

PERFORMANCE WORK STATEMENT (PWS)

JANITORIAL SERVICES

Section 1: General Information

1.1 General: This is a non-personal services contract to provide janitorial services for the Veterans Health Administration (VHA), one of the largest integrated health care system in the United States, providing care at 1,255 health care facilities, including 170 VA Medical Centers and 1,074 outpatient sites of care of varying complexity (VHA outpatient clinics) to over 9 million Veterans enrolled in the VA health care program. 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. Agencies shall train their employees in appropriate cleaning and disinfection procedures following Centers for Disease Control and Prevention (CDC) Guidance as well as for interaction with private sector temporaries to assure that the supervisory responsibilities identified in paragraph (a) of § 300.501 of this subpart are carried out by the temporary help service firm. At the same time, agencies must give technical, task-related instructions to private sector temporaries including orientation, assignment of tasks, and review of work products, in order that the temporaries may properly perform their services under the contract.

1.2 Period of Performance: “TBD” - Estimated 120 Day Base with a 120 Day option period in accordance with the authority, criteria, and conditions of 5 CFR Part 300, Subpart E, Use of Private Sector Temporaries, and agency procedures.

1.3 Place of Performance:

The place of performance includes 170 VA Medical Centers and 1,074 outpatient sites of care as outlined on the “VHA Sites of Care” Attachment. The VHA provides healthcare services to its veterans across the USA except for territories. Healthcare services are delivered through 18 geographically divided administrative areas called Veterans Integrated Services Networks (VISN).

1.4 Hours of Operation: Normal business hours are between 8:00 a.m. to 12:00 midnight everyday including Federal holidays. The janitorial services will be required 24 hours per day, 7 days per week, including Federal holidays. The contractor will be provided a list of the rooms to be cleaned by 8:00 a.m. specific to respective Time Zone. Additional rooms to be cleaned may be assigned to the contractor at varying times of the workday.

1.5 Work Schedule: Prior to commencing performance under this contract, the Contractor shall provide a proposed work scheduled to the Point of Contact (POC) on site describing how services will be accomplished. All work shall be coordinated with the POC 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. The facility POC will communicate with the designated Contracting Officer Representative (COR) services and completion of those services to validate work was accomplished as required. The Contractor shall maintain a CEH on site during normal work hours 8-4:30 and by phone 24/7.

1.6 Building/ Space Type:

Will be determined by each facility which will include but will not be limited to:

- Exam Rooms
- Restrooms
- Waiting Areas
- Mini Blinds
- Patient Rooms
- Operating Rooms
- Pharmacy
- Hemo-Dialysis Treatment Area
- Supply, Processing and Distribution Areas
- Hallways and Lobbies
- Elevators and Doors
- Reception Areas
- Offices
- Laundry Room
- Preparation and Sterilization
- Decontamination
- Doctors Lounge
- Hard Surface and Carpeted Floor Care
- House Keeping Aide Closet
- Heat Convector, Radiators and Vents
- X-Ray Rooms
- Labs
- Public Areas
- Shower Areas
- Sinks
- Stairwell
- Windows
- Corridors
- Entryways
- Administration Areas
- Break Rooms
- Kitchen and Dining Areas
- Ice Machines and Water Dispensing Units
- Drinking Fountains
- Refrigerators
- Light Fixtures

1.7 Type of Contract: “TBD”

1.8 Contract Changes: Additional tasking 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 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>.

Vendor e-Invoice Set-Up Information:

Please contact the phone numbers or email address listed below to begin submitting your electronic invoices to the VA Financial Services Center for payment processing, free of charge. If you have question about the e-invoicing program or Tungsten, please contact the FSC at the phone number or email address listed below:

- e-Invoice Setup Information:
- e-Invoice email:
- FSC e-Invoice Contact Information:
- FSC e-invoice email: vafscshd@va.gov

Tungsten e-Invoice set-up information: 877-489-6135

Tungsten e-Invoice email: VA.Registration@Tungsten-Network.com

FSC e-Invoice Contact Information: 877-353-9791

FSC e-Invoice email: vafscshd@va.gov

More information on the FSC electronic invoicing process can be found 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.

