

**PART I – THE SCHEDULE**

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## **SECTION C: DESCRIPTION/SPECIFICATION/WORK STATEMENT**

**C.1 GENERAL REQUIREMENTS.** The Contractor shall furnish all labor, supplies, management, supervision, tools, materials, equipment, and transportation necessary to provide custodial services for Building Nos. 1, 2, 3, 4, 5, 6, 7, 8, 9, 10, 54, 55 and 100, located at the National Naval Medical Center (NNMC), in Bethesda, Maryland. Scope of work also includes exterior areas, interior areas, and smokers' areas.

**C.1.1 General Intention.** Custodial services apply to ALL SPACES including, but not limited to, both inpatient and outpatient areas, patient rooms, clinical and critical care units, administrative spaces, utility/mechanical rooms, elevators/escalators, lobby areas, interior/exterior courtyards, parking spaces/areas, and stairways. This is also include cleaning of light fixtures, artificial plants, furniture, glass (interior and exterior), windows, walls, diffusers, registers, etc. The spaces, locations, frequencies, schedule, and any special requirements are identified in Section J.

Cleaning shall include areas under and behind furniture, furnishings, equipment, etc. All furniture, furnishings, and equipment must be returned to their proper locations after cleaning operations have been completed. The Contractor's methods of cleaning services shall be supplemented by hand operations to clean corners, edges, baseboards, and other locations inaccessible to equipment. Cleaning methods should not cause airborne dust and particles. Unless otherwise specified within this specification, no technical or sensitive equipment shall be moved without prior approval of the Quality Assurance Evaluator (QAE). Such equipment includes, but is not limited to, computer systems, duplicating machines, laboratory equipment, etc. Papers, patient records, personal items, etc. shall not be disturbed. On elevators, patients take priority over housekeeping equipment. The Contractor shall not "HOLD" an elevator car at any given floor for any reason other than to allow immediate safe entrance and exit. In Building 9 and 10, Contractor shall use only freight/cargo elevators (Elevator Nos. 5-West, 6-West, 7-East, 8-East, and 13). Elevator Nos. 5-East and 6-East in Building 10 are designated as Code Blue elevators and shall remain in service at all times.

**C.1.2 Environment of Care (EOC).** Custodial services are considered a key component of the Environment of Care (EOC) by the Joint Commission on Accreditation for Healthcare Organizations (JCAHO). The Contractor's Executive Housekeeper shall actively participate as a member of the National Naval Medical Center's Environment of Care Team. Environment of Care (EOC) refers to a variety of sites where patients are treated including inpatient and outpatient areas. These areas are made up of three basic components, i.e.: buildings, equipment, and people. Effective management of the EOC includes using processes and activities to: reduce and control environmental hazards and risks; prevent accidents and injuries; and maintain safe conditions for patients, staff, and visitors.

**C.1.3 Reporting of Maintenance to the Government.** The Contractor shall be responsible to provide a daily maintenance repair log on all custodial carts and for Contractor supervisors to report repair needs to the Government. This daily report shall be submitted to the QAE. The repair log shall provide such information as date, building, room number, brief description of the problem, and name of person reporting the problem. Items for repair shall consist of broken or leaking plumbing and bathroom fixtures, broken or damaged bathroom accessories, broken or loose flooring materials, damaged door locks, broken or burnt out lighting units, and other problems that pose a safety hazard to building occupants. The custodial carts shall include a plumbing plunger for a quick toilet or sink unclogging, scissors for cutting any loose carpet strands and keys for equipment/fixtures.

**C.1.4 Regular Working Hours.** All work shall be performed 24 hours a day, 365 days a year, to include all weekends, federal holidays and other days specifically designated by the Contracting Officer.

**C.1.4.1 Federal Holidays.** The following days are designated as federal holidays: New Year's Day (January 1), Martin Luther King Jr. Day, President's Day, Memorial Day, Independence Day (July 4), Labor Day, Columbus Day, Veteran's Day, Thanksgiving Day, and Christmas Day (December 25).

**C.1.5 Approved Work Schedule.** The Contractor shall submit to the Contracting Officer an annual work schedule no later than 15 days before award of the contract. Approval of the schedule shall be made by the QAE assigned to this contract and the Government's Executive Housekeeper.

**C.1.6 Continuity of Services.** To ensure continuity of essential services, the successful bidder shall be prepared to fully commence work on the start date of the contract, and should not assume that Government or previous Contractor employees will be available to guide, direct, or specifically orientates each Contractor employee.

## **C.2 DEFINITIONS - TECHNICAL**

As used throughout this contract, the following terms shall have the meanings, set forth below. Additional definitions are in the "DEFINITIONS" clause, Section I.

**Administrative Areas.** These spaces include offices, elevators, non patient conference rooms, public lounges, public waiting and seating areas, mall corridors, work/study areas, amphitheater, escalators, libraries, building entrances, foyers, public reception areas, stairwells, file rooms, etc.

**Administrative Contracting Officer (ACO).** Refers to the individual designated by the Contracting Officer to administer the contract. Throughout this contract, the term ACO will be used to refer to the individual designated to administer the contract or his/her designated representative. See the "DEFINITIONS" clause, Section I.

