PERFORMANCE WORK STATEMENT (PWS)
JANITORIAL SERVICES

Section 1: General Information

1.1 General: This is a non-personal services contract to provide deep kitchen cleaning services for the Canteen at the El Paso Veteran Affairs Healthcare Systems (ELVAHCS) main facility located at 5001 N. Piedras St. El Paso, TX 77930 and janitorial services for the administrative extension areas of the ELVAHCS located at BLDG 116 and BLDG 117, Fort Bliss, TX 79906. 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.

1.2 Period of Performance:

Base Year	9/28/2026 – 9/27/2027
Option Year 1	9/28/2027 – 9/27/2028
Option Year 2	9/28/2028 – 9/27/2029
Option Year 3	9/28/2029 – 9/27/2030
Option Year 4	9/28/2030 – 9/27/2031

1.3 Place of Performance:

- 5001 N. Piedras St. El Paso, TX 79930 (Canteen)
- 116 & 117 Pershing Rd. Fort Bliss, TX 79906 (administrative buildings)

1.4 Hours of Operation: Normal business hours are between 7:00 a.m. to 5:00 pm weekdays excluding Federal holidays. The janitorial services will be required Monday through Friday excluding Federal holidays.

1.5 Work Schedule: Prior to commencing performance under this contract, the Contractor shall provide a proposed work schedule to the COR describing how services will be accomplished. All work shall be coordinated with the COR or designated representative when accomplished during normal business hours to avoid disruptions or conflicts between the Government functions and the provision of service under this contract.

1.6 Performance Locations:

- Canteen- 5001 N. Piedras St. El Paso, TX 79930
- 116 Pershing Rd., Fort Bliss TX 79906 = Approx 5,906 total GSF (2,953 GSF per floor x 2 Floors)

- 117 Pershing Rd., Fort Bliss TX 79906 = Approx 5,814 total GSF (2,907 GSF per floor x 2 floors)

1.7 Type of Contract: The government will award a Firm Fixed Price contract.

1.8 Contract Changes: Additional cleaning 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 Contracting Officer Representative (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 the Contracting Officer.

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.

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.

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

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

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, vomits, 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.

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
NEHA	National Executive Housekeeping Association
OSHA	Occupational Safety and Health Agency
PWS	Performance Work Statement
QASP	Quality Assurance Surveillance Plan
VA	Veterans Affairs

Section 3: Government Furnished Property, Equipment, and Services

The government will provide two storage rooms for the contractor's use. The government will supply dispensers for: touchless automatic paper towel, hand sanitation soap, waterless alcohol based hand sanitizer, and lotion.

- Georgia-Pacific Enmotion automated touchless roll paper towels and Enmotion dispensers. The dispensers are limited to accept only the Georgia-Pacific roll paper towels, other brand may render machines inoperable.
- Purell 18 oz, pump, Foam Hand Sanitizer
- Purell 1200ml, Hand Sanitizer Gel for TFX

Section 4: Contractor Furnished Items and Services

The Contractor shall provide all equipment, supplies, management, supervision, personnel, and transportation except as specified herein as government-furnished, necessary to assure that all services are in accordance with the contract and all applicable laws and regulations. The contractor shall ensure all work meets performance standards specified in this Performance Work Statement (PWS) and referenced documents.

Section 5: Specific Tasks

Standards: Aseptic areas apply to the kitchen, dining, and restrooms. Custodial standards apply to the common areas, excluding the dining area, and the rooms. There may some cases where a room requires a "terminal cleaning" in the case of a 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 summarizes the tasks required under this PWS.