Centers for Disease Control & Prevention (CDC). The nation's health protection agency that publishes key health information, including weekly data on all deaths and diseases reported in the US and travelers' health advisories. The CDC also fields special rapid-response teams to halt epidemic diseases

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 and provide documentation of correction

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

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

Point of Contact (POC). An identified individual with subject matter expertise (SME) of VHA EMS proper cleaning procedures.

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, bodily fluids, 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.

Dwell Times: The amount of time that a sanitizer or disinfectant must be in contact with the surface and remain wet, in order to achieve the product's advertised kill rate.

High Touch Areas: Surfaces within a patient room that require more frequent cleaning and disinfection due to having frequent contact with hands. High touch surfaces can be found on the CDC Environmental checklist for monitoring terminal cleaning.

Two-Step Cleaning:

Step One: Cleaning is the necessary first step of any disinfection process. Cleaning removes organic matter, salts, and visible soils, all of which interfere with microbial inactivation. The physical action of scrubbing with detergents and surfactants and rinsing with water removes substantial numbers of microorganisms. If a surface is not cleaned first, the success of the disinfection process can be compromised. Removal of all visible blood and inorganic and organic matter can be as critical as the germicidal activity of the disinfecting agent. When a surface cannot be cleaned adequately, it should be protected with barriers.

Step-Two Disinfection destroys *most* pathogenic and other microorganisms by physical or chemical means.

Workday. 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
POC	Point of Contact
PWS	Performance Work Statement
QASP	Quality Assurance Surveillance Plan
VHA	Veteran Health Administration
VA	Veterans Affairs

Section 3: Government Furnished Property, Equipment, and Services

The government will furnish all supplies and equipment including cleaning supplies (chemicals, PPE, mops, equipment, and SDS).

Section 4: Contractor Furnished Items and Services

The contractor shall provide a standard custodial type uniform which is easily recognizable and clearly distinguish them as the “Contractor.” for employees and ensure all work meets performance standards specified in this Performance Work Statement (PWS) and referenced documents.

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. The Contractor will not wear hats.

Section 5: Specific Tasks

Standards: Aseptic areas apply to all areas within the medical center. Contractor will be required to perform Two-Step Cleaning in accordance with Centers for Disease Control (CDC) guidance. <https://www.cdc.gov/oralhealth/infectioncontrol/faqs/cleaning-disinfecting-environmental-surfaces.html>.

There will be cases where a room requires a “terminal cleaning” in the case of discharge, an isolation room, sick patient or otherwise. Upon request from VA staff, the contractor shall perform a terminal clean to affected areas.

5.1 Tasks and Cleaning Standards

The following table summarizes the tasks required under this PWS.

Tasks	Frequency
1. Empty waste cans and reline	As Requested by on-site POC
2. Place furniture in proper locations	
3. Spot clean/wash interior windows and door glass	
4. Dust mop/wet mop all tile floors	
5. Clean patient restrooms mid-day	
6. Clean public restrooms	
7. Check and Refill all paper towel, toilet paper, and soap dispensers	
8. Clean and organize all housekeeping closets	
9. Clean/sanitize all bathrooms utilizing a germicidal disinfectant	
10. Buff all tile floors	
11. Dust all horizontal and vertical surfaces	
12. Spot clean furniture	
13. Spot clean waste cans	
14. Empty Recycling Containers	
15. Wash walls and doors	
16. Vacuum carpets, entrance mats, and runners	
17. Clean and Polish all stainless steel	
18. Cover all bed discharges which includes cleaning, disinfecting and remaking beds	
19. Staging and storage of both clean and soiled linen, which includes washing of bed sheets	
20. Strip and refinish all tile floors	
21. Shampoo/extract carpets utilizing soil retardant	
22. Interior and Exterior of windows and doors on first floor level.	
23. Cleaning of High Touch Surfaces	
24. Change privacy curtains	

25. Unoccupied room cleaning	
26. Occupied Patient room cleaning	
27. Isolation room cleaning, Terminal Cleaning, Discharge Cleaning	