**Alteration.** The work required to adjust interior arrangements, on-base locations, or other physical characteristics of an existing real property facility so that it may be more effectively adapted to or utilized for its designated purpose; categorized as construction.

**Ancillary Rooms/Areas (i.e. - all "other than vital areas").** These are public areas such as family rooms, visiting rooms, dining rooms, outpatient waiting rooms, lobbies, restrooms, offices, meeting rooms, corridors, stairwells, employee lounges/locker rooms, entrances, and elevators.

**"As directed", "as required", "as permitted", "approval", "acceptance".** Where these or words of similar import are used, it shall be understood that direction, requirement, permission, approval, or acceptance of the Contracting Officer is intended unless stated otherwise.

**"As indicated", "as shown", "as detailed".** Where these or words of similar import are used, it shall be understood that reference is made to this specification, the drawings accompanying this specification, and the manufacture's literature referenced by this specification unless stated otherwise.

**Aseptic.** Sterile, freedom from infection or disease producing microorganisms.

**BUMED.** The U.S. Navy's Bureau of Medicine and Surgery.

**Chain of Command.** Refers to the established levels of individuals and authority both up and down a command structure.

**Clean.** "Clean" shall be defined as free of dirt, dust, spots, streaks, stains, smudges, litter, debris, and other residue.

**Clinical and Patient Care Spaces.** These spaces include patient rooms, examination rooms, treatment and procedure rooms, laboratory spaces, duty rooms, day rooms (lounges), in-patient corridors and passageways, pantries, soiled and clean utility rooms, locker rooms, waiting rooms, tub rooms, nursing stations, medicine rooms, chart rooms, and conference rooms. These spaces are also monitored by JCAHO and the Infection Control Committee and have the same standards for cleaning.

**Collection Station.** Collection stations are designated points where solid wastes shall be placed by the tenants for collection by the Contractor. May also be referred to as collection point, pick-up stations, or collection site.

**Co-mingle paper.** Co-mingled paper refers to the paper to be removed from U.S. Government property for recycling. Co-mingled paper is any office paper (for example, white paper, color paper, newspaper, cardboard, telephone books, magazines, books, junk mail, envelopes, etc).

**Co-mingle cans.** Co-mingle cans refers to cans, bottles and containers to be removed from Government property for re-cycling. Co-mingled cans are any aluminum and steel beverage cans, and also includes plastic and glass containers.

**Contaminated (Infectious and Pathological) Waste.** These wastes are contained in RED plastic bags and boxed. They are NOT to be handled by contractor personnel.

**Contract Discrepancy Report (CDR).** A report sent by the Government to the Contractor that requires the Contractor to address when performance is unsatisfactory. The CDR also requires the Contractor to explain to the Contracting Officer, in writing within 10 calendar days, why performance is unsatisfactory, how performance shall be returned to satisfactory levels, and how recurrence of the problem shall be prevented in the future.

**Contract Requirement.** A contract requirement represents a specific task to be performed under the Contract.

**Contracting Officer (CO).** The Contracting Officer is a person with the authority to enter into, administer, and/or terminate contracts and make related determinations and findings. The term includes certain authorized representatives of the Contracting Officer acting within the limits of their authority as delegated by the Contracting Officer.

**Contractor.** The term Contractor as used herein refers to both the prime Contractor and any sub-Contractor(s). The prime Contractor shall ensure that any sub-Contractor(s) comply with the provisions of this contract.

**Contractor Representative.** An individual assigned in accordance with the "CONTRACTOR EMPLOYEES" paragraph in Section H. Supervisors shall represent the Contractor and shall be capable of interpreting and implementing all requirements within the contract. They must be able to read, write and speak English.

**Contractor's Executive Housekeeper.** A Contractor employee, trained and certified, with the responsibility to maintain the custodial service levels in accordance with the Contract specifications. See also definition for Contractor Representative.

**Contractor Non-Shared Custodial Closet (CN).** These custodial closets, as indicated in the floor plans of Section JC-2, are for the sole use of the Contractor. Access (keys) to these closets is controlled by the Contractor.

**Contractor Shared Custodial Closet (CS).** These custodial closets, as indicated in the floor plans of Section JC-2, are jointly used by the Contractor and another user (department). Access (keys) to these closets is controlled by both the Contractor and the other user (department).

**Contractor Quality Control (CQC).** See Section 7.3.

**Critical Patient Care Areas.** Those specific locations in the hospital where the threat of nosocomial infection is greatest due to the presence of infectious microorganisms, the means for transmission of the organisms, and the presence of susceptible hosts (i.e., human beings with lowered resistance to disease or infection). Critical patient care areas consist of the following types of locations: surgical areas, recovery, labor/delivery, emergency rooms, isolation rooms, critical care units, intensive care units, step-down units, intensive care nursery, and infant nursery.

**Debris.** Street sweepings, roofing and construction wastes, trash, paper, plastic, and similar waste material.

**Delivery Order.** A delivery order is a document (DD Form 1155) prepared by the Contracting Officer that is issued to the Contractor and unilaterally orders work to be performed. Delivery Orders will be issued as necessary. A Delivery Order in an emergency situation may be issued by phone. The Emergency Delivery Order shall be from the Contracting Officer and/or their authorized representative.