Canteen 2nd Floor, Main VA Facility (Monthly)

5.1.1 Serving food station area

- Scrub and scour tile walls from top to bottom of cove base.
- Degrease and clean metal wheels and legs from griddle flat top, metal table, fryer, food warmers and fridge.
- Clean and sanitize hand washing sinks.
- Top scrub quarry tile and grout joints.
- Wipe down and clean metal swinging door and hinges.
- Wipe down Thermostat and ALL signs posted on wall.
- Degrease, clean and disinfect floor drain grates

- Degrease and scour outside of copper pipe from hood to drain.
- Degrease and clean SIDE WALLS & BEHIND fryer, flat top griddle and fridge.
- Degrease and clean OUTSIDE of exhaust ventilation hood. (By law we are not allowed to clean inside of hood and clean grease traps. Must be certified to work on ANSUL system)
- Clean all doors & mini blinds in dining area

5.1.2 Walk-in Fridge and Freezer

- Scrub and mop floors.
- Degrease and clean all wheeled and stationary shelving units.

5.1.3 Kitchen Food Prep Area

- Scrub and scour tile walls from top to bottom
- Degrease and clean ALL metal flat rolling tables.
- Degrease and clean Metal wheels and legs from Fryer, Oven, grill, Fridge warmer, metal tables and metal sinks.
- Move soap buckets and clean underneath dishwasher sink.
- Degrease and wipe clean basins and tops of metal dishing washing sink.
- Degrease and wipe clean metal thresholds.
- Degrease and clean side walls of fryer, grill, oven fridge and fridge warmer.
- Degrease, clean and disinfect floor drain grates.
- Clean and sanitize metal hand washing sink inside and out.
- Wipe down Thermostat and All signs posted on wall.
- Clean and disinfect walk in freezer and fridge door.
- Degrease and clean OUTSIDE of exhaust ventilation hood. (By law we are not allowed to clean inside of hood and clean grease traps)

- Degrease and clean grease trap box.
- Water recycle device by grease trap. Maintenance as needed.
- Degrease and clean shelve racks in Henny Peny (oven) and warmer box.
- Degrease and clean top of warmer and cooler.

5.1.4 Dry Storage room

- Top scrub and mop VCT floor. (If required move carts and dry goods into hallway)
- Clean underneath and around cooler in dry storage room.

5.1.5 Restroom

- Top scrub, disinfect and mop floor
- Clean and disinfect toilet and water flush valve.
- Scrub and scour walls from top to bottom of cove base.
- Clean and disinfect sink
- Clean and disinfect mirror
- Wipe down stainless steel partitions, door foot guards and door handles.

5.1.6 Dry Storage Office

- Top scrub and mop VCT Floor
- Wipe down desks

5.1.7 Kitchen Hallway

- Top scrub and mop Quarry tile and grout joints
- Scrub and scour walls from top to bottom of cove base
- Wipe down thermostat
- Wipe down fire extinguisher
- Wipe down all signs posted on walls

- Degrease and clean metal mat rack in the hallway

5.1.8 Ice Room

- Top scrub Tile and scrub grout joints.
- Degrease, clean and disinfect ice machine OUTSIDE ONLY.
- Degrease and clean wheels and metal legs on metal shelf and ice machine.
- Degrease and clean metal sink.

5.1.9 Rubber mats

- Clean and disinfect all rubber mats.

5.2. Administrative Areas, Buildings 116 & 117 Fort Bliss, TX

Tasks	Frequency
1. Empty waste cans and reline	Daily
2. Place furniture in proper locations	Daily
3. Spot clean/wash interior windows and door glass	Daily
4. Dust mop/wet mop all tile floors	Daily
5. Clean public restrooms	2x Day (afternoon, pm)
6. Check and Refill all paper towel, toilet paper, and soap dispensers	Daily
7. Clean and organize all housekeeping closets	Daily
8. Clean/sanitize all bathrooms utilizing a germicidal disinfectant	Daily
9. Buff all tile floors	Monthly/as needed
10. Dust all horizontal and vertical surfaces	Daily
11. Spot clean furniture	As needed
12. Spot clean waste cans	As needed
13. Empty Recycling Containers	As needed
14. Wash walls and doors	As needed
15. Polish all stainless steel	Weekly
16. Strip and refinish all tile floors	Quarterly/as needed
17. Interior and Exterior of windows and doors on first floor level.	Daily/ spot clean as needed

18. Dust and wipe down hard surfaces	Daily/ as needed

1. 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.