1. Carpet Maintenance: Vacuum all carpeted areas in the corridors, elevators, offices, group rooms and public areas. Furniture shall be moved for thorough cleaning and replace the furniture after cleaning. Spot cleaning as required so that the carpet presents a uniform and clean appearance, free of spots and stains. The Contractor shall report any tears, burns and raveling to the attention of the on-site POC or designated representative.
 - a) Light Shampoo to protect carpet with soil-repellent and/or static free application of treatment as required.
 - b) Deep Steam Clean by using “steam” or other residue-free cleaning product. The carpet shall be dried to the touch upon completion.
2. Door and Doorjambs: Perform spot cleaning by damp-wiping and polishing unpainted metal doors, washable surfaces of walls, partitions, doors and fixtures, and handrails. Sanitize as needed.
3. Ducts, Light Fixtures, Vents and Louvers: These areas are to be cleaned and vacuumed. The ducts shall be cleaned as needed.
4. Elevators: The Contractor shall clean all interior surfaces, including doors, metal thresholds, tracks, fans. Spot-clean walls.
5. Entrance Area: Sweep landing, steps, sidewalk of front entrance area, clean the walk-off mats, hose off as required, and remove standing water. The Contractor shall damp-mop the entrance and lobby floors during inclement weather. Trash containers located inside and outside of entrances shall be emptied.
6. Floor maintenance (non-carpeted):
 - a) The Contractor shall strip wax, finish and buff using non-slip floor finish. The Contractor shall “turn back the rugs” in order to clean and finish the floor areas. The stripping of wax, finish and buffing shall be performed as requested. The scheduling of this task will be coordinated between the Contractor and on-site POC and staff occupying building to ensure there is no disruption to staff and visitors.
 - b) Individual rooms and/or a designated area requiring the stripping of wax, refinishing and rebuffing, shall occur and direction of the on-site POC. The area or the room requiring the service will be identified by on-site POC or designated representative to the COR.

- a) The Contractor shall wet mop using a neutral floor cleaner, using a Micro-Fiber Mopping System to mop all accessible areas including corners and abutments. The Contractor shall remove any splash marks or streaks on furniture, walls, baseboards, etc... Isolation room cleaning will include disinfecting floors using a flat microfiber system.
 - b) The Contractor shall not mop wood or carpeted floors. The Contractor will only use string mops in the case of large spills. When string mops are required, a double bucket mopping process will be used.
 - c) The Contractor shall sweep, dust, and damp mop hard-surfaces, resilient flooring to include normal traffic areas, group rooms, and restrooms. The floors shall be swept, dusted and damp mop using a treated or dust-free method/mop. The Contractor shall ensure that the cleaning includes the corners and abutments. The Contractor shall tilt or move chairs, trash receptacles, and other easily movable items to clean underneath and shall return items to their proper position.
 - d) The Contractor shall spray and buff all floors accessible to floor machine unless specified elsewhere as having carpet or special flooring. The Contractor shall apply a uniform coating of non-skid floor finish to protect and restore gloss or sheen. The Contractor shall remove excess floor finish solutions. The Contractor shall apply these techniques only to the portion of the floor needing work, to bring the entire floor up to standard.
7. Furniture and Flat Surface Cleaning: (Low Dusting refers to areas 36" and below) The Contractor shall dust specific uncluttered horizontal surfaces per direction of the on-site POC within reach with a treated dust cloth (i.e., desks, counters, file cabinets, ledges, bookcases, tables, credenzas, window sills, etc.). The Contractor shall dust vertical surfaces and underneath desks in such a manner as to prevent airborne dust.
- a) The Contractor shall dust furniture items such as chairs, file cabinets and other types of office furniture. The Contractor shall damp-dust other office furniture such as vinyl chairs, lamps, telephones, furniture bases, picture frames.
 - b) Furniture and Flat Surfaces Cleaning (High Dusting refers to areas higher than 36" up to 70"): High dusting includes all the wall surfaces, door frames, shelves, equipment, windowsills, ledges, handrails, etc. that are 70 inches from the floor or more.
 - a) Furniture: The Contractor shall vacuum upholstered furniture; clean behind furniture and corners. Move items as necessary to ensure thorough and adequate cleaning; replace to original position. The Contractor shall spot clean upholstered furniture as required.
8. Doors (Entrance areas): The Contractor shall clean all glass partitions, interior and exterior glass doors, display cases, directory boards, and draft shields on windows, mirrors and adjacent trim.
9. Stairwells: The Contractor shall sweep, dust and damp mop as needed. Lamps, vents, ceiling and wall areas shall be free of cobwebs, dust, debris and insects.

