

STATEMENT OF WORK

1. **DESCRIPTION OF SERVICES.** The Contractor shall provide all labor, tools, and materials (excluding those provided by the VA and described in Section 3.1), supplies, appropriate equipment and supervision, necessary to professionally clean and maintain the Union Grove Outpatient Clinic at an acceptable level of cleanliness that meets the requirements for a medical clinic. The clinic is located at, located at **To be determined**, and contains approximately 9,999 Net Usable Square Feet. Cleanings shall occur between the hours of: **To be determined by Resident Engineer/Clinic Staff**, Monday through Friday, excluding legal and/or public holidays. Contractor shall be responsible to provide Material Safety Data Sheets (MSDS), for all applicable items used in the performance of this contract, to the COTR in accordance with the conformance standards. All disinfectants used in the cleaning of the facility shall be **VA** approved. All cleaning agents shall be clearly labeled.
- 1.1 **BASIC CLEANING SERVICES.** The Contractor shall accomplish all cleaning tasks to meet the requirements of this Statement of Work (SOW) and the Service Delivery Summary (SDS), as described in section 1.3. The minimum cleaning frequencies are established in Appendix A. All work listed under 1.1.1 through 1.3 shall be performed in accordance with the above.
 - 1.1.1 **Maintain floors.** All flooring shall be swept, dust mopped, damp mopped, and buffed to ensure the uniform, glossy appearance and freedom from dirt, debris, dust, scuff marks, heel marks, other stains and discoloration and other foreign matter. **NO WAXING IS REQUIRED.** Baseboards, corners, and wall/floor edges shall also be clean. All floor maintenance solutions shall be removed from baseboards, furniture trash receptacles, kick plates, doors, etc. 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 and proper position.
 - 1.1.2 **Remove Trash.** All trash containers shall be emptied and returned to their initial location. Boxes, cans, paper, placed near a trash receptacle and marked "TRASH" shall be removed. All trash containers, waste baskets, etc. shall be fitted with a clear, disposable plastic liner. All plastic liners for trash receptacles of any sort shall be replaced with new ones when receptacle is emptied. The trash shall be deposited in the nearest outside trash collection container as directed by the COR. Trash receptacles shall be left clean, free of foreign matter, and free of odors.
 - 1.1.3 **Clean Interior Glass/Mirrors.** Clean all interior, including glass in doors, partitions, walls, display cases, directory boards, etc. After glass cleaning, there shall be no traces of film, dirt, smudges, water, or other foreign matter.
 - 1.1.4 **Vacuum and Clean DOORWAY Floor Mats.** Vacuum and clean interior floor mats. After vacuuming or cleaning, mats shall be free of all visible lint, litter, soil, and other foreign matter. Soil and moisture underneath mats shall be removed and mats returned to their normal location.
 - 1.1.5 **General Spot cleaning.** Perform spot cleaning on a continual basis. Spot cleaning shall include, but not limited to, removing or cleaning smudges, fingerprints, marks, streaks, spills, etc. from washable surfaces of all walls, partitions, vents, grillwork, doors, door guards, door handles, push bars, kick plates, light switches, temperature controls, fixtures, furniture and medical equipment. After spot cleaning, the surface shall have a clean, uniform appearance, free of streaks, spots, and other evidence of soil.
 - 1.1.6 **General Dusting.** All horizontal surfaces shall be dusted or cleaned to eliminate dust collection. All vertical surfaces shall also be kept free from the accumulation of dust. All furniture, computers, and medical or other equipment shall be kept free from dust.