**Discharge Cleaning.** This service encompasses total cleaning within the patient cubical area (in multi-bed rooms) or the entire room (for single-bed rooms) whenever a patient's stay has ended or when the patient has been transferred.

**Disinfect.** Cleaning of any item that results in the destruction of all harmful microorganisms by use of proper cleaning techniques and the application of approved chemical agents.

**Disinfectant.** A chemical agent that is used on inanimate surfaces to destroy potentially infectious microorganisms.

**Disinfectant Detergent.** A chemical product, which is formulated with cleaning agents and germicides, selected for soil removal and simultaneous disinfecting. Disinfectant literally means, "free from infection" but, generally, is used as a synonym for germicide.

**Emergency Service.** Work requiring immediate action, to correct or prevent loss or damage to Government property, or to eliminate a hazard to life or health to personnel.

**Engineered Performance Standards (EPS).** A job estimating system developed for the Department of Defense. EPS is the average time necessary for a qualified craftsman working at a normal pace, following acceptable trade methods, receiving capable supervision, and experiencing normal delays to perform defined amounts of work of a specified quality. EPS manuals are published under the following numbers by each military branch:

<b>Military Branch</b>	<b>EPS Manual</b>
Navy	NAVFAC P 700 Series
Army	TB 420 Series
Air Force	FM 85 Series

**External recycling collection containers.** Large commercial containers located outside the building that the contractor's personnel shall use for the collection of large quantities of recyclable material. When these containers become full, they shall be removed and replaced by a different, separate, government contract, to a recycling and processing center.

**Facility.** An establishment, structure, or assembly of units of equipment designated for a specific function.

**Food Service.** These spaces include a combination of administrative, kitchen, dining, and trash cart areas. Kitchen spaces include food preparation, serving lines, entrances and corridors, tray cleaning, dish washing, and food storage areas. Dining areas include the Main Dining Room, Chief Petty Officer Dining Room, Officers' Dining Room and Conference Room.

**Frequency of Service.** Unless otherwise noted, services designated with the following frequencies shall be performed at intervals specified:

**Annual (A).** Services performed once during each 12-month period of the contract at intervals of 335 to 365 days. Work to be performed within the first 180 days of the Contract or spread uniformly throughout the calendar year. These services are subject to advance scheduling.

**Semi-Annual (SA).** Services performed twice during each 12-month period of the contract at intervals of 160 to 200 calendar days.

**Quarterly (Q).** Services performed 4 times during each 12-month period of the contract at intervals of 80 to 100 calendar days.

**Monthly (M).** Services performed 12 times during each 12-month period of the contract at intervals of 28 to 31 calendar days.

**Bimonthly (BM).** Services performed 6 times during each 12-month period of the contract at intervals of 58 to 63 days.

**Weekly (W).** Services performed 52 times during each 12-month period of the contract at intervals of 6 to 8 days.

**Twice Weekly (2W), (M-W) or (T-Th).** Services performed two (2) times in every five- (5) day period, Monday through Friday. Approximately 104 time a year.

**Thrice Weekly (3W), (M-W-F).** Services performed three (3) times in every five- (5) day period, Monday through Friday. Approximately 156 times a year.

**Five Times Weekly (5W), (M-T-W-Th-F).** Services performed five (5) times in every five- (5) day period, Monday through Friday. Approximately 260 times a year.

**Twice Daily (2D).** Services performed two (2) times in a day or twenty-four (24) hour period.

**Thrice Daily (3D).** Services performed three (3) times in a day or twenty-four (24) hour period.

**Garbage.** Animal and vegetable waste (and containers thereof) resulting from the handling, preparation, cooking, and consumption of foods.

**Hazardous Waste.** A Hazardous Waste is waste, that, because of its quantity, concentration, or physical, chemical, or infectious characteristics has a potential for a negative impact for or on people or the environment. Hazardous waste can cause, or significantly contribute to, an increase in mortality or an increase in serious irreversible or incapacitating reversible, illness. Hazardous waste poses a substantial present or potential hazard to human health or the environment when improperly treated, stored, transported, disposed of, or otherwise managed.

**Hospital Infection Control Committee (ICC).** A designated group of hospital staff responsible for monitoring the total infection control program within the medical facility. (JCAHO and the Surgeon General consider housekeeping as an integral part of the total infection control responsibility.)

**Infectious Waste.** Liquid or solid waste that contains pathogens in sufficient numbers and with sufficient virulence to cause infectious disease in susceptible hosts exposed to the waste.

**Inpatient.** A patient in a health care facility that is hospitalized overnight.

**Inpatient Area.** An area located within a health care facility designed for the support, treatment, lodging and feeding of patient.

**Inspect.** To inspect is to examine thoroughly, to review closely in critical appraisal.

**Internal Recycling Collection Container.** Plastic containers, usually a 32-gallon container used to collect plastic and glass bottles, aluminum and steel cans. Plastic containers, usually a 28-gallon container used to collect white paper, color paper, newspaper, cardboard, magazines, books, telephone books and junk mail.

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

**Latent Defects.** Latent defects are defects that are present in a hidden or in an undeveloped state and are not visible or apparent at the time of inspection. A latent defect becomes obvious or come into being at some future time, after inspection.