10. Walls: Spot/Clean/Wash. The Contractor shall spot-clean wall surfaces to remove cobwebs, fingerprints, smudges. The Contractor shall sanitize the walls as needed.
11. Blinds/Shades: The Contractor shall vacuum, and damp clean all blinds/shades to remove surface dust, vacuum drapes in place.
12. Window Cleaning Interior: The Contractor shall wash all windows on interior surfaces, damp-wipe window sashes/sills. The contractor is not responsible for the highest interior windows.
13. Laundry Service: The contractor shall collect all soiled linen daily and place in designated soiled linen storage until items are picked up by laundry distribution personnel.
14. Bed Cleaning: The contractor shall remake beds on customer request. After customer has checked out from facility all linens are to be removed from bed and stored in soiled linen room until picked up by the laundry service contractor. The contractor shall use a two-step cleaning process to clean and disinfect beds. The contractor shall remake bed using clean linens.
15. Miscellaneous
 - a) Water Fountains: The Contractor shall empty, rinse and sanitize drinking fountains, water coolers, the hot/cold water dispensers with a germicidal type detergent ensuring that the surface remains visibly wet for the proper dwell time.
 - b) Polish Metal. The Contractor shall polish the brass and other metal, aluminum, stainless steel hardware on doors, push bars, and the kicking plates.
 - c) Loading Dock. The Contractor shall sweep and hose off loading dock area as needed.
16. Restrooms
 - a) The Contractor shall clean and sanitize sinks, urinals, and toilets.
 - b) The floor traps shall always be maintained free from odor .
 - c) The Contractor shall sweep and wet mop the floors daily and spray buff as required. The Contractor shall apply a uniform coating of non-skid floor finish. The Contractor shall remove any excess floor finish solutions.
 - d) The Contractor shall damp-wipe walls, doors, partitions, mirrors, shelving, and window frames and sills. The Contractor shall use an approved germicide/detergent in restrooms to disinfect all surfaces of partitions, stalls, faces of toilet bowls, urinals, lavatories, showers, dispensers, and other such surfaces.
 - e) The Contractor shall damp-wipe and polishes the chrome fixtures.
 - f) The Contractor shall clean (descale) toilet bowls and urinals.

- g) The Contractor shall replenish restroom supplies for example: soap dispensers, paper towels and toilet tissue.
- h) The Contractor shall empty, clean, disinfect, and re-line all sanitary napkin and all waste receptacles.

17. Waste

- a) Trash Removal: The Contractor shall pick up and empty all trash or waste receptacles. Waste will be deposited at established waste collection sites/holding areas at the facility for waste hauler pick up.
- b) Regulated Medical Waste (RMW) 'Red Bag' Bio-hazardous: All receptacles lined with "Red Bags" (plastic bags containing bio-hazardous medical waste material) shall be serviced. The Contractor shall pick up the Red Bag waste and deposit it in specially designated, locked "infectious waste" bins or designated holding areas in a safe and timely manner, and in accordance with established standards and procedures. NOTE: Red Bags may not be used for any other purpose. Under no circumstance will red bag waste be co-mingled with any other types of waste.
- c) Recyclables: The Contractor shall pick up and empty all recycled collection receptacles and deposited them at established holding sites.

18. Supplies: The dispensers and supplies will be provided by the Government.

5.2 Contractor Personnel

- 1. The Contractor shall assign an International Executive Housekeeper Association (IHEA) Certified Executive Housekeeper (CEH) to supervise and train the contracted personnel. The supervisor shall develop and evaluate the environmental sanitation procedures in order to ensure compliance with all provisions contained in this contract. A supervisor shall be available anytime employees are working on site to provide oversight.
- 2. The CEH shall have at least one (1) year of prior Healthcare Sanitation experience as a CEH Manager within the last three years. Written certification of experience and copies of any formal training program (i.e. National Executive Housekeeping Association (NEHA) shall be submitted to the COR before starting work. The COR's approval must be received prior to an employee working at any of the facilities.
- 3. The CEH or stand-in representative 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 CEH or stand-in representative shall be available within 3 hours.

