2. JANITORIAL PERSONNEL:

a. Janitorial personnel shall be required to speak and comprehend the English language. The number of daytime janitors shall be determined based on the square footage of the clinic and clinic areas in operation. Hours of work are 7:30 a.m. to 4:00 p.m., for a total of eight (8) hours per day, Monday through Friday, except for National Holidays. Facility size is based on current estimated building square footage. Lessor will be responsible for maintaining sanitation of building interior and all entrances/exits to building.

b. After hours deep cleaning or project work is allowed. The number of janitors shall be for special projects, i.e., stripping and waxing of vinyl floors and/or carpet cleaning in areas where work can't be accomplished during normal working hours. The number of janitors shall be determined by project requirements and may be accomplished during the hours from 7:30 a.m. to 4:00 p.m. for a total of eight (8) hours per day, Monday through Friday, except for National Holidays. Any exception to work hours for deep cleaning, floor stripping and or carpet cleaning must be approved by the COR at least seven days in advance.

3. BREAK AREAS:

a. A specific area shall be designated for Lessor personnel to take breaks and lunch by the COR upon contract award.

SCHEDULE OF WORK:

1. DAY RESPONSIBILITIES: The Lessor shall be responsible for providing janitorial services listed below during the hours specified herein. Work shall include, but not be limited to:

a. Emergency Cleaning – The Lessor shall provide cleaning services in the event that an emergency situation arises i.e. spills, floods, pest related matters.

b. Service Restrooms – Service restrooms as needed, i.e. replenish supplies, unclog toilets, clean sinks, toilets and mopping floors.

c. General Policing – The Lessor shall ensure that restrooms, hallways, corridors, stairs, sidewalks, parking lots, and tops of wall lockers are kept free of litter and maintained in an orderly manner.

d. Inclement Weather Responsibilities – During inclement weather, the day porter shall place Lessor provided standing "Caution Wet Floor" safety signs at each entrance to reduce the risk of falls from slippery floors. The day porter shall mop the entrance floors to keep them dry as necessary during operational hours. Lessor will provide umbrella bags and stands at entrances during rainy days.

e. Light Bulb changing – The Lessor shall be responsible for replacing light bulbs used for interior ambient lighting on an as needed basis.

2. CLEANING RESPONSIBILITIES: The Lessor shall be responsible for providing janitorial services listed below during the hours specified herein.

a. The following services shall be performed once daily, Monday through Friday:

(1) Trash Removal – Empty all trash receptacles and replace torn or solid trash receptacle liners. Empty all cigarette/ash receptacles placing ashes and debris in a nonflammable container. Trash shall be disposed of in plastic bags secured with bag ties and deposited in the trash collection bins. Any recyclable materials such as boxes, cans, paper, etc. placed near a trash receptacle shall be removed and placed in designated recycle collection bins. The Lessor shall pick up any trash that may fall onto the facility grounds during removal of such collected trash. All trash and cigarette/ash receptacles shall be returned to their original position after being emptied. All

exterior entrances/exits leading into or from the building shall be kept clean and free of trash including cigarette butts.

(2) Spot Clean Carpet – Carpeted areas shall be spot cleaned when spots are found to remove stains.

(3) Mopping (dust/damp) – All accessible areas shall be mopped. Chairs, trash receptacles, and easily movable items shall be moved to mop underneath and returned to their original position. After being mopped, the floor shall have a uniform appearance, with no streaks, swirl marks, detergent residue, or any evidence of soil, stains, film, debris, or standing water. There shall be no splash marks or mop streaks on furniture, walls, baseboards, etc., or mop strands remaining in the area.

(4) Drinking Fountains – Disinfect all porcelain and polished metal surfaces, including the orifices and drains. After cleaning, the entire drinking fountain shall be free from streaks, stains, spots, smudges, scale, and other obvious soil.