**Light Fixtures.** Ceiling lights, emergency exit lights, outside entrance lights, interior lighted signs, and all other lights (desk, table, bed, floor, delivery and operating room lights).

**Maintain.** To maintain is to keep in a state of satisfactory operating condition and efficiency to preserve from failure or decline.

**Maintenance.** Recurring, day-to-day, periodic or scheduled work required to preserve or restore real property facility or asset to such a condition that it may be effectively utilized for its designated purpose; work undertaken to prevent damage to a facility that otherwise would be more costly to restore. The work necessary to repair or maintain equipment systems in operational condition, or to restore these systems to its initial or usable condition by overcoming the effects of wear and tear, deterioration, damage and disaster. (New construction or alteration is not included.)

**Maximum Allowable Defect Rate (MADR).** This is the rate of defects in any work requirement of a service above the quality control for that work requirement is considered unsatisfactory. If the Contractor's defect rate exceeds the MADR specified in the Performance Requirements Summary (PRS) in Section J, he will be notified that his quality control for that work requirement of service is not satisfactory and that corrective measures should be taken.

**METU,** Medical Evaluation and Treatment Unit.

**MRI Unit,** Magnetic Resonance Imaging Unit.

**NAVFAC,** Naval Facilities Engineering Command.

**Normal Working Hours.** Normal working hours for the Contractor's custodial service Employees' are: Day Shift; 0700-1530; Evening Shift: 1500-2330; and Night Shift: 2300-0730

**Nosocomial Infection.** An infection acquired by patients and others during hospitalization, with diagnosis confirmed by clinical or laboratory evidence.

**Outpatient.** A patient in a health care facility that is not hospitalized overnight.

**Outpatient Area.** An area located within a health care facility specializing in diagnosis and treatment of patients.

**Pathological Waste.** Waste that is primarily human body tissue.

**Patient Care and Clinical Spaces.** These spaces include patient rooms, examination rooms, treatment and procedure rooms, laboratory spaces, duty rooms, day rooms (lounges), in-patient corridors and passageways, pantries, soiled and clean utility rooms, locker rooms, waiting rooms, tub rooms, nursing stations, medicine rooms, chart rooms, and conference rooms. These spaces are also monitored by JCAHO and NNMC's Infection Control Committee and have the same standards for cleaning.

**Performance Requirements Summary (PRS).** A tabular summary of contract requirements itemized by work requirements (tasks), weight, standards of performance, and MADR which is used by the Government to assess monthly Contractor performance and is the primary basis for deducting for partially performed, unsatisfactorily performed and non-performed work. See attachment J-C1.

**Plastic bags with recycled content.** Plastic bags with recycled content are plastic bags that are made in part with recycled plastic material. These items must contain a minimum of 10% - 100% post consumer content. This is for all plastic bags (for trash and recycling containers).

**Policing.** The clean-up of papers and any other debris removing spills, spots, and marks from walls, loading docks, walkways, floors, carpets, and furniture, grounds, building access areas, courtyards, and smokers' areas.

**Provided.** Shall be understood to mean provided in place; that is, furnished and installed, ready for use.

**Public Traffic Areas.** Access areas, lobbies, corridors, stairwells, meeting rooms and restrooms (not including bathrooms in patient rooms).

**Quality Assurance (QA) Program.** A program implemented by the Government to evaluate the output quality and responsiveness of the Contractor and to ensure that the Government receives the services for which public funds are expended. It is emphasized that the government's quality assurance program is not a substitute for the quality control program implemented and administered by the Contractor. A method used by the Government to provide a measure of control over the quality of purchased goods and services received and evaluate the Contractor's Quality Control Program.

**Quality Assurance Evaluator (QAE).** The Government employee designated by the Contracting Officer to be responsible for the monitoring of Contractor's performance.

**Recyclable Waste.** Waste material, which can be transformed into new products in such a manner that the original product may lose its identity.

**Recyclables.** Recyclables include any item that could be disposed of in a regular municipal solid waste disposal system but with proper processing can be made into other product. Examples include but not limited to white paper, color paper, magazines, scrap metal, cardboard, aluminum and steel cans, plastic and glass containers, etc.

**Recycling.** The process by which materials otherwise destined for disposal are collected for reprocessing, or re-manufacturing, and re-used.

**Recycling Bins.** Recycling bins are defined as receptacles, provided by the Government, to contain materials designated as recyclable, including, but not limited to, plastic, newsprint, paper, aluminum, and glass.

**Red Bag.** Indicates that bag may contain infectious waste.

**Refuse.** Refuse is all garbage, ashes, debris, rubbish, and other similar waste materials. Not included are explosive waste, hazardous waste, incendiary waste, and contaminated waste from medical and radiological processes.

**Repair.** Repair is the restoration of a piece of equipment, a system, or a facility to such condition that it may be effectively utilized for its designated purposes. Repair may be overhaul, reprocessing, or replacement of a component part(s) or materials that have deteriorated by action of the elements or usage and have not been corrected through maintenance.

**Replace.** To remove damaged, defective or deteriorated materials or parts and install new or remanufactured materials or parts, as approved.