2. Ducts, Light Fixtures, Vents and Louvers: These areas are to be cleaned and vacuumed. The ducts shall be cleaned as needed.

3. 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.

4. 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 at least one feet underneath the rugs. The stripping of wax, finish and buffing shall be performed once per year at each facility. The entire facility shall be waxed, finished and buffed once per year. The scheduling of this task will be coordinated between the Contractor CEH, COR and staff occupying building to ensure there is no disruption to staff and visitors.

   b) Designated area requiring the stripping of wax, refinishing and rebuffing, shall occur no more than once per week. The area or the room requiring the service will be identified by COR or designated representative to the Contractor's CEH.

   c) The Contractor shall wet-mop and scrubs using germicidal type detergent to sanitize all accessible areas including corners and abutments. The Contractor shall remove any splash marks or mop streaks on furniture, walls, baseboards, etc., or mop strands remaining in the area. The Contractor shall not mop wood or carpeted floors. The Contractor shall change water in mop bucket in between room cleanings.

   d) 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 so as to clean underneath and shall return items to their proper position.

e) 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.

5. Furniture and Flat Surface Cleaning: (Low Dusting refers to areas 36" and below) The Contractor shall dust all uncluttered horizontal surfaces within reach with a treated dust cloth (i.e., desks, counters, file cabinets, ledges, bookcases, tables, credenzas, windowsills, 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. The Contractor shall not dust typewriters, computers, business machines and equipment of similar nature.

   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.

6. Furniture: The Contractor shall vacuum upholstered furniture; clean behind furniture and corners, in particular. Move items as necessary to ensure thorough and adequate cleaning; replace to original position.

   a) The Contractor shall spot clean upholstered furniture as required.

   b) The Contractor shall steam clean or deep-clean upholstered furniture as required.

7. Parking Lots and Sidewalks: The Contractor shall sweep weekly, remove all cigarette butts, and oil spots or stains from the parking lot (within 25 feet of the building) with a dry cleaning agent and/or pressure wash with degreaser chemical. Power sweepers must be equipped with vacuum dust control system.

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. Venetian Blinds: The Contractor shall vacuum and damp clean all blinds 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. Window Cleaning Exterior: The Contractor shall wash exterior surfaces, damp-wipe window sashes/sills. The contractor shall be responsible for the exterior windows on the entrance only and first the first floor level. To maintain clean appearance, the exterior windows and glass entrance doors shall be cleaned daily and spot cleaned as necessary.

14. Break areas: The contractor shall clean break areas daily; trash is to be removed as needed. All tables and counter tops are to be wiped down daily and as needed throughout day. Check for gum or any other items underneath the tables and remove them accordingly.

15. All kitchen appliances, refrigerators, microwave oven, conventional oven, dishwasher, etc. are to be cleaned daily and as needed. The contractor is to work with staff to schedule cleaning of refrigerator.

16. Information Technology (IT) Closets: The Contractor shall coordinate with the VA IT staff to gain access to these secured areas in order to sweep and dust mop floors monthly. The Contractor shall not use any type of liquids, vacuums or duster in these closets. The Contractor shall not unplug any IT equipment unless performed by IT staff. To maintain the proper air temperatures in the IT rooms, the entry doors shall not be left open.

17. Ceilings: The Contractor shall dust and remove cobwebs from the ceilings, vents and light fixtures.

18. Miscellaneous

    a) Ashtrays: The Contractor shall remove ashes and debris from cigarette butt receptacles and place in a nonflammable container. Ashtrays shall be damp wiped to remove all ashes; washed with hot, soapy water as needed.

    b) Contractor's Storage Room: The Contractor shall store equipment and supplies in a Government-provided storage room. The Contractor shall maintain the storage room

and used only as authorized. The Contractor shall not store food in the room. This storage room shall be clean and odor free at all times.

c) Water Fountains: The Contractor shall empty, rinse and sanitize drinking fountains, water coolers, the hot/cold water dispensers with a germicidal type detergent. The Contractor shall re-stock those water coolers with cups.

d) Polish Metal. The Contractor shall polish the brass and other metal, aluminum, stainless steel hardware on doors, push bars, and the kicking plates.