(5) Restrooms – Clean and disinfect ALL surfaces of toilet bowls, urinals, lavatories, showers, dispensers, and other such surfaces, using a germicidal detergent. Remove scale from toilet bowls and urinals, the entire surface shall be free from stains, scale, scale, scum, urine deposits, and rust stains. Disinfect ALL surfaces of partitions, handrails, stall walls, stall doors, and wall areas adjacent to wall mounted lavatories, doorknobs, urinals, and toilets. Wipe all mirrors clean, removing all dirt, smudges, water spots, and other foreign matter. Clean, damp mop and sanitize floors. Replenish supplies (paper towels, toilet paper, toilet seat covers, feminine hygiene products, and liquid soap). Use a germicide detergent to clean restrooms. (Note: Hand Soap shall be provided by the VA.)

(6) Gurneys, Wheelchairs, Carts and other Class 3 Reusable Medical Equipment (RME) – Sanitize, clean and disinfect all surfaces of the Class 3 RME in accordance with current Veterans Health Administration Environmental Program Services (VHA-EPS), the VA Nursing Department shall also be responsible for cleaning the wheeled equipment when required.

(7) Exam rooms – Clean and disinfect sinks, counter tops, doorknobs, and exam table surfaces, wheels and supports. Restock paper towels, hand sanitizers and soap dispensers. (Note: hand soap and hand sanitizer shall be provided by the VA).

(8) Technical Areas – This includes laboratory, radiology, physical therapy, life support, dental, audiology, ENT, eye, and special exam rooms such as endoscopy, orthopedics and special procedures. Clean and disinfect sinks, counters, floors, mirrors and glass doors or windows to cabinets, or shelving. Dust furniture, shelving, and ledges and empty trash receptacles. (Note: Cleaning of equipment and equipment accessories shall be the responsibility of the VA).

(9) Waiting Room Furniture – Damp wipe and disinfect waiting room furniture.

(10) Vending Rooms – Damp wipe and disinfect all surfaces, including counter tops, tables, chairs, microwave and vending machines. Damp mop floor. Restock soap and paper towels. (Note: Soap shall be provided by the VA).

(11) Employee Lounge/Dining Area and Mental Health Kitchen – Damp wipe and disinfect all surfaces including counters, tables, chairs, and refrigerator. Clean and disinfect sinks. Damp mop floors. Restock soap, hand sanitizer, and paper towels. (Note: soap and hand sanitizer shall be provided by the VA).

(12) Walk-Off Mat Cleaning – Carpet-type entrance mats shall be vacuumed to remove soil and grit and to restore resiliency of the carpet pole. Rubber or polyester entrance mats shall be swept,

vacuumed, or hosed down outside to remove soil and grit. Soil and moisture underneath entrance mats shall be removed and mats returned to their original location.

b. The following service shall be performed three (3) times per week, Monday, Wednesday and Friday:

(1) Vacuum Carpet – The Lessor shall vacuum all carpeted areas. Chairs, trash receptacles and easily moveable items shall be moved to vacuum underneath and returned to their original position. After vacuuming, carpet shall be free of all visible litter and soil. Any spots noticed shall be removed as soon as possible, by applying a spotting agent in a uniform manner to loosen all types of soil; or carpet soil extraction, a method whereby water is injected into the carpet to loosen and remove all types of soil. All tears, burns, and raveling shall be brought to the attention of the COR.

c. The following services shall be performed once per week:

(1) Low dusting – Dust all horizontal surfaces, i.e. desks, chairs, file cabinets, other types of office furniture and equipment, ledges windowsills, handrails, etc., from the top of the floor surface to a height of 5’0”. After low dusting, all dust, lint, litter, and dry soil shall be removed from all surfaces to a height of 5’0” above the top of the floor surface.

(2) Vinyl Composite Tile and Vinyl Flooring – Spray buff all vinyl composite tile and vinyl flooring. The entire floor shall have a uniform coating of a nonskid floor finish, have a uniform glossy appearance, and be free of scuff marks, heel marks, and other stains and discoloration. All solution shall be removed from baseboards, furniture, trash receptacles, etc. Chairs, trash receptacles and easily moveable items shall be moved to maintain the floor underneath and returned to their original position.

(3) Warehouse – Dust shelves, sweep and damp mop floors, empty trash receptacles and replace trash receptacle liners.

(4) Cleaning of doorknobs with a disinfectant wipe or solution.

d. The following service shall be performed once per month (exact day each month shall be scheduled by the COR):

(1) Venetian Blinds – dust all blinds to remove all dust, lint and dry soil.

