

STATEMENT OF WORK

TITLE OF PROJECT:

Acquisition of custodial/janitorial services for Nassau (Hicksville) Veteran Outreach Center Offices.

BACKGROUND:

Vet Centers provide outreach, direct readjustment counseling services, and refer Veterans to local services. The program is designed to provide easy to access services with minimal bureaucratic barriers to counter the effects of stigma in accessing mental health services. These services are provided in confidential (separate system of records: Federal Register, Volume 74, Number 116, 6/18/2009), easy to access, Veteran friendly community-based locations. This Handbook describes the services, staff qualifications, and the quality review procedures used to ensure Veterans receive quality care.

TYPE OF CONTRACT:

Firm-Fixed-Price

PERFORMANCE PERIOD:

Base Year plus 2 options to be established. The contractor shall complete the work required under this SOW within 30 Days or less from date of award, unless otherwise directed by the Contracting Officer (CO). If the contractor proposes an earlier completion date, and the Government accepts the contractor's proposal, the contractor's proposed completion date shall prevail. Work at the Government site shall not take place on Federal holidays or weekends unless directed by the CO.

PLACE(S) OF PERFORMANCE / DELIVERY:

Location	P.O.C / COR
Bronx Veteran Outreach Center 2471 Morris Avenue, Suite 1A Bronx, NY 10468	<u>Damian Guzman, Office Manager:</u> E-mail: Damian.Guzman@va.gov ; Phone: 718-367-3500 <u>Orlando Pellot, Director:</u> E-mail: Orlando.Pellot@va.gov ; Phone: 718-367-3500
Harlem Veteran Outreach Center 2279 3 rd Avenue, 2 nd Floor New York, NY 10035	<u>Michelle Heirs, Office Manager:</u> E-mail: Michelle.Heirs@va.gov ; Phone: 646.273.8139 <u>Nadine Mass, Director:</u> E-mail: Nadine.Mass@va.gov ; Phone: 646.273.8139
Queens Veteran Outreach Center 75-10B 91 st Avenue Woodhaven, N 11421	<u>Keith Rivera, Office Manager:</u> E-mail: Keith.Rivera@va.gov ; Phone: 718-296-2871 <u>Francisca Nazario, Director:</u> E-mail: Francisca.Nazario@va.gov ; Phone: 718-296-2871

Staten Island Veteran Outreach Center 60 Bay Street Staten Island, NY 10301	<u>Librada Jorge, Office Manager</u> ; E-mail: Librada.Jorge@va.gov ; Phone: 718-816-4499 <u>Tom McGoldrick, Director</u> ; E-mail: Tom.McGoldrick@va.gov ; Phone: 718-816-4499
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SCOPE:

Janitorial/custodial vendor shall be responsible for cleaning/maintaining the amount of square footage reference below for each Vet Center location.

Location Space Configuration:

Bronx Veteran Outreach Center 4,000 sq. ft. site with 8 Individual offices. <u>1</u> conference room space, <u>1</u> kitchenette, <u>2</u> restrooms (1 with a urinal and toilet and 1 with a toilet and baby changing station), <u>1</u> waiting / entrance area connected to 2 large corridors, <u>4</u> closets (one closet having a slop sink near the restroom), <u>1</u> small broom closet by the entrance, <u>1</u> file room, <u>1</u> utility closet, <u>1</u> public drinking fountain.
Harlem Veteran Outreach Center 3800 sq. ft. site with a <u>lobby</u> , <u>1</u> waiting area, <u>1</u> receptionist office, <u>1</u> meeting rooms, <u>1</u> women's room with two stalls, <u>1</u> men's room with one stall and a urinal, <u>1</u> kitchen, <u>1</u> library, <u>1</u> file room and <u>6</u> offices.
Queens Veteran Outreach Center 3400 sq. ft. site with a <u>lobby</u> and <u>stairway</u> , <u>1</u> reception area which includes coffee machine and water cooler/ dispenser and counter with storage, <u>1</u> front office, <u>2</u> meeting rooms with combination of chairs, desk, tables and office equipment, <u>3</u> Guest restrooms with toilet, sink, under sink cabinet, mirror, soap dispenser, paper dispenser, toilet paper dispenser, <u>6</u> offices.
Staten Island Veteran Outreach Center 3771 sq. ft. site: <u>1</u> reception, <u>1</u> receptionist office, <u>2</u> meeting rooms, <u>1</u> women's room with two stalls, <u>1</u> men's room with two stalls and a urinal, <u>1</u> kitchen, and 6 offices.