4. The contractor's employees shall be English speaking 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 CEH
 - c) List of shift supervisors
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 CEH 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.
7. The Contractor shall not consume food, snacks, or drinks products except during specified break periods in appropriate designated break areas only.
8. The Contractor shall adhere to the VHA smoke-free campus policy.
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 required to have physical examination prior to work on this contract. 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. The Contractor will inform the COR, if their employee was at risk of exposing Veterans, visitors or VHA employees to a communicable disease.
11. The Contractor will obtain appropriate background checks. Online questionnaire must be completed and scheduled for review prior to staff arriving at a VA location. Fingerprinting will be required to complete the background check but will not need completed prior to commencing work.
12. Contractor will be required to obtain a Non-PIV badge from the VA. The Non-PIV badge is good for no more than 180 cumulative days onsite at any facility. If, contractors are expected to perform on-site more than 180 cumulative number of days, the Contractor will be required to obtain a PIV badge with no network access. It is the responsibility of the designated COR to track the number of days the Contractor is performing and collect the PIV badges at the end of the Contractor's term.

5.3 Safety Training Requirements

1. Contractor-Furnished Safety Training: The Office of Occupational Safety and Health has identified the minimum worker safety standards and related training that are required by respective State Laws and that are applicable to all employees. All Contractors providing service at VA facilities shall follow these established Code of Regulations “General Industry Safety Orders (OSHA) section listed below, as a condition of contract award:
 - a) Section 3203 Title 8 “Illness and Injury Prevention Program.” Exception: Employers having fewer than 10 employees shall be permitted to communicate to and instruct orally in general safe work practices with specific instructions with respect to hazards unique to the employees’ job assignments, as compliance with subsection (a) (3).
 - b) Section 5193 Title 8. “Blood Borne Pathogens”
 - c) Section 5194 Title 8. “Hazard Communication”
 - d) The above-listed orders establish minimum standards and apply to employment’s and places of employment’s in California as defined by Labor Code Section 6303; provided, however, that when the Occupational Safety and health Standards Board has adopted or adopts safety orders applying to certain industries, occupations or employment’s exclusively, in which like conditions and hazards exist, those orders shall take precedence wherever they are inconsistent with the General Industry Safety Orders hereinafter set forth.
 - e) The above-listed orders, effective 1 July 1991, require the employer to develop, implement and document written programs, as well as requiring initial and recurring employee training and record keeping. The Contractor shall provide to the COR an annual written certification that each employee has received the State-required safety training; that each employee has received the Hepatitis B vaccination; or provide a written certification from any employee who declines the Hepatitis B vaccination.
 - f) Hepatitis B Vaccination: The final rule on Occupation Exposure to Blood Borne Pathogens, 29 CFR Part 1910.1030, states “employers shall make available the Hepatitis B vaccine and vaccination series to all employees who have occupational exposure, and post-exposure evaluation and follow-up to all employees who have had an exposure incident. Under the terms of this contract, the Contractor shall either provide, at no expense to the Government, the required vaccination defined herein, or have a letter of declination on file with the Contractor.
 - g) All contract employees need to be screened for tuberculosis prior to employment
 - h) All contract employees need to be medically cleared to wear respiratory protection
 - i) All contract employees shall be cleared for fitness of duty to perform physical tasks required for the job such as lifting a minimum of 50 lbs., prolong standing walking and frequent bending.
 - j) All contract employees shall comply with VA policy regarding influenza vaccine for staff and contractors.
 - k) A copy of this letter shall also be filed with the COR and placed in the COR’s contract file, and an additional copy shall be sent to the VA employee physician’s office. Following Contractor employee’s exposure to a contaminated needle or other sharp object, the employee shall be seen by a physician. Records of treatment and follow-up shall be maintained for the

duration of employment by the contractor and for thirty (30) years thereafter. Copies of treatment and follow up records shall be provided to the COR.

2. Handling of Regulated Medical Waste, Infectious Medical Waste (“Red Bag” Waste and “Sharps” Containers):
3. The Contractor may be required to collect bio-hazardous “Red Bags” waste (double-bagged) and solid, enclosed “SHARPS” containers from the medical facility exam and treatment rooms, and to deposit the bags and containers in designated bio-hazardous waste container (usually located outside and at the rear of the facility in locked cage or storage facilities). The Contractor shall maintain records on employee training and shall notify the COR appointed under this contract, as to when new annual training is required. The Contractor shall provide a certification of annual training for each employee.