**Required.** Demanded as necessary or essential to the satisfactory operation of the equipment or system.

**Response Time.** Response time is defined as the time allowed the Contractor after initial notification of a work requirement to be physically on the premises at the work site, with appropriate tools, equipment, and materials, ready to perform the work required. Response times are designated in the appropriate technical paragraphs in Section C.

**Rubbish.** A variety of unsalvageable waste materials such as metal, glass, crockery, floor sweepings, paper, wrapping, containers, cartons, and similar articles not used in preparing or dispensing food.

**Sanitation.** The process of chemically or physically reducing a microbial population to a level judged safe by public health standards (i.e. 99% reduction).

**Solid Waste.** Refuse and other discarded solid materials resulting from commercial, industrial, residential, and community activities. It does not include hazardous wastes, infectious/medical wastes, solids or dissolved materials in domestic sewage, or other significant pollutants in water resources such as silt, dissolved or suspended solids in industrial waste, water effluent, dissolved materials in irrigation return flow, or other common water pollutants.

**Space.** A space is an area to receive custodial services, which may or may not be considered a room by common definition. Examples of spaces are definable sections of hallways, stairwells, lobbies, offices, entrances, and elevators.

**Spillage.** Any refuse dislodged from containers and/or solid waste collecting equipment in the course of collection and disposal.

**Surgical Areas.** Refers to all rooms/areas where surgical or invasive medical procedures are performed, to include operating rooms, critical care units (medical, surgical, cardiac, and neonatal), labor/delivery rooms, recovery rooms, and emergency rooms.

**Systems.** A group of interacting, mechanical, electrical, structural, processes, components forming a complex whole.

**Task Verification Document.** A task verification document is a form designed by the Contractor for his own use in planning and scheduling work items in the lump sum portion of the contract. The Contractor shall use the task verification and accountability to accomplish work. The QAE may use the task verification document in the quality assurance program. The format of all task verification documents will be approved by the Contracting Officer.

**Task.** A specific work item identified in the contract that takes place over a period of time and consumes resources to create a product.

**Total Clean.** The shortened term for "Total Disinfecting Cleaning". See Total Disinfecting Cleaning.

**Total Disinfecting Cleaning.** The systematic step by step performance of all required aseptic cleaning tasks in the critical patient care areas delineated in the PRS. The Contractor's failure to perform a single cleaning task shall render the entire service (for that room/area) unsatisfactory. The standards for total disinfecting cleaning of critical areas are provided in the specification. The shortened term, "total clean", when used in the specification conveys the same meaning as total disinfecting cleaning. The performance standards of quality and timeliness are inherent in the requirement of total disinfecting cleaning.

**Government's Executive Housekeeper.** Basic duties include but not limited to providing technical assistance to all Government personnel on custodial matters and interface with Contractor Quality Control.

**Government's Hazardous Materials Coordinator.** Basic duties include but not limited to providing technical assistance to the NNMC Medical Staff on hazardous waste. NNMC Code 0144, located in Building No. 14, current phone number is (301) 295-6436, extension 136.

**Government's Recycling Manager.** Basic duties include but not limited to providing technical assistance to the NNMC Medical Staff on recycling and waste Disposal. NNMC Code 0144, located in Building No. 14, current phone number is (301) 295-0725, extension 130.

**Vending Machine.** Any device that dispenses food or beverages.

**Vent.** Refers to heating, ventilating, and air conditioning (HVAC) registers. This includes supply, return, and exhaust registers.

**Walk-off Mats and Runners.** Non-permanent floor or carpet covering normally placed at entrances and in high traffic areas.

**Waste Containers.** Waste containers are defined as trash receptacles, wastebaskets, trashcans, wastepaper baskets, ashtrays, or any container holding trash, paper, or refuse of any type.

### **C.3 GOVERNMENT FURNISHED PROPERTY, MATERIALS, AND SERVICES**

**C.3.1 General.** In accordance with NAVFAC 5252.245-9300, "GOVERNMENT FURNISHED PROPERTY, MATERIALS AND SERVICES (DEC 94)" clause, Section I, the Government will furnish or make available to the Contractor certain Government owned facilities, equipment, materials, and utilities for use in connection with this contract.

**C.3.2 Government Furnished Facilities.** The Government will furnish or make available to the Contractor the facilities, indicated as "GFF" (Government Furnished Facilities) in this section. In accordance with the Government Property (Fixed Price Contracts) clause in Section I, the Government will provide the contractor the use of a limited and adequate amount of Government-owned facilities for office space, supply and equipment storage, and housekeeping closets. The size of the space for Contractor's use shall be determined at the time of the Contract award. This includes main staging areas, custodial closets (shared/non-shared). The government maintains that these spaces are usable and in serviceable condition on the date of award. The Contractor shall assume responsibility for the safe keeping of facilities provided for their use and shall take adequate precautions to prevent hazards and odors. At the completion of the contract, all facilities shall be returned to the government in the same condition as received, except for reasonable wear

and tear. The Contractor shall be held responsible for the cost of any repairs caused by negligence or abuse on their part, or on the part of their employees. All office/storage spaces and custodial closets shall be maintained in a clean, safe, sanitary condition in accordance with the technical standards as specified in Section C. These facilities will be furnished at no cost to the Contractor.