- 1.1.7 Clean Interior Windows.** Clean glass surfaces/windows throughout the area. After surfaces have been cleaned, all traces of film, dirt, smudges, water and other foreign matter shall be removed from frames, casings, sills, and glass.
- 1.1.8 Clean Air-Conditioning/Heating Vents.** All Heating and air conditioning ventilation grates/grilles/louvers/covers shall be kept free from dust and dirt and shall be cleaned on an “as needed” basis to be determined by COR.
- 1.1.9 Clean Fluorescent Light Fixture Diffusers.** All plastic diffusing lenses for ceiling mounted fluorescent light fixtures shall be kept in a clean condition (on both sides of diffuser) and free of dust, dirt, and dead insects.
- 1.1.10 Empty/Clean Exterior Trash Receptacles.** All exterior trash receptacles shall be emptied and returned to their initial locations. Boxes, cans, paper placed near a trash receptacle and marked “TRASH” shall be removed. All trash containers shall be fitted with clear, disposable plastic liner. All plastic liners for trash receptacles of any sort shall be replaced with new ones when receptacle is emptied. The trash shall be deposited in the nearest trash collection container as directed by the COR. Trash receptacles shall be left clean, free of foreign matter, and free of odors.
- 1.1.11 Clean Water Fountain.** Clean all water fountains in the area. After water fountain cleaning, there shall be no traces of film, dirt, smudges, or other foreign matter.
- 1.2 BASIC EXAMINATION ROOM/LABORATORY/REST ROOM CLEANING SERVICES.** The Contractor shall accomplish all cleaning tasks to meet the requirements of this SOW and Service Delivery Summary (SDS).
- 1.2.1 Clean and Disinfect.** Completely clean and disinfect all surfaces of sink, toilet bowls, urinals, lavatories, dispensers, plumbing fixtures, partitions, dispensers, doors, walls, and other such surfaces, using a Hines VA germicidal detergent daily. After cleaning, receptacles shall be free of deposits, dirt, streaks, and odors. Disinfect all surfaces of partitions, stalls, stall doors, entry doors, (including handles, kick plates, ventilation grates, metal guards, etc.) and wall areas adjacent to wall mounted lavatories, urinals, and toilets, as well as all surfaces of specimen pass- thru’s.
- 1.2.2 De-scale Toilet Bowls and Urinals.** De-scaling shall be performed monthly as a minimum and as often as needed to keep areas free of scale, soap films, and other deposits. After de-scaling, surfaces shall be free from streaks, stains, scale, scum, urine deposits and rust stains.
- 1.2.3 Sweep and Mop floor.** After sweeping and mopping, the entire floor surface, including grout, shall be free from litter, dirt, dust, and debris. Grout on wall and floor tiles shall be free of dirt, scum, mildew, residue, etc. Floors shall have a uniform appearance without streaks, swirl marks, detergent residue, or any evidence of soil, stain, film, or standing water. No WAXING OF FLOOR REQUIRED, but moveable items shall be tilted or moved to sweep and damp mop underneath as necessary to maintain sanitary conditions and a clean, uniform appearance. Contractor shall mop using only clean water and appropriate cleaning agents and shall dispose of soiled water after each cleaning.
- 1.2.4 Stock (Janitorial) Examination Room/Restroom Supplies.** Contractor shall ensure examination rooms/restrooms are stocked sufficiently so that supplies including soap dispensers, deodorizers, paper towels, and toilet paper do not run out. All paper goods shall be supplied by contractor – toilet paper, paper towels, toilet seat liners, etc. Supplies shall be stored in designated areas and shall be kept up off of the surface of floors. No overstocking shall be allowed. If supplies run out prior to the next service date, Contractor shall refill within 24 hours of notification. All supplies to perform work shall be included in the contract price. All restrooms will have facility installed deodorizers which will be replenished by the contractor as needed. Supplies for the deodorizers will be furnished by the facility.

