ALL AREAS" below under "Daily Cleaning Requirements" for method of handling sharps containers and hazardous waste. The janitorial staff shall comply with applicable Federal, State, and Local safety and fire regulations and codes. The Lessor shall immediately bring to the attention of the Government any fire and safety deficiencies. The Lessor shall take reasonable safety precautions to promote a safe environment within the lease premises.

***(5) Equipment and Materials***

All equipment and materials used in the performance of this contract will be cleaned and stored properly at the end of the workday. Cleaning carts and/or equipment will not be left unattended for any reason while patients are in the clinic. Lessor shall ensure all equipment, tools, and supplies meet necessary safety requirements and janitorial staff has full working knowledge of their use. An EPA- registered germicide will be used to clean all patient areas, floors, examination tables, and medical equipment. The Lessor shall provide all labor, materials, supplies, machinery, and appliances that may be necessary or appropriate in the performance of janitorial services.

The Lessor shall provide supplies such as toilet tissue, multifold paper towels, toilet seat covers, and Medicated Vestal hand soap. The Lessor shall provide plastic linings for all trash receptacles. Provide clear plastic linings for non-hazardous waste trash receptacles and red plastic linings for hazardous waste trash receptacles. Housekeeping aide closets are located throughout the clinic for storage of supplies and equipment. The Lessor shall keep a minimum of two weeks' stock of supplies on hand. All accumulated waste shall be removed and disposed of in the dumpster. Hazardous waste and sharps containers shall be picked up and stored in a designated storage area. Supplies to be used shall be approved by the Government. Specifications for supplies are as follows:

- **Toilet tissue:** Roll type, 4-1/2 inches wide, single ply
- **Paper towels:** Multi-fold, 10-1/8 inches wide
- **Hand soap:** Medicated Vestal
- **Trash receptacle liners:** (a) Polyethylene, flat type, 33 inches long, 52 inches wide, .66 millimeters thick; (b) Polyethylene, flat type, 24 inches long, 33 inches wide, .31 millimeters thick; (c) Polyethylene, red bags (biohazard) 33 inches long, 52 inches wide and 24 inches long, 33 inches wide
- **Furniture polish:** Spray type for use on wood and wood veneer
- **Window cleaner:** Ammonia type sufficient to remove smoke film and dust
- **Air freshener cartridges in bathrooms:** Johnson Wax Good Sense

- **Upholstery cleaners:** Dry or foam type recommended for fabric upholstery
- **Quaternary Disinfectant** – minimum 3-minute kill time
- **All Purpose Cleaner**
- **Bowl Disinfectant Cleaner**
- **Glass Cleaner**
- **Germicide:** EPA-registered
- **Resilient floor tile cleaner and maintainer:** As recommended by manufacturer of resilient flooring
- **Floor finish:** High-speed floor finish as recommended by manufacturer of resilient flooring
- **Floor sealer:** As recommended by manufacturer of resilient flooring
- **Floor stripper:** As recommended by manufacturer of resilient flooring
- **Toilet seat covers:** Paper, white (**Lessor Provided**)

A copy of the MSDS sheets for all products used shall be maintained at the clinic and shall be available for review by VA upon request.

### **C. Daily Cleaning Requirements**

#### **(1) Building Entrances**

- Restroom in Main Entry and other common areas shall be cleaned three times a day
- Pick up trash and cigarette butts around entrances and vestibules.
- Empty trash receptacles.

#### **(2) Primary Care Area**

- All primary care areas shall be wet mopped using a germicide before patients are seen.
- Wipe down all exam tables with a clean cloth dampened with germicide.
- Clean and disinfect sinks and countertops.
- Clean and refill soap dispensers.
- Clean mirrors.

#### **(3) Specialty Care Area**

- Treatment rooms shall be cleaned and disinfected after each patient procedure.
- All floors shall be wet mopped using a germicide.
- Wipe down all exam tables with a clean cloth dampened with germicide.
- Clean and disinfect sinks, countertops, equipment, etc.
- Wipe down all walls with a clean cloth dampened with germicide.
- Clean and refill soap dispensers.
- Clean mirrors.

#### **(4) All Areas**

- Trash receptacles shall be emptied and liners changed.
- Trash and recycling shall be removed from the building and placed in appropriate containers (once midday and once in the evening)
- Boxes and other empty containers, to be disposed of, shall be removed from the building and placed in appropriate containers.
- Hazardous waste and full sharps containers shall be collected in red plastic bags and placed in cardboard boxes provided.
- Cardboard boxes shall be sealed with tape and placed in hazardous collection room for removal and disposal off site by others.
- Spills, body fluids, etc. shall be cleaned from floors and walls immediately upon notification.
- Remove black scuff marks from corridor floors as necessary.

**(5) All Areas**

- Complete other required janitorial services.
- Dust furniture, desks (do not disturb papers on desks), machines, phones, file cabinets, window ledges, etc.
- All resilient tile floor areas shall be swept and wet mopped with germicide.
- Electrical equipment shall only be used during these hours.
- Spot clean walls and doors.
- Vending area shall be cleaned twice each day
- Vacuum carpet in Main Entry and All Common Areas

**(6) Direct Patient Care Areas**

- Janitorial services in direct patient care areas other than those defined above.
- Restrooms in individual clinics shall be cleaned twice each day
- Sweep and wet mop with germicide.
- Wipe down all exam tables with a clean cloth dampened with germicide.
- Clean and disinfect sinks and countertops.
- Clean and refill soap dispensers.
- Clean mirrors.

