

## Appendix F: Janitorial Services

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.

### **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).

#### **(2) WORK SCHEDULE**

Work will be accomplished at times indicated. Work schedule shall be from 7:30 AM to 5:00 PM, (or as requested by the LCO), 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
- **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 **(TO BE PROVIDED BY THE LESSOR)**

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.

Lessor to provide full service lease, with cleaning and cleaning spaces by Lessor. It is expected that environmental staff be present on site during business hours. Cleaning standards and staff training as follows:

**HOURS OF OPERATION:**

1. Normal business hours are 8:00 A.M. to 4:30 P.M. Monday through Friday, excluding Federal holidays.
2. Government Holidays: The ten (10) holidays observed by the Federal Government are: New Years Day, Martin Luther King Day, President's Day, Memorial Day, Independence Day, Labor Day, Columbus Day, Veterans Day, Thanksgiving Day, and Christmas Day. In addition, any other day declared by the President of the United States as a national holiday.

Daily cleaning will constitute cleaning (5) five times per week, weekly cleaning constitutes cleaning one (1) one time per week and monthly cleaning constitutes cleaning (1) one time per month

1. Exam Rooms:

- Empty wastebaskets, replace liners when dirty and properly dispose of trash (daily).
- Refill and clean soap, hand sanitizer, paper towel, toilet paper dispenser (daily).
- Sweep and mop floor (daily).
- Wipe and disinfect all horizontal surfaces, door handles, sinks, faucets, and counters (daily).
- Wipe and disinfect exam tables/stretchers (weekly).
- Wipe and disinfect furniture, walls, doors, and door frames (weekly).
- Remove finger prints and smudges from around light switches (weekly).
- Dust vertical blinds (monthly).
- Dust cold air return vents and heat registers (monthly).
- Strip and finish tile floor (yearly).
- Scrub and recoat tile floor (as needed).
- Remove bugs and debris from ceiling light (as needed).

2. Rest Room:

- Empty wastebaskets, replace liners when dirty and properly dispose of trash (daily).
- Clean and disinfect toilet, and sink (daily).
- Sweep and mop floor (daily).
- Refill and clean soap, hand sanitizer, paper towel, toilet paper dispenser (daily).
- Clean walls and horizontal surfaces (daily).
- Remove finger prints and smudges from around light switches, clean doors and door frames (weekly).
- Strip and finish tile floor (yearly).
- Scrub and recoat tile floor (as needed).
- Dust vertical blinds (monthly).
- Dust cold air return vents and heat registers (monthly).
- Remove bugs and debris from ceiling light (as needed).

3. Office Areas:

- Empty wastebaskets and paper shredders, replace liners when dirty and properly dispose of trash (daily).
- Replace provided paper towel, hand sanitizer, and soap near sink area (daily).
- Wipe clean counter tops (daily).
- Desks covered with paper, documents, etc. are not to be touched as to prevent misplacement or loss.
- Vacuum carpets or sweep and mop floors and remove spots (daily).

- Dust for cobwebs high (no higher than 10') and low (weekly).
- Dust office furniture, lamps, Horizontal surfaces, moldings, door jams and shelves with treated cloths (weekly).
- Remove finger prints and smudges from around light switches, clean doors and door frames (weekly).
- Hand height dusting of ledges, window sill, pictures, and wall mounted fans, etc. (weekly).
- Dust vertical blinds (monthly).
- Dust cold air return vents and heat registers (monthly).
- Strip and finish tile floor (yearly).
- Scrub and recoat tile floor (as needed).
- Remove bugs and debris from ceiling light (as needed).

4. Kitchenette and /or Lunchroom Areas:

- Empty wastebaskets, replace liners when dirty and properly dispose of trash (daily).
- Vacuum carpets or sweep and mop floors and remove spots (daily).
- Wipe and clean the counter tops, sinks, faucets (daily).
- Replace paper towel, hand sanit and soap near sink area (daily).
- Wipe clean exterior of cupboards and appliances (weekly).
- Remove finger prints and smudges from around light switches, clean doors and door frames (weekly).
- Wipe exterior of trash containers (weekly).
- Dust vertical blinds (monthly).
- Dust cold air return vents and heat registers (monthly).
- Strip and finish tile floor (yearly).
- Scrub and recoat tile floor (as needed).
- Remove bugs and debris from ceiling light (as needed).

5. Lobby/Conference Rooms and Corridors:

- Disinfect lobby/team room chairs and tables including arms and legs (daily).
- Empty wastebaskets, replace liners when dirty and properly dispose of trash (daily).
- Vacuum carpet or sweep and mop floors and remove spots (daily).
- Dust TV and pictures (weekly).
- Dust lamp, window sills, ledges, moldings, door jams and shelves with treated cloths (weekly).
- Dust vertical blinds (monthly).
- Dust cold air return vents and heat registers (monthly).
- Strip and finish tile floor (yearly).
- Scrub and recoat tile floor (as needed).
- Remove bugs and debris from ceiling light (as needed).

Carpets should be extraction cleaned on an annual basis, spots should be removed as they appear.

All windows shall be scheduled to be cleaned on an annual basis including interior. Entrance doors shall be cleaned daily.

Ensure housekeeping/utility closets are clean, buckets are empty, soiled linen/mops are removed, and all chemicals properly labeled. No food shall be stored in any utility or housekeeping closet at any time.

All surface cleaning, horizontal surfaces, walls, fixtures, and furniture shall be cleaned using a hospital grade EPA approved disinfectant. Floors shall be mopped using a neutral ph detergent cleaner, during winter months when de-icing products are used on walkways then a slightly acidic cleaner can be used with approval from Contracting Officer Representative. No bleach products or Phenols are to be used in this facility without prior approval. Contractor shall ensure cleaning staff are fully compliant with all OSHA regulations and JCAHO requirements. All supplies such as soap, waste liners, hand paper towels, and toilet paper shall be supplied by contractor and shall fit installed dispensers.

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.

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).

#### **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).

#### **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.