**C.3.3 Government Furnished Furnishings.** Any government furnishings currently located within Government furnished spaces may be utilized as long as they are serviceable. However when it is no longer serviceable it will not be replaced by the Government. These furnishings will be furnished at no cost to the Contractor.

**C.3.4 Government Furnished Equipment.** The Government will furnish or make available the equipment described below to the Contractor. This equipment is specifically dedicated for this contract and shall not be used by the contractor's employees for any other purpose. At the completion of the contract, all equipment shall be returned to the government in the same condition as received, except for reasonable wear and tear. The Contractor shall be held responsible for the cost of any repairs or replacement, caused by negligence or abuse on their part, or on the part of their employees.

**C.3.4.1 Keys.** Keys used to access required spaces and keys for fixtures (restrooms) shall be provided to the contractor for use on the Contract site by the Government. The Contractor shall sign for the keys and shall be responsible for all cost incurred resulting from loss or damage of a key. The Contractor shall develop a key control system and the system shall be submitted to the Contracting Officer for approval. The key control system shall be inspected at random intervals. All keys shall be 100% accounted for at all times. All keys shall be inspected and accounted for by a designated contractor's supervisor, 1 time per shift. The contractor shall maintain a logbook of inspection and accounting for all keys. No keys shall be given out by contractor personnel, to any individual, other than designated and approved by the Contracting Officer. At all times, all keys shall remain the property of the Government. No keys shall leave NNMC property.

**C.3.4.1.1 Lost Keys.** The Contractor shall report immediately any lost or misplaced keys. The Contractor shall reimburse the Government for replacement cost for any lost or misplaced keys.

**C.3.4.2 Recycling Containers.** All internal recycling containers and bins shall be provided by the Government. All internal recycling containers and bins shall be inspected and accounted for by a designated contractor's supervisor quarterly. At any time there is a discrepancy or loss, the Contractor's designated supervisor-in-charge of recycling shall notify the Contracting Officer and the Government's Recycling Manager.

**C.3.4.3 Recycling Carts and Cardboard Baler Equipment.** Recycling carts shall be provided by the Government to collect and transport recyclable to the external recycling containers. There is cardboard baler equipment available for the Contractor to recycle cardboard. The Contractor shall sign for these recycling carts and use of cardboard baler equipment and shall be responsible for all cost incurred resulting from loss or damage to these containers resulting from contractor's employees' use. At any time there is a discrepancy, damage or loss these containers, the Contractor's designated supervisor in charge of recycling shall notify the Government's Recycling Manager. Only specific designated and trained contractor employees shall operate the cardboard baler equipment. The Contractor shall submit to the Government's Recycling Manager a current updated list of authorized personnel. This equipment is used by others and is not for the exclusive use by the Contractor. These containers shall be stored only at designated locations approved by the Contracting Officer. Daily maintenance of the cardboard baler equipment shall be the responsibility of the Government. Once an 800-1000 pound bale is tied securely by the Contractor, a Government-provided forklift service (Navy Exchange) will move the bale to an adjacent storage area.

**C.3.4.4 External Recycling Containers.** External recycling containers, consisting of 30 cubic yard compactors, 14-30 cubic yard roll-off containers, and 8 cubic yard boxes, are available to the Contractor as the end point for the recycling process. Servicing (collection and emptying) of these containers shall be supplied by another party contracted by the Government.

**C.3.5 Government Furnished Materials.** The Government will furnish or make available the materials described below to the Contractor. Government furnished materials shall be used by the Contractor to perform work. These materials will be furnished at no cost to the Contractor for the cleaning of isolation rooms only. Below is a list of materials the Government will furnish:

- Hair Covers
- Masks
- Isolation Room Gowns
- Shoe Covers
- Gloves
- Shower Curtains
- Linen

**C.3.6 Availability of Utilities.** The Government will furnish utility services as specified in NAVFAC 5252.245-9300, "GOVERNMENT FURNISHED PROPERTY, MATERIALS AND SERVICES (DEC 94) clause, Section I. The Government will furnish the following utility services at existing outlets, for use in those facilities provided by the Government and as may be required for the work to be performed under the contract: electricity, fresh water, sewage service, and refuse collection (from existing collection points). Information concerning the location of existing outlets may be obtained from the Contracting Officer. There are red, white, and brown electrical outlets. Contractor shall not plug his equipment into any red outlets. The Contractor shall provide and maintain, at his/her expense, the necessary service lines from existing service outlets to the site of work. Utilities specified above will be furnished at no cost to the Contractor.

#### **C.4 CONTRACTOR FURNISHED ITEMS**

**C.4.1 General.** Except for the items listed in Section C.3, the Contractor shall provide all equipment, materials, and services to perform the requirements of this contract. Any government furnished equipment currently located within Government furnished spaces may be utilized as long as operable, however, the Government shall not replace or repair any government equipment that is lost or damaged due to the Contractor's use. It shall be the responsibility of the Contractor to replace and/or repair such equipment.