(2) Dusting of picture glass and frames.

e. The following services shall be performed quarterly, October, January, April and July (exact dates shall be scheduled by the COR):

(1) Carpet Cleaning – Complete shampooing of all carpeted areas. In the event carpet cleaning is required prior to scheduled cleaning, due to spills or carpeted areas becoming heavily soiled, cleaning should be scheduled immediately with the COR.

(2) Machine Scrub Ceramic Tile Floors – The entire floor shall have a uniform coating of a nonskid floor finish, have a uniform glossy appearance, and is free of scuff marks, heel marks and other stains and discoloration. All solution shall be removed from baseboards, furniture, trash receptacles, etc. Chairs, trash receptacles and easily moveable items shall be moved to maintain the floor underneath and returned to their original position.

(3) High Dusting – dust fans, light fixtures, all vents and ducts, and all horizontal surfaces above 5’0” from the top of the floor surface. After high dusting, all dust, lint, litter, and dry soils shall be removed from all surfaces above 5’0” from the top of the floor surface.

(4) Clean Light Fixtures – Clean exterior surfaces of light fixtures. After cleaning, light fixtures shall be free of bugs, dirt, dust, grease, and other foreign matter.

(5) Restroom Floors – Apply sealer to restroom floor following manufactures instructions.

(6) Mechanical and Electrical Rooms – Sweep floors and wipe surfaces free of dirt and sand.

f. The following services shall be performed twice annually, March and September (exact dates shall be scheduled by the COR):

(1) Strip and Refinish Vinyl Composite Tile and/or Sheet Vinyl – The entire floor shall have a uniform coating of a nonskid floor finish, have a uniform glossy appearance, and be free of scuff marks, heel marks, and other stains and discoloration. All solution shall be removed from baseboards, furniture, trash receptacles, etc. Chairs, trash receptacles and easily moveable items shall be moved to maintain the floor underneath and returned to their original position.

(2) Spot Clean Doors, Walls, and Partitions – Remove smudges, fingerprints, marks, streaks, etc., from washable surfaces of walls, partitions, including glass, doors, and fixtures. Germicidal detergent shall be used in restrooms, locker rooms, and break areas. Brass hardware, aluminum bars, and other metal on doors and surfaces shall be polished with polishing compound. After spot cleaning, the surface shall have a clean, uniform appearance; free of streaks, spots, and other evidence of removed soil.

(3) Clean Interior and Exterior Windows Surfaces – Clean all windows to remove smudges, fingerprints, dirt, etc. After windows have been cleaned, traces of film, dirt, smudges, water and other foreign matter shall be removed from frames, casings, sills, and glass.

(4) Terminally Clean Venetian Blinds – With disinfectant solution thoroughly dampen cloth rag, wipe blinds from top to bottom on both sides, rinse blinds and wipe dry.

(5) Cubicle/Privacy Curtains – Curtains shall be changed every six (6) months by Contract or when visibly soiled. Curtains will be supplied by the VA.

g. The following services shall be performed on an as needed basis with station support and coordination:

(1) Terminal Cleaning of Rooms – Clean affected rooms using two-step cleaning process in which patients with air born disease are/were held and/or cleaning up of bodily fluids. Cleaning shall include washing all surfaces with an effective detergent/disinfectant for the organism. Terminal cleaning shall be required in the Exam Rooms and Life Support room; cleaning from ceiling to floor, (i.e. this is normally done when blood or chemicals have been spilled and there is specific disease identified that requires terminal cleaning). Cleaning the room includes Class 3 Reusable Medical Equipment (i.e. – non-critical RME). Protective gear shall be required and must conform to OSHA blood borne pathogen standard that requires an impermeable barrier between worker and pathogen. This gear normally consists of gloves, masks, and goggles.

(2) Unclogging Toilets – Immediately upon request, Lessor shall unclog toilets using a toilet plunger. In the event the toilet shall not unclog, Lessor shall immediately notify the COTR, thereby transferring responsibility to the Government.

(3) Clean dry erase boards – Unless marked “DO NOT ERASE,” dry erase boards shall be cleaned by removing all writing, dust, streaks, marks, and smudges from the board and tray.