Work Schedule

Prior to commencing performance under this contract, the Contractor shall provide a proposed work scheduled to each of the Vet Center POCs/CORs describing how services will be accomplished. 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.

All Janitorial and cleaning services shall be done between 9:00am and 5:00pm. However, the number of days and service time required for each Vet Center is as follows:

Bronx Vet Center	3 times per week; 2 hours daily
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Harlem Vet Center	5 times per week; 2 hours daily
Queens Vet Center	5 times per week; 2 hours daily
Staten Island Vet Center	3 times per week; 2 hours daily

Janitorial / Custodial Overview

The company performing such services shall be bonded. The Vendor / Contractor shall pay its janitorial/custodial staff performing the services in accordance with union rates designated for the New York City Area.

The Vendor is required to clean walls, partitions, light/lamp fixtures, blinds, and shades on a daily basis. Perform interim floor maintenance including vacuuming, mopping, buffing, and/or scrubbing on a daily basis. Clean floor mats as needed, remove all waste, and clean all sinks, toilets, tile floors, carpet on a daily basis. Answer all emergency calls in a timely manner.

Cleaning services will be provided to the Vet Center 5 days per week Monday through Friday and includes but not limited to the following:

1. Initial Cleaning to be accomplished on time at the beginning of the contract on a Saturday when the center is closed for business.
 - a. Vinyl Flooring will be: Stripped, Cleaned, Waxed and Buffed.
 - b. Carpet Flooring will be Shampooed, Deep Cleaned and Vacuumed.
 - c. Bathroom will be Deep Cleaned, Sanitized, and Disinfected.
 - d. Furniture will be Dusted, Vacuumed and/or Polished.

2. Cleaning to be completed on a quarterly basis:
 - a. Vinyl Flooring will be: Stripped, Cleaned, Waxed and Buffed.
 - b. Carpet Flooring will be Shampooed, Deep Cleaned and Vacuumed.
 - c. Bathroom will be Deep Cleaned, Sanitized, and Disinfected.
 - d. Furniture will be Dusted, Vacuumed and/or Polished.

3. Cleaning shall be completed on a daily basis:
 - a. Remove and replace trash liners
 - b. Empty all shredders and replace shredders bags
 - c. Vacuum all carpeting
 - d. Clean Glass Door
 - e. Sweep, damp mop and dry all hard flooring to include grout
 - f. Clean floor based boards, corners and edges
 - g. Vacuuming / Cleaning of interior and exterior floor mats
 - h. Disinfect and clean all restrooms
 - i. Clean Conference room tables
 - j. Dust and wipe all horizontal & vertical surfaces and dust ceiling as appropriate

- k. Clean & disinfect Kitchen/Kitchenette area to include tables countertops, external surface of refrigerator & conventional ovens, microwave ovens (interior & exterior), and cabinetry, etc.
- l. Interior glass surfaces will be clean and kept free of fingerprints and dirt. This includes all doors, partitions, walls, directory and display cases.
- m. All cleaning supplies will be kept in designated custodial closets. These closets will be locked by the cleaning staff when the clinic is open. The cleaning staff will lock the closets before they depart the clinic in the evening.