5.4 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 precaution type isolation situations, the Contractor will be required to wear Personal Protective Equipment (PPE) which will be supplied by the medical facility. Such items are disposable and will be disposed of as directed by the on-site POC.
4. Contractor’s Personal Hygiene: The Contractor’s attire and presentation shall be appropriate per industry standard.

5.5 Contractor 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 on-site POC 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 on-site POC and COR when deemed appropriate.

2. Minimum Contractor-Furnished Training: Initial training shall cover the topics listed below. The Contractor shall accomplish the training within 5 workdays.
 - 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 applicable facility policies/regulations and their effect on sanitation Services.
 - f) Familiarization with the Contractors procedures manual.
 - g) Individual duties and responsibilities.
 - h) Procedures for replenishing cleaning supplies and obtaining equipment repair.
 - i) Role of Contractor's personnel in the facility and their impact on patient care
 - j) Techniques/methods for measuring quality of work performance
 - k) Basic orientation to the facility, function, mission, goals
 - l) Facility emergency fire and disaster program
 - m) Hazardous Communication Standard
 - n) Bloodborne Pathogens
 - o) Respiratory Protection
 - p) Personal Protective Equipment (PPE) including proper donning and doffing
 - q) Utility Operation
 - r) Standard Precautions
 - s) Body Mechanics/Lifting
 - t) Accident Reporting
 - u) Sexual Harassment
 - v) Ethics
 - w) TB-Precautions (PPD)
 - x) Hep B
 - y) Mercury/Spills
 - z) Radiation Training (Government-furnished)
 - aa) Proper handling of Regulated Medical Waste, Solid Waste, Chemo Waste Handling and Recycling
 - bb) Linen exchange services, including proper handling and care of all linens.
3. Compliance and Business Integrity (CBI) Awareness Training: The Contractor shall complete initial compliance awareness training within thirty (30) days of contract award effective date. The Contractor shall also meet the annual compliance awareness refresher training. This requirement can be fulfilled by completing the training module available via the following Internet site: <https://www.tms.va.gov/SecureAuth35/>

4. Remedial Training: When notified, the Contractor shall complete remedial training and education to address any detected compliance issues.
5. Proof of Training: The Contractor shall submit proof of training by providing a copy of the training to the on-site POC or designated representative. The on-site POC will retain proof of training in accordance with applicable Records Control Schedule and provide to the COR when requested.

5.6 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 on-site POC and COR 15 days after contract award effective date. An updated copy shall be provided the on-site POC and 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 on-site POC and COR or designated representative during the term of the contract.

5.7 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.

5.8 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. Except for 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.

5.9 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.

5.10 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.

5.11 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.

5.12 Conservation of Utilities

1. The Contractor shall instruct employees in utilities conservation practices. The Contractor shall be responsible for operating under condition which precludes the waste of utilities, which shall include:
 - a) The Contractor shall not adjust any mechanical equipment controls for heating, ventilation and air conditioning system unless otherwise directed by the COR or designated representative.
 - b) The Contractor shall turn-off all water faucets or valves when not in usage.
 - c) The Contractor shall not use Government telephones for personal reasons.

5.13 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); (5) Site-specific EPS Standard Operating Procedure Guidance 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 full force and effective immediately upon receipt by the Contractor. The policies and procedures of mandatory directives shall always be adhered to. The Contractor shall insure that all mandatory publications are posted and up to date.
 - a) Security Clearances, Access Controls, Identification Badges
 - b) Facility policies concerning fire / disaster program.
 - c) Parking Requirements
 - d) Infection Control Manuals

5.14 Required Security Training

1. 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:
 - a) Sign and acknowledge (either manually or electronically) understanding of and responsibilities for compliance with the Contractor Rules of Behavior, Appendix E relating to access to VA information and information systems;
 - b) Successfully complete the VA Cyber Security Awareness and Rules of Behavior training and annually complete required security training;
 - c) The contractor shall provide to 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.
 - d) Business Associate Agreement (BAA): The Contractor shall execute a BAA upon award of contract. A copy shall be forwarded to the Privacy Officer.

5.15 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;
- 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.