19. Restrooms

a) The Contractor shall clean and sanitize sinks, urinals, and toilets.

b) The floor traps shall be maintained free from odor at all times.

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 furnish and replenish restroom supplies for example: soap dispensers, paper towels and toilet tissue. The Contractor shall ensure sufficient supplies are provided.

h) The Contractor shall empty, clean, disinfect, and re-line all sanitary napkin and all waste receptacles.

20. Waste

a) Trash Removal: The Contractor shall pick up and empty all trash or waste receptacles, to include the vending machine/snack areas. The Contractor shall wash and damp-wipe all waste receptacles; re-line daily or as needed. The Contractor shall dispose of trash in plastic bags secured with bag ties.

b) Litter Removal: The Contractor shall pick up and dispose of litter and trash from the entrances and perimeter of the building.

21. Supplies:

a) The following is a list of current supply dispensers and supplies used at the El Paso VA Health Care System:

1) EnMotion
2) Jumbo toilet paper
3) Quat Disinfectant
4) Bathroom Cleaner
5) General Purpose Cleaner
6) Glass Cleaner

7) Plastic Bags, Large Clear 33x40, 1.5mil
8) Plastic Bags, Small Clear, 24x24, 1.5mil
9) Plastic Bags, Extra Large Clear, 40x47, 1.5mil
10) Feminine hygiene products and dispensers.

b) Feminine hygiene products and dispenser authorized products the contractor shall use. Products other than those listed above must be approved by the COR. All other cleaning supplies are contractor's choice but must be approved by COR. There are no estimates on usage of supplies.

c) The contractor shall provide the Purell hand sanitizer in areas for VA staff and at building entrances.

d) There will be 9 EnMotion dispensers; 2 in the dining area, 4 in the restrooms, 1 in the break room upstairs, 1 in the kitchen, and 1 in the break room for staff.

e) The Contractor shall provide seat covers of appropriate size to all public restrooms.

5.2 **Contractor Personnel**

1. Contractor personnel shall perform all duties in accordance with sanitation procedures. The supervisor shall develop and evaluate the environmental sanitation procedures in order to ensure compliance with all provisions contained in this contract.

2. The Certified Executive Housekeeper (CEH) shall have at least one (1) year of prior 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 working during business hours shall be fluent in English 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, drinks or tobacco products except during specified break periods in appropriate designated break areas only.

8. The Contractor is responsible for compliance with all appropriate Joint Commission record keeping requirements.

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 not required to have physical examination prior to work on this contract; however, the Contractor is expected to be in good physical health and able to work in patient care areas without risk to the patients. 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.

5.3 **Safety Training Requirements**

1. Contractor-Furnished Safety Training: The U.S. Occupational Safety and Health Administration (OSHA) has identified the minimum worker safety standards and related training that are required by State Law and that are applicable to all private sector employees. All Contractors providing service at VA facilities shall be in compliance with the General Duty Clause (Section 5(a)(1) of the OSH Act) section listed below, as a condition of contract award:

   a) 29 CFR § 1910.1030. Bloodborne pathogens
   b) 29 CFR § 1910.1200. Hazard Communication
   c.) 29 CFR § 1910 Subpart I Personal Protective Equipment

   The above-listed orders establish minimum standards and apply to-employment's and places of employment's in Texas as defined by Texas Labor Code (Title 2) 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 exit, those orders shall take precedence wherever they are inconsistent with the General Industry Safety Orders hereinafter set forth.

   The above-listed orders, effective 6 March 1992, 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.

   - 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.
   - 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.

Contractor shall participate in any fire evacuations, active shooter or workplace violence issues, simulated or actual events.

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 special sanitation and/or "isolation" situations, the Contractor may be required to wear special protective clothing and shoe covers, which will be supplied by the medical facility. Such items are to remain the property of the Government and shall not be removed from the premises of the medical facility. They will be received, worn, and turned in or disposed of as directed by the COR. All other safety or protective clothing or equipment shall be provided and maintained by the Contractor at the Contractor's own expense.