Description of Cleaning Requirements

Hard Flooring & Carpeting

- When cleaning hard flooring, base boards and carpeting all chairs, trash receptacles, and other moveable items shall be moved to maintain floors underneath these items. All moved items shall be returned to their original location and proper position.
- Hard flooring shall have a uniform appearance without streaks, swirl marks, detergent residue, or any evidence of soil, stain, film or standing water.
- Carpeting shall be free of all visible dirt, debris, litter and other foreign matter. Any spots shall be removed by carpet manufacturer's approved methods as soon as noticed.
- Carpeting to be shampooed and deep cleaned shall be done in accordance with standard commercial practices. A heavy-duty spot remover may be required in heavily soiled areas. After shampooing, the carpeted area will be uniform in appearance and free of stains and discoloration. All cleaning solutions shall be removed from baseboards, furniture, trash receptacles, chairs and other similar items.
- Vacuuming and cleaning interior and exterior floor mats shall be free of visible dirt, debris, litter, lint, soil and other foreign matter. Soil and moisture underneath mats shall be removed and mats returned to their normal location. This includes area rugs for inclement weather.

Trash Removal

- Boxes, cans, paper product placed near a trash receptacle and marked or designated as "TRASH" shall be removed. Torn or soiled trash receptacle liners shall be replaced. All trash shall be consolidated and removed from office area daily during working hours of the office. Trash receptacles shall be left clean, free of foreign matter, and free of odors.

Dusting

- When dusting, all surfaces (horizontal / vertical), partitions, ceilings, vents, light fixtures and woodwork and furniture must be dusted or cleaned to eliminate dust collection to include window surface, window sills, blinds, ceiling fans, fan blades, any level surfaces that may collect dust weekly. Polish surfaces as needed.

Sanitation of Restrooms

- Restrooms are to be clean and disinfected daily. Completely clean and disinfect all surfaces of sinks, toilet bowls, dispensers, plumbing fixtures (Faucet and handles), doors, walls, and other such surfaces, using a germicidal detergent. After cleaning, area will be free of deposits, dirt, streaks, and odors. Disinfect all client/ staff accessed surfaces, entry doors, (including handles, kick plates, ventilation grates, metal guards, etc.), and wall areas adjacent to wall mounted lavatories, urinals, and toilets.
- Descaling of Toilet bowls as often as needed to keep areas free of scale, soap films, odors and other deposits. After descaling, surfaces shall be free from streaks, stains, scale, scum, urine deposits, and rust stains.

Stairway

- **Applicable to Queen Vet Center Only:** All stairway flooring / surfaces shall be cleaned as referenced above. Grease and grime shall be removed from stair guards, handrails and baseboards. Contractor shall remove all marks, dirt, smudges, scuffs, and other foreign matter from adjoining stairwell walls to provide or maintain a clean, uniform appearance weekly.

Government Responsibility

VA will provide paper products, all garbage bags / liner supplies, soaps and all other disposable items required to service and maintain the area(s) outlined in the contract.

Vendor / Contractor Responsibility

The Vendor is required to provide all required equipment; mops, vacuums (including bags/filters), buffers (including pads), burnishes (including pads), scrubbers (including brushes), double-bucket mopping system.

Vendor will provide a method for identifying deficiencies in the quality of services performed by the contractor to the Vet Center Office manager to assist with identifying performance before the level of performance becomes unacceptable. Vet Center Office Manager will also monitor the contractors' performance under the contract on an as needed basis. Any deficiencies found, must be remediated within 1 day as noted by the vet center the office manager or staff.

Contracted Staff must be distinguishable by either wearing a contractor provided uniform and/or company identification clearly identifying themselves as contract cleaning staff.

INFORMATION SECURITY CONSIDERATIONS:

The Certification and Accreditation (C&A) requirements do not apply and a Security Accreditation Package is not required.

Invoicing:

All vendors invoicing VA are required to use the Tungsten Network (Formerly OB-10) e-Invoicing system to submit invoices for payment. It is the responsibility of the vendor to have an active OB10 account established prior to invoicing.

For OB10 registration and/or additional information, please use:

<http://www.tungsten-network.com/US/en/veterans-affairs/>