- 1.2.5 Clean/Disinfect Examination Room/Lab Room Furniture.** Patient examination tables, visitor chairs, and blood draw chairs in all examination rooms or lab rooms shall be cleaned and disinfected with Hines VA approved germicidal detergent.
- 1.2.6 Emergency Cleaning Services.** Contractor shall provide emergency cleaning services as described as those cleaning services that are mentioned in items 1.1 thru 1.2.5. Contractor shall respond within 2 hrs of the initial call for services.
- 1.3 PERIODIC CLEANING SERVICES**

1. SERVICE DELIVERY SUMMARY. The Contractor service requirements are summarized into performance objectives that relate directly to mission essential items. The performance threshold briefly describes the minimum acceptable levels of service required for each requirement. These thresholds are critical to mission success.

Performance Objective	SOW Para	Performance Threshold
<u>Basic Cleaning Services</u> Furniture, medical equipment, floors, baseboards, corners, and wall edges are free of dirt, dust, and debris. Trash is emptied; plastic liners are replaced each time trash is emptied. Trash containers are free of odors and visible dirt. Trash is emptied into outdoor trash container. Glass and mirrors have no trace of film, dirt, smudges, or water. Dust is not visible.	1.1	Not to exceed 3 customer complaints per month.
<u>Basic Exam rooms, Restrooms/Locker Rooms Cleaning Services</u> Exam rooms, restrooms/locker rooms are disinfected and free of dirt, deposits, streaks and odors. Floors are free of litter, dirt, dust, and debris. Supplies are adequate until next service.	1.2	Not to exceed 3 customer complaints per month.
<u>Periodic Cleaning Services</u> Floors have a glossary uniform appearance free of scuffmarks, heel marks, other stains and discoloration. NO FLOOR WAXING REQUIRED. Windows are free of film, dirt, smudges, water, and other foreign matter.	1.3	Not to exceed 3 customer complaints for the reporting period

- 3. GOVERNMENT FURNISHED PROPERTY AND SERVICES.** All equipment, material and supplies, other than those listed in Paragraph 3.1 below, shall be furnished by the Contractor.
- 3.1 VA SUPPLIED ITEMS:** Antimicrobial hand washing soap, waterless antimicrobial hand sanitizer foam, deodorizers for restrooms and #25 3M disinfectant.

4. GENERAL INFORMATION.

- 4.1 Quality Control.** The Contractor shall develop and maintain a quality control program to ensure custodial services are performed in accordance with commonly accepted commercial practices. The Contractor shall develop and implement procedures to identify, prevent, and ensure non-recurrence of defective services. At a minimum the Contractor shall develop quality control procedures addressing the areas identified in Section 2, Service Delivery Summary.
- 4.1.1** The Contractor, and not the Government, is responsible for management and quality control actions to meet the terms of the contract. The role of the Government is quality assurance to ensure contract standards are achieved.
- 4.2 Quality Assurance.** The COR will periodically evaluate the Contractor's performance.
- 4.2.1** The COTR will receive complaints from **CBOC** personnel and pass them to the contractor's quality control inspector (QCI) for correction.
- 4.2.2 Standard.** The COR should receive no more than three (3) customer complaints during the service period *total* (each month) regarding the three categories listed in the Service Delivery Summary. The COR shall notify the Contracting Officer for appropriate action in accordance with FAR 52.212.4, Contract Terms and Conditions-Commercial Items if any of the services are in excess of the specified allowable occurrence of customer complaints.
- 4.2.3** The Contractor shall perform all work required under the terms of the SOW in a satisfactory manner in accordance with the appropriate SOW paragraph. The COR shall not consider the janitorial services required by the terms of the SOW complete until all deficiencies have been corrected.
- 4.3 Hours of Operation.** The work required by the contract shall be performed daily, Monday through Friday, excluding Federal Holidays. Work shall begin no earlier than **4:30 PM** and shall be completed no later than 9:00 PM CST. Contractor shall provide proposed work schedule to the COR within five (5) calendar days from receipt of award.