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 COR 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 COR.

2. Minimum Contractor-Furnished Training: Initial training shall cover the topics listed below. The Contractor shall accomplish the training within 5 workdays of when employee begin works.

    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 local fire prevention and safety procedures.
    f) Familiarization with applicable facility polices/regulations and their effect on sanitation Services.
    g) Familiarization with the Contractors procedures manual.
    h) Individual duties and responsibilities.
    i) Procedures for replenishing cleaning supplies and obtaining equipment repair.
    j) Role of Contractor's personnel in the facility and their impact on patient care
    k) Techniques/methods for measuring quality of work performance
    l) Basic orientation to the facility, function, mission, goals
    m) Facility emergency fire and disaster program
    n) Hazardous Communication Standard
    o) Utility Operation
    p) Standard Precautions
    q) Emergency Preparedness
    r) Body Mechanics/Lifting
    s) Accident Reporting
    t) Sexual Harassment
    u) Ethics
    v) TB-Precautions (PPD Hep B)
    w) Mercury/Spills
    x) Radiation Training (Government-furnished)
    y) Chemo Waste Handling
    z) 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.

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 COR or designated representative. The COR will retain proof of training in accordance with applicable Records Control Schedule.

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 COR 15 days after contract award effective date. An updated copy shall be provided the 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 COR or designated representative during the term of the contract.

   e) Daily performance checklist for completed tasks.

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. With the exception of 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.

9. Contract performance will require contractor personnel to have routine physical access to a federally controlled facility. Contractor personnel must obtain all required identification and access credentials, including PIV cards, visitor passes, and any other installation-specific access documents, and must comply with all security and identity-verification procedures established by the agency and the host installation.

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) 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 considered to be full force and effective immediately upon receipt by the Contractor. The policies and procedures of mandatory directives shall be adhered to at all times. 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

6.0 Deliverables

PWS	Deliverable	Due Date	Frequency/Remarks
5.2.2	Written certification of experience and copies of any formal training program	Prior to Starting Work	As needed / COR approval required
5.5.2	Proof of Initial Contractor Furnished Training	Within 5 workdays (exception for first 60 days of contract performance)	As needed / Submit to COR
5.6	Quality Control Plan	Within 15 days after contract award effective and annually	Annually/Submit to COR
5.6	Corrective Action Reports	As needed	Submitted when deficiencies or noncompliance occur
5.5.3	Proof of CBI Awareness Training	Within 30 days of contract award effective date and annually	As needed / Submit to COR
5.6	Completed daily performance checklist	Within 5 workdays (of completion of the prior months performance)	As needed / Submit to COR

7.0 Performance Requirements Summary

PWS	Tasks	Performance Standards	Acceptable Quality Levels
5.1.1	Serving Food Station Area	Monthly	No more than 1 minor discrepancy monthly; 0 critical allowed
5.1.2	Walk-in Fridge and Freezer	Monthly	No more than 1 minor discrepancy monthly; 0 critical allowed
5.1.3	Kitchen Food Prep Area	Monthly	No more than 1 minor discrepancy monthly; 0 critical allowed
5.1.4	Dry Storage Room	Monthly	No more than 1 minor discrepancy monthly; 0 critical allowed
5.1.5	Restroom	Monthly	No more than 1 minor discrepancy monthly; 0 critical allowed