**(7) All Restrooms**

- All restrooms shall be swept and wet mopped at twice each day.
- All paper products and hand soap shall be replenished.
- All surfaces, including commodes, urinals, walls, mirrors, counters and sinks, shall be cleaned and disinfected. Sponges and cloths shall not be used to clean commodes and urinals. Commodes and urinals shall be cleaned with disposable items that are disposed of after cleaning commode and/or urinal in each toilet room. Items used to clean commodes and urinals shall not be used in turn for cleaning other items or wiping down other surfaces. Clean exterior of commodes and urinals first, followed by cleaning of the interior.
- Replenish paper products, soap, sanitizer, and any other EMS products as needed in dispensers

**(8) Ceramic Tile Areas (Other than restrooms)**

- Ceramic tile floors shall be swept and damp mopped with machines or microfiber mops. If dirt build-up occurs, ceramic tile floors shall be scrubbed when determined that it is required by COTR.

**(9) Corridors, Waiting Areas, Administrative Areas, Mental Health**

- The areas shall be swept, wet mopped with a neutral cleaner, and burnished.

**(10), Conference Rooms (if unoccupied)**

- The areas shall be swept, wet mopped with a neutral cleaner, and burnished.
- Areas with cushioned flooring shall be maintained in accordance with manufacturer's recommendations.
- Restrooms shall be swept and wet mopped once each day and all paper products and hand soap replenished.
- All restroom surfaces, including commodes, urinals, walls, mirrors, counters and sinks, shall be cleaned and disinfected.

**(11) Waiting Room Tables, Doors, Walls and Trim**

- Dust tables, ledges, sills, moldings, and baseboards.
- Waiting Rooms – straighten furniture, clean and vacuum twice each day

**(12) Mirrors and Glass Cleaning**

- Clean all mirrors and glass at entrances (fingerprints and smudges).
- Clean glass and high-touch surfaces in Main Entry shall be cleaned twice each day

**(13) Housekeeping Aide Closets**

- Clean daily including sinks, floors, and shelves.

**(14) Isolation Rooms**

- Any room where patients with suspected infectious disease have been examined will be thoroughly cleaned with germicide (terminal cleaning).

**(15) Water Coolers**

- Clean water coolers.
- Housing shall be wiped down. Particular attention shall be given to top surface and spout to prevent lime build-up, bacterial growth, etc.

**D. Three Times Weekly**

- Collect, remove, and dispose of refuse, trash, and garbage from trash collection area.
- Apply resilient floor tile cleaner and maintainer to all resilient tile floors and burnish.

**E. Weekly Cleaning Requirements**

**(1) Furniture**

- Clean as necessary, but no less than weekly. Vacuum upholstered furniture.

**(2) All Restrooms**

- Scrub floors and ceramic tile base and wipe down with germicide.
- Clean ceramic tile walls and wipe down with germicide.
- Spot wash painted walls as necessary.
- Damp wipe toilet stall partitions and waste receptacles with germicide.

**(3) Doors, Walls and Trim**

- Spot wash (for fingerprints, smudges, etc.) as necessary but no less than once weekly.

**(4) Glass Cleaning**

- Clean interior and exterior of door and entrance glass in waiting areas, exam rooms, offices, and treatment rooms.
- Spot clean walls as necessary, but not less than weekly.

**(5) All Areas**

- Dust all horizontal surfaces
- Vacuum carpet in all areas
- Maintain floor finish in Main Entry through either new application of wax or floor finish, OR through regular buffing and/or burnishing

**F. Monthly Cleaning Requirements**

**(1) Furniture**

- Polish all furniture as necessary, but not less than monthly.

**(2) Air Conditioning Grilles and Registers**

- Vacuum all grilles and registers.

**(3) Waiting Areas, Exam Rooms, Offices, Treatment Rooms**

- Wash waste receptacles with germicide.
- High Dusting – ceilings and vents
- Clean light fixtures

***(4) Floor Maintenance of Resilient Tile Areas***

- Apply cleaning soap, as recommended by resilient tile manufacturer, scrub and re-wax hallways, waiting rooms, and lobbies.
- Apply cleaning soap, as recommended by resilient tile manufacturer, scrub and re-wax other resilient tiled areas as required.

**G. Quarterly**

***(1) Building Interior***

- Dust window coverings/blinds.
- Dust handrails and handrail brackets.
- **Carpet** – Extract all carpet in main entries and common areas

**H. Semi-Annual Cleaning Requirements**

***(1) Furniture***

- Shampoo upholstered furniture during January and July.

***(2) Floor Maintenance of Resilient Tile Areas***

- Strip floors, apply sealer, apply wax and refinish all resilient tile floors.

***(3) Glass***

- Wash inside glass and clean interior of all window frames and window stools.

I. As required. Properly maintain plants and lawns. Replace light bulbs, fluorescent tubes, ballasts, and starters. Provide and empty exterior ash cans and clean area of any discarded cigarette butts.

J. Pest control. Control pests as appropriate, using Integrated Pest Management techniques, as specified in the VA Environmental Management Integrated Pest Management Technique Guide (E402-1001).

**1.02 SELECTION OF CLEANING PRODUCTS (APR 2011)**

The Lessor shall make careful selection of janitorial cleaning products and equipment to:

A. Use products that are packaged ecologically; Use products and equipment considered environmentally beneficial and/or recycled products that are phosphate free, non-corrosive, non-flammable, and fully biodegradable; and

B. Minimize the use of harsh chemicals and the release of irritating fumes.

**NOTE:** Examples of acceptable products may be found at [www.gsa.gov/p2products](http://www.gsa.gov/p2products).

**1.03 SELECTION OF PAPER PRODUCTS (JUN 2012)**

The Lessor shall select paper and paper products (e.g., restroom tissue and paper towels) with recycled content conforming to EPA's CPG.