**C.4.2 Contractor Equipment.** The Contractor shall provide new or demonstrably functional equipment. All equipment shall be serviceable in good repair, safety shields and devices shall be in place and usable. All equipment to be used in the performance of this contract shall comply with all applicable government, commercial, or industrial standards. The predominant standards referenced are National Board of Underwriters or Underwriters' Laboratories, Inc., National Board of Fire Underwriters, National Electrical Manufacturer's Association and the American Society of Mechanical Engineers. In addition there are technical, Department of Defense, Department of the Navy, specifications in Section C, Attachment J-C6 and J-C13 that shall apply. The Contracting Officer shall have the authority to reject any and all equipment for use on this contract. Any piece of equipment that becomes unserviceable or unsafe shall be not be used and removed from Government property. All equipment used shall be appropriate for the specific function and the Government shall have the authority to change the type of equipment used.

**C.4.2.1 Inoperable Equipment.** All equipment shall be maintained in accordance with the manufacturer's recommendation. Any equipment that is determined by the QAE to be broken, unserviceable, not functioning based on it's original design perimeters, or inappropriate for the job site shall be removed by the contractor within 2 days of notification.

**C.4.3 Contractor Materials.** The Contractor shall provide new components or material when performing services as required. All contractor materials shall conform to all applicable government, commercial, or industrial standards as set forth by the National Board of Underwriters, Underwriters' Laboratories Inc., National Board of Fire Underwriters, National Electrical Manufacturer's Association, American Society of Mechanical Engineers, and other industry standards. All materials shall be used in accordance with original design and manufacturer's intent, and shall be of acceptable commercial grade and quality. All materials or components used in this contract shall be compatible with existing equipment on which it is to be used. The QAE assigned to this contract shall have the authority to reject any and all materials proposed to be used on this contract. See Attachment J-C6 and J-C13. In accordance with Executive Order 19407, all materials used under this contract must be made from recycled materials, whenever possible.

**C.4.4 Contractor Supplies.** Rest room supplies shall include, but are not limited to, paper towels, toilet tissue, plastic trashcan liners, toilet bowl deodorizers (tablets), urinal screens and deodorant blocks, and soap. All supplies (e.g., toilet tissue, toilet paper, trashcan plastic liners, etc.) shall comply with 40 CFR 247 as applicable. Following servicing rest rooms shall be stocked with sufficient supplies to insure that the supplies will last until the next scheduled service. Restroom supplies shall be compatible with existing dispensers. The use of bar soap is prohibited where dispensers are present. This includes Buildings 1 through 10, 54, and 55. The hospital (Buildings 9, 10, and portions of Buildings 7 and 8) soap dispensers are Type Steris by Calgon. The soap that will be used is Soft & Sure by Calgon. There will be no substitution. There will be no change of type or model of dispensers or soap without approval by the Contracting Officer. Cleaning supplies shall conform to all applicable requirements and be of an acceptable grade. The Contractor shall provide only new supplies when performing services as required. The QAE assigned to this shall have the authority to reject any and all supplies for use on this contract. See Attachment and J-C13.

**C.4.5 Material Safety Data Sheets (MSDS).** In accordance with federal laws, the Contractor shall furnish "Material Safety Data Sheet (MSDS)" for all materials and supplies used as part of this contract.

**C.4.6 List of Approved Chemicals.** All chemicals proposed for use on this contract shall be submitted to the Environmental Department (Hazardous Wastes Manager) of NNMC for approval. All chemicals shall conform to NNMCINST 5090.1A. The Contractor shall forward the approved list of chemicals, to the Contracting Office within 10 workdays of Contract Award. **NO CHEMICAL, PRODUCT, OR MATERIALS SHALL BE BROUGHT TO A GOVERNMENT FACILITY WITHOUT PRIOR APPROVAL**

**C.4.7 Contractor Communications Systems.** The Contractor shall be responsible for providing his/her own communications systems. These systems are critical in relaying government instructions, messages, delivery orders, service requests, etc. The Contractor's communications systems shall be compatible with the existing Government communications systems including frequency modes, security requirements, etc.

**C.4.7.1 Pager System.** The Contractor shall provide an adequate number of pagers for use on the contract site. The Contractor shall develop a pager control system shall be submitted to the Contracting Officer for approval 15 days prior to the start of the Contract. The Contractor's key personnel (Executive Housekeeper, Assistant Executive Housekeeper, key Supervisors, etc.) shall be equipped with paging equipment. Additionally, approximately 20 pagers (or as needed) shall also be provided to the custodial employees by the Contractor. The pager control system shall include back-up system in case of failure of the primary paging system. The pager system shall be reliable and compatible with the existing telephone/telecommunications equipment at the contract site. The pagers are solely for the use of the custodial. In addition to the paging system described above, the Contractor shall retain at a minimum, four (4) radio pagers for emergency communications. This radio pager system shall be compatible with the existing Public Works Center (PWC) pager system.

**C.4.7.2 Other Telecommunications Equipment.** The Contractor may use other types of telecommunications equipment (e.g., cellular telephones) as a contingency measure or back-up system to the pager control systems. There will be certain restrictions in the use of cellular phones in buildings/portions of buildings.

**C.4.8 Equipment, Materials, and Supplies Approval Process.** All contractor proposed equipment, materials, supplies must be approved by the submittal process. All submittals shall be submitted to the QAE assigned to this project and shall require both the approvals of the QAE and the Government's Executive Housekeeper. In certain cases, approval by another government and/or NNMC branch may be required (for example, chemicals, see Section C.4.6).