5.1.6	Dry Storage Office	Monthly	No more than 1 minor discrepancy monthly; 0 critical allowed
5.1.7	Kitchen Hallway	Monthly	No more than 1 minor discrepancy monthly; 0 critical allowed
5.1.8	Ice Room	Monthly	No more than 1 minor discrepancy monthly; 0 critical allowed
5.1.9	Rubber Mats	Monthly	No more than 1 minor discrepancy monthly; 0 critical allowed
5.2	Empty waste cans and reline	Daily	No more than 3 minor discrepancies monthly; 0 critical discrepancies allowed
5.2	Place furniture in proper locations	Daily	No more than 3 minor discrepancies monthly; 0 critical discrepancies allowed
5.2.12, 5.2.13	Spot clean/wash interior windows and door glass	Daily	No more than 3 minor discrepancies monthly; 0 critical discrepancies allowed
5.2.3, 5.2.4	Dust mop/wet mop all tile floors	Daily	No more than 3 minor discrepancies monthly; 0 critical discrepancies allowed
5.2.19	Clean all bathrooms utilizing a germicidal disinfectant	2x Day (afternoon, pm)	No more than 3 minor discrepancies monthly; 0 critical discrepancies allowed
5.2.19	Check and Refill all paper towel, toilet paper, and soap dispensers	Daily	No more than 3 minor discrepancies monthly; 0 critical discrepancies allowed
5.2	Clean and organize all housekeeping closets	Daily	No more than 3 minor discrepancies monthly; 0

			critical discrepancies allowed
5.2.4	Buff all tile floors	Weekly/as needed	No more than 3 minor discrepancies monthly; 0 critical discrepancies allowed
5.2.5	Dust all horizontal and vertical surfaces	Daily	No more than 3 minor discrepancies monthly; 0 critical discrepancies allowed
5.2.5	Spot clean furniture	As needed	No more than 3 minor discrepancies monthly; 0 critical discrepancies allowed
5.2.20	Spot clean waste cans	As needed	No more than 3 minor discrepancies monthly; 0 critical discrepancies allowed
5.2	Empty Recycling Containers	As needed	No more than 3 minor discrepancies monthly; 0 critical discrepancies allowed
5.2.8, 5.2.10	Wash walls and doors	As needed	No more than 3 minor discrepancies monthly; 0 critical discrepancies allowed
5.2.2	Ducts, Light Fixtures, Vents, Louvers	As needed	No more than 3 minor discrepancies monthly; 0 critical discrepancies allowed
5.2.18	Polish all stainless steel	Weekly	No more than 3 minor discrepancies monthly; 0 critical discrepancies allowed
5.2.4	Strip and refinish all tile floors	Quarterly/as needed	No more than 3 minor discrepancies monthly; 0 critical discrepancies allowed

5.2.11, 5.2.12, 5.2.13	Interior and Exterior of windows and doors on first floor level.	Daily/ spot clean as needed	No more than 3 minor discrepancies monthly; 0 critical discrepancies allowed
5.2.4	Hard surfaces	Daily/ as needed	No more than 3 minor discrepancies monthly; 0 critical discrepancies allowed
5.2.7	Parking Lots and Sidewalks	Weekly	No more than 3 minor discrepancies monthly; 0 critical discrepancies allowed
6.0	Deliverables	As needed per PWS	95%

Discrepancy Definitions

*Discrepancy is defined as anytime a required task is not accomplished in accordance with the PWS.

Critical Discrepancy:
A failure to perform a task that directly impacts sanitation, safety, infection control, or compliance with the Texas Food Establishment Rules (TFER), OSHA, Joint Commission standards, or any aseptic/custodial requirement outlined in Section 5 of the PWS. Critical discrepancies pose a risk to health or facility operations and require immediate correction.

Minor Discrepancy:
A failure that does not impact sanitation, safety, or TFER compliance but still deviates from the requirements of the PWS. Minor discrepancies are cosmetic or administrative in nature and do not pose health or contamination risks.

Acceptable Quality Levels (AQL):
AQLs represent the maximum number of minor discrepancies allowed during the evaluation period. All critical discrepancies have a zero-tolerance standard.