National holidays:

The ten holidays observed by the Federal Government are:

New Year's Day	January 1
Martin Luther King Day	Third Monday in January
Presidents' Day	Monday in February
Memorial Day	Last Monday in May
Independence Day	July 4 th
Labor Day	First Monday in September
Columbus Day	Second Monday in October
Veterans' Day	November 11
Thanksgiving Day	Fourth Thursday in November
Christmas Day	December 25

When one of the above designated legal holidays falls on a Sunday, the following Monday will be observed as a legal holiday. When a legal holiday falls on a Saturday, the preceding Friday is observed as a holiday by U.S. Government agencies.

4.4 Joint Commission on Accreditation of Healthcare Organizations (JCAHO) Requirements

- 4.4.1** Contractor will attend a pre-work orientation meeting prior to the commencement of work on site. The VA will schedule this meeting and it will include discussion of the following topics: (VA will provide information to the contractor regarding these topics and will document the meeting)

4.4.1.1 Fire and Safety

4.4.1.2 Infection Control

4.4.1.3 Disaster procedures

4.4.2 The Contractor will be responsible to ensure that Contractor employees coming to the work site will receive the information required above. Documentation of such will be required in writing.

4.4.3 The Contractor will be responsible to ensure Contractor employees providing work on this contract are fully trained and completely competent to perform the required work.

4.5 **Security Requirements.** The Contractor's Field Service Employees (FSE) shall wear visible identification at all times while on the premises of the **OPC**. It is the responsibility of the Contractor to park in the appropriate designated parking areas. Information on parking is available from **OPC** staff or from the COR. The **OPC** will not validate or make reimbursement for parking violations of the contractor under any conditions. Smoking is prohibited inside the clinic building. Possession of weapons is prohibited. Violations of VA Regulations may result in citation answerable in the United States (Federal) District Court, not a local district, state or municipal court.

4.6 **Damage:** Extreme caution shall be exercised to prevent damage to the building and its contents. Any damage must be reported to the COR immediately for appropriate action. Any damage caused by the Contractor will be repaired and or replaced to the satisfaction of the VA at the Contractor's expense.

4.7 **Excessive Damage:** Damage to the building, its contents or loss of Government property, in excess of \$100,000 will require a Report of Survey or Investigative Report by the **OPC**. Appropriate Government personnel will conduct the investigation. The responsible party will be required to replace and/or submit payment for damage or loss.

4.8 **Access (Keys):** if COR provides keys for access, it shall be the Contractors responsibility to safe guard and control keys provided.

4.9 **Confidentiality.** Contractor, any and all personnel employed by Contractor, and any other individuals enlisted by Contractor (sub-contractors, etc) to meet the requirements of this SOW, shall not disclose any information regarding the patients treated at the **OPC**. All clinical records, including names of patients, Social Security Numbers, and any and all medical, administrative, or demographic information that pertains to the patients treated at the **OPC** is strictly confidential. This information is protected under federal regulations. All information and records that pertain to the employees of the **OPC** is also confidential and is protected under law. Contractor and any individuals employed or enlisted by contractor, may be required to sign Confidentiality Statement as a condition of being allowed to work at the **OPC**.

4.10 Definitions/Acronyms.

A. CO Contracting Officer

B. COR – Contracting Officer's Representative

C. FSE – Field Service Engineer. A person who is authorized by the Contractor to perform maintenance (corrective and/or preventive) services on the VAPCC premises.

- D. ESR – Vendor Engineering Service Report. A documentation of the services rendered for each incidence of work performance under the terms and conditions of the contract.
- E. Acceptance Signature – VA employee who is authorized to sign-off on completed work.
- F. Authorization Signature – COTR’s signature; indicates COTR accepts completed work.
- G. **OPC – Outpatient Clinic**
- H. QASP – Quality Assurance Surveillance Plan

4.10 REPORTING REQUIREMENTS. At the discretion of the COTR or Contracting Officer, the Contractor may be required to submit an ongoing report of services rendered under the terms of the contract. The Contractor may be required to submit a report which shall include but not be limited to 1) dates and times when services were performed, 2) a list of the areas where services were performed, and 3) type(s) of services and brief description of work.