(4) Clean Chairs – Fabric chairs, vacuum and spot clean. Vinyl chairs, damp wipe with disinfectants.

h. The Lessor shall be responsible for ensuring that the building is secured and locked upon departure each workday.

LESSOR FURNISHED SUPPLIES: The Lessor shall furnish all necessary equipment/supplies including but not limited to the following:

Cleaners Paper Hand Towels
Detergents Waxes
Dust Control Rags
Disinfectants Mops
Polishes Toilet Paper
Trash Receptacle Liners Toilet Seat Protective Covers
Caution Signs Toilet Plunger
Green Pads Acid Free Toilet Bowl Cleaner
Feminine Hygiene Products
Batteries for battery powered dispensers and faucets

A list of cleaning products shall be approved by the Veterans Affairs Greater Los Angeles Healthcare System.

The Lessor shall provide environmentally preferable “green” products and is required to provide all Safety Sheets (MSDS) for all potentially hazardous agents used within the facility to ensure the safety of the occupants and employees.

The Lessor shall provide all mops, to be used in the performance of this contract; one mop shall be used strictly for the restrooms and the other mops for all other areas, due to sanitation purposes.

Cleaning supplies and equipment shall not be left unattended as to cause a safety hazard or allow use by unauthorized parties.

The Lessor shall maintain an inventory of required items needed in the performance of this contract.

LESSOR EQUIPMENT AND TOOLS:

The Lessor shall furnish all equipment and tools necessary to properly perform the work defined herein.

1. All equipment shall have bumpers and guards to prevent marking or scratching of fixtures, furnishings, or building surfaces.

2. All electrical equipment used by the Lessor shall meet all safety requirements of this contract and shall be UL approved. Equipment must operate using existing building circuits. It shall be the responsibility of the Lessor to prevent the operation or attempted operation of electrical equipment, or combinations of equipment, which require power exceeding the capacity of the existing building.

3. The Lessor shall furnish and use commercial type beater bar (roller brush) type vacuums for carpeted floors. Vacuum cleaners shall have a built in HEPA Filter.

4. Lessor’s equipment and/or cleaning materials to be used in the performance of this contract may be stored on site; however, the Government assumes no responsibility.

GOVERNMENT FURNISHED SUPPLIES:
VA Greater Los Angeles Healthcare System shall supply sharps/needle boxes, and Hand Sanitizer for dispensers. Lessor shall refill dispensers as needed. Lessor shall monitor and ensure product is not expired in any dispenser.

GOVERNMENT EQUIPMENT/SUPPLY STORAGE AREAS:
To the extent possible, the Government shall furnish without cost to the Lessor, designated secured/locked space(s) for storage of equipment and supplies. Housekeeping space consists of a

general storage/office room, approximately 190 square feet, and housekeeping closets of approximately 60 square feet each.

1. The Lessor shall maintain such building space to the same standards as similar areas occupied by the Government.

2. The Lessor shall not make any alterations to the space, except with the written permission of the Contracting Officer.

3. The Lessor shall vacate such building space and leave the premises in the condition in which received fair wear and tear expected, by the time stated for contract completion.

PERFORMANCE INSPECTION:
Monthly (or more frequently, if required) inspections of all areas and surfaces shall be made jointly by the COR and the Lessor's Project Manager. Upon receipt of written notification by the Contracting Officer regarding nonperformance of all other than daily services, the Lessor shall be given 48 hours to provide the required corrective action.

LESSOR PERSONNEL:

1. Shall be subject to all Federal rules and regulations relative to entering and leaving the building. Reference 38 CFR, Chapter 1 (7-1-04 Edison), copy maybe obtained from the COR.

2. Shall be physically able to do their assigned work, free of any communicable diseases, and speak and comprehend the English language.

3. All Lessor personnel assigned to the performance of this contract shall wear a Lessor-provided uniform that clearly identifies the individual as a Lessor. Sandals, flip-flop style footwear or open toed shoes shall not be worn by Lessor personnel.