7. **NARA Records Management Language for Contracts**

a. Contractor shall comply with all applicable records management laws and regulations, as well as National Archives and Records Administration (NARA) records policies, including but not limited to the Federal Records Act (44 U.S.C. chs. 21, 29, 31, 33), NARA regulations at 36 CFR Chapter XII Subchapter B, and those policies associated with the safeguarding of records

covered by the Privacy Act of 1974 (5 U.S.C. 552a). These policies include the preservation of all records, regardless of form or characteristics, mode of transmission, or state of completion.

b. In accordance with 36 CFR 1222.32, all data created for Government use and delivered to, or falling under the legal control of, the Government are Federal records subject to the provisions of 44 U.S.C. chapters 21, 29, 31, and 33, the Freedom of Information Act (FOIA) (5 U.S.C. 552), as amended, and the Privacy Act of 1974 (5 U.S.C. 552a), as amended and must be managed and scheduled for disposition only as permitted by statute or regulation.

c. In accordance with 36 CFR 1222.32, Contractor shall maintain all records created for Government use or created in the course of performing the contract and/or delivered to, or under the legal control of the Government and must be managed in accordance with Federal law. Electronic records and associated metadata must be accompanied by sufficient technical documentation to permit understanding and use of the records and data.

d. El Paso Veteran Affairs Health Care System (EPVAHCS) and its contractors are responsible for preventing the alienation or unauthorized destruction of records, including all forms of mutilation. Records may not be removed from the legal custody of EPVAHCS or destroyed except for in accordance with the provisions of the agency records schedules and with the written concurrence of the Head of the Contracting Activity. Willful and unlawful destruction, damage or alienation of Federal records is subject to the fines and penalties imposed by 18 U.S.C. 2701. In the event of any unlawful or accidental removal, defacing, alteration, or destruction of records, Contractor must report to EPVAHCS. The agency must report promptly to NARA in accordance with 36 CFR 1230.

e. The Contractor shall immediately notify the appropriate Contracting Officer upon discovery of any inadvertent or unauthorized disclosures of information, data, documentary materials, records or equipment. Disclosure of non-public information is limited to authorized personnel with a need-to-know as described in the [contract vehicle]. The Contractor shall ensure that the appropriate personnel, administrative, technical, and physical safeguards are established to ensure the security and confidentiality of this information, data, documentary material, records and/or equipment is properly protected. The Contractor shall not remove material from Government facilities or systems, or facilities or systems operated or maintained on the Government's behalf, without the express written permission of the Head of the Contracting Activity. When information, data, documentary material, records and/or equipment is no longer required, it shall be returned to EPVAHCS control or the Contractor must hold it until otherwise directed. Items returned to the Government shall be hand carried, mailed, emailed, or securely electronically transmitted to the Contracting Officer or address prescribed in the [contract vehicle]. Destruction of records is EXPRESSLY PROHIBITED unless in accordance with Paragraph (4).

f. The Contractor is required to obtain the Contracting Officer's approval prior to engaging in any contractual relationship (sub-contractor) in support of this contract requiring the disclosure of information, documentary material and/or records generated under, or relating to, contracts. The Contractor (and any sub-contractor) is required to abide by Government and EPVAHCS

guidance for protecting sensitive, proprietary information, classified, and controlled unclassified information.

g. The Contractor shall only use Government IT equipment for purposes specifically tied to or authorized by the contract and in accordance with EPVAHCS policy.

h. The Contractor shall not create or maintain any records containing any non-public EPVAHCS information that are not specifically tied to or authorized by the contract.

i. The Contractor shall not retain, use, sell, or disseminate copies of any deliverable that contains information covered by the Privacy Act of 1974 or that which is generally protected from public disclosure by an exemption to the Freedom of Information Act.

j. The EPVAHCS owns the rights to all data and records produced as part of this contract. All deliverables under the contract are the property of the U.S. Government for which EPVAHCS shall have unlimited rights to use, dispose of, or disclose such data contained therein as it determines to be in the public interest. Any Contractor rights in the data or deliverables must be identified as required by FAR 52.227-11 through FAR 52.227-20.

k. Training. All Contractor employees assigned to this contract who create, work with, or otherwise handle records are required to take VHA-provided records management training, Talent Management System (TMS) Item #10176, Privacy and Information Security, Rules of Behavior. The Contractor is responsible for confirming training has been completed according to agency policies, including initial training and any annual or refresher training.