4.10.1 VA Contact Person(s): TBD

4.10.2 Location (Building/Room Number: TBD

4.10.3 Telephone Number & Extension(s):

4.10.4 Contractor – Provide telephone number(s) to call for your Service Department: _____

4.10.5 Provide name(s) of authorized contact person(s): _____

4.11 CONFORMANCE STANDARDS: All work shall be performed and equipment shall function in conformance with all VA safety standards, manufacturer’s/industry standards, the latest published edition of NFPA-99, FDA, OSHA, JCAHO, and other applicable standards.

APPENDIX A

ESTIMATED WORKLOAD DATA

Oak Lawn Community Based Outpatient Clinic (CBOC)

TASK	FREQUENCY OF SERVICE
<u>GENERAL</u>	
1. Empty and clean exterior trash receptacles	Daily
2. Empty all wastebaskets, receptacles, and replace with clear linings.	Daily
a. Remove all municipal waste to dumpsters.	Daily
b. Place contaminated red bag waste in receptacles in storage room.	Daily
c. Replace red liner in proper receptacles.	Daily
3. Damp wipe all exposed areas of furniture and medical equipment Times/wk	(2) Two
4. Clean and sanitize all telephones.	(1) One time/wk
5. Remove all fingerprints and smudges from door, door frames, and light fixtures.	Daily
6. Damp wash/clean all chairs.	Daily
7. Wet mops all tiled floors, utilizing a Hines VA approved germicide detergent solution.	Daily
8. Dust and mop all tile floors.	Daily
9. Spot clean partition glass and doors.	Daily
10. Dust all horizontal and vertical surfaces in all areas.	Daily
11. Remove dust and cobwebs from ceilings.	Daily
12. Damp clean all counter surfaces utilizing an all purpose cleaner.	Daily

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| 13. Damp (Wipe) clean all computer screens, being careful not to touch keypad. | Daily |
| 14. Remove waste from receptacles. | Daily |
| 15. Clean water Fountain | Daily |
| 16. Replace liner in the waste receptacles as needed. All receptacles shall be
Monthly
thoroughly cleaned using a detergent high pressure wash, and disinfectant. | |
| 17. Remove Spots from all floor mats | As Needed |

TASK	FREQUENCY OF SERVICE
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| 18. Damp (Wipe) clean all pictures.
Monthly | |
| 19. Extract (clean) all entrance way floor mats each quarter (i.e., Sept., Dec., Mar., July)
Quarterly | |

RESTROOM CLEANING

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| 1. Clean all toilets, seats and urinal, utilizing a Hines VA approved germicidal cleaner. | Daily |
| 2. Use an approved toilet bowl/urinal cleaner. | Weekly |
| 3. Wash and sanitize all sinks | Daily |
| 4. Spot clean partitions and all walls in restrooms | Daily |
| 5. Clean Mirrors | Daily |
| 6. Clean all stainless steel. | Daily |
| 7. Wet mop floors with a Hines VA approved disinfectant/germicide detergent. | Daily |
| 8. Sweep all floors. | Daily |
| 9. Empty receptacles and replace liners with clear liners. | Daily |
| 10. Replenish all toilet tissue, paper towel, and toilet seat liner dispensers. | As needed |
| 11. Refill all hand soap and waterless hand sanitizer dispensers. | As needed |

GLASS CLEANING

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| 1. Clean all glass in waiting room area.
Monthly | |
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| 2. Clean all partitions in offices. | As needed |
| 3. Dust blinds. | Monthly |

INSPECTIONS

Contractor shall inspect the premises (as needed) and provide in writing noted discrepancies with follow-up action to:

VA POC:
Contracting Officer's Representative (COR)
_____ VA Hospital

Address:
City, State, Zip
Telephone:

EXTERIOR CLEANING

Remove all cigarette butts and other debris from all entrances and exits, within a 35-foot radius, including around trash receptacles on a daily basis.