4. Shall not disturb papers on desks, open desk drawers or cabinets, or use Government telephones for personal reasons.

5. All tasks accomplished by the Lessor personnel shall be performed to preclude damage or defacement of Government-owned furnishings, fixtures, equipment and facilities. The Lessor shall report any damage observed or caused by the Lessor personnel to the COR. The Lessor shall be responsible for repair or replacement of Government-owned items or facilities to previous condition, if determined to be at fault by the COR.

PERSONNEL TRAINING:
1. The Lessor shall be responsible for the training of his/her employees in the following areas:

a. Proper use and handling of contract specified and approved materials, supplies, and equipment.

b. Care and maintenance of Lessor and Government furnished property.
c. Familiarization with fire prevention and safety procedures.

d. Familiarization with applicable VA polices/regulations and their effect on housekeeping services, including sanitation and handling of infectious/hazardous waste.

2. Day and evening janitorial crew shall attend annual Veterans Affairs sponsored Safety & Fire Prevention and Infection Control Training and HIPPA Training.

3. The Lessor shall be responsible for providing fully knowledgeable, trained staff that are competent to meet the cleaning requirements of this contract and fulfill all obligations to the satisfaction of the COR.

4. Training Records shall be submitted to the COR within 30 days of contract award. Yearly competencies reviews shall be conducted annually on all contracted personnel and maintained in the Project Manager's Office.

SAFETY AND FIRE PREVENTION:

The Lessor shall be responsible for instructing his/her employees with appropriate safety measures. Housekeeping employees must not place mops, brooms, machines, and other equipment in traffic lanes or other locations in such a manner as to create safety hazards. Appropriate, neat appearing, well-kept signs to indicate "Dangerous Hazardous Floors, Walk Left or Walk Right," as applicable shall be provided by the Lessor and approved by the COTR prior to use. Such signs shall be displayed at all times in all areas where cleaning operations are in progress which necessitate the use of any equipment or supplies such as buckets, wires, ladders, water, wax, etc., which cause a traffic obstruction or personnel hazard. Lessor's employees shall be required to interrupt their work to allow passage of personnel, equipment, or carts. When the cleaning of a public traffic area (i.e., lobbies or corridors) results in the temporary hazard of wet/slippery floors, housekeeping personnel shall use parallel wet mopping or cleaning procedures.

The Lessor shall comply with applicable Federal, State and VA safety and fire regulations and codes, which are in effect during the performance period of the contract. Copies of the regulations shall be obtained and made available to the Lessor from the COR upon written notification received from the Lessor.

The Lessor personnel shall follow applicable facility policies concerning fire/disaster programs. When cleaning tile and hard floor surfaces, the Lessor shall display appropriate warning signs in all areas where operations may cause a traffic obstruction and/or personnel hazard.

QUALITY CONTROL/QUALITY ASSURANCE:

The Lessor shall establish a complete Quality Control Program to assure the requirements of the contract are provided as specified.

One copy of the Lessor's Quality Control Program shall be provided to the COR at a Pre-Performance conference. An updated copy must be provided by the COR on contract start date and as changes occur. The Quality Control Program shall include, but not be limited to the following:

1. The Lessor is responsible for complying with all appropriate regulations and guidelines of the JCAHO, OSHA and any other pertinent federal, state and local references. Copies of the regulations shall be obtained and made available to the Lessor from the COR upon written notification received from the Lessor.

2. An inspection system covering all the services to be performed under the contract. It must specify areas to be inspected on either a scheduled or unscheduled basis and the title of the individual(s) who shall perform the inspection.

3 A method of identifying deficiencies in the quality of services performed before the level of performance becomes unacceptable.

4 A file of all inspections conducted by the Lessor and the corrective action taken. This documentation shall be made available to the COR during the term of the contract.

5. Performance Evaluation Meetings – The Project Manager shall meet with the COR weekly at the facility during the first month of the contract. Meetings shall be as often as necessary thereafter as determined by the COR. However, a meeting shall be held each time a Contract Discrepancy Report is issued. A mutual effort shall be made to resolve all problems identified. The written minutes of these meetings shall be signed by the Lessor's Project Manager and COR. Should the Lessor not concur with the minutes, Lessor shall state in writing to the Contracting Officer any areas where they do not concur.

6. The Government shall monitor the Lessor's performance under this contract utilizing customer complaints, reperformance requirements and random quality assurance inspections.