## **C.5 CUSTODIAL REQUIREMENTS**

**C.5.1 General Requirements.** The Contractor shall manage the total work effort associated with the custodial services required herein to assure fully adequate and timely completion of these services. Included in this function will be a full range of management duties including, but not limited to, planning, scheduling, and quality control. The Contractor shall provide an adequate staff of personnel with the necessary management expertise to assure the performance of the work in accordance with sound and efficient management practices. The Contractor shall maintain an adequate work force to complete work in accordance with the time and quality standards specified

herein. The contractor shall furnish sufficient personnel both supervisory, custodial and support personnel, to perform all work specified within the contract, and the Contractor shall provide temporary personnel to replace all employees who are absent for any reason.

**C.5.2 Custodial Work Requirements.** Custodial work requirements are divided into these groups: General Service Work Requirements (C.6.1); Project Work Requirements (C.6.2); Special Work Requirements (C.6.3); and Indefinite Quantity Work Requirements (C.6.4). Custodial work requirements that are repetitive in nature and frequently performed are included in class of service work requirements.

**C.5.3 Outpatient Areas.** There is also a requirement for specific services designated as "outpatient areas". It is the intent of this contract that outpatient areas are, but not limited to, the basement, first, and second floors of building 9; the first and second floors of building 10; buildings 1 through 8; and building 100. Specific areas will be indicated by the Contracting Officer or his/her representative.

Based on the particular class of service required, work items are performed automatically in accordance with the frequency shown in Section JC-2.

**C.5.4 Patient Care and Clinical Spaces.** These spaces include patient rooms, examination rooms, treatment and procedure rooms, laboratory spaces, duty rooms, day rooms (lounges), in-patient corridors and passageways, pantries, soiled and clean utility rooms, locker rooms, waiting rooms, tub rooms, nursing stations, medicine rooms, chart rooms, and conference rooms. These spaces are also monitored by JCAHO and the Infection Control Committee and have the same standards for cleaning.

All patient rooms designated as isolation rooms shall be cleaned at the end of the normal workday. This procedure greatly reduces the possibility of cross contamination. The Government will furnish gowns necessary for use in these areas.

**C.5.5 Administrative Areas.** These spaces include offices, elevators, non patient conference rooms, public lounges, public waiting and seating areas, mall corridors, work/study areas, amphitheater, escalators, libraries, building entrances, foyers, public reception areas, stairwells, file rooms, etc.

**C.5.6 Food Service Areas.** These spaces include a combination of administrative, kitchen, dining, and trash cart areas. Kitchen spaces include food preparation, serving, entrances and corridors, tray cleaning, dish washing, and food storage areas. Dining areas include the Main Dining Room, Chief Petty Officer Dining Room, Officers' Dining Room and Conference Room.

**C.5.7 Parking Areas.** These spaces include parking spaces located in Buildings 54 and 55.

## **C.6 GENERAL WORK REQUIREMENTS**

**C.6.1 General Service Work Requirements.** Performance requirements for these work items are defined as follows:

**C.6.1.1 Sweeping/Dust Mopping Floors.** Concrete, tile, terrazzo, wood, and resilient flooring shall be swept, or dust mopped so as to remove all loose debris, dirt, dust, gravel, sand, streaks, trash and other litter. There shall be no debris, dirt, dust, gravel, sand, streaks, trash and other litter left where dirt is picked up with a dustpan. No debris, dirt, dust, gravel, sand, streaks, trash and other litter shall be left behind radiators or unit heaters, under furniture, behind doors, or on stair treads and risers. Wood floors shall be swept, using an approved, chemically treated sweeping compound. All furniture and other equipment moved during the sweeping process shall be relocated upon completion of work. Chewing gum and similar substances shall be removed without causing damage to the floor surface. All debris, dirt, dust, gravel, sand, streaks, trash and other litter are to be put into trash receptacles.

**C.6.1.2 Damp Mopping Floors.** Sweeping/dust mopping the floor shall be accomplished prior to damp mopping. Chewing gum and similar substances shall be removed without causing damage to the floor surface. Damp mop the floor is to remove all dirt, grease, oils, smears, scuff marks stains and streaks. Clean edges (mopping) with a mop pad/scratch pad. Floors shall be dry after damp mopping without any standing water. Damp mopping shall not allow

water to be absorbed by the floor material, seeping into seams of floor coverings or into electrical or telephone connections in the floor. The floor shall be cleaned from wall to wall including areas under furnishings. Surface accumulation of hardened dirt that cannot be loosened by other means including, scrubbing, shall be scraped off and removed by sweeping. There shall be no splashes on walls, baseboards, furniture or equipment. Special care shall be used while mopping stairs to prevent water from dripping over the ends of the treads onto wall surfaces. Walls shall be cleaned immediately if any dripping occurs. Clean water shall be used as a final rinse and the floors shall be dry within 5 minutes after mopping. There shall be no mop strings left on the floor and or the legs of furniture and equipment. All furniture and other equipment moved during the damp mopping process shall be relocated upon completion of work. At any time the floors are wet the Contractor shall post caution signs at both ends of the work area in progress. These "CAUTION WET FLOOR" signs shall be large, bright colored, and always used to notify by-passers of the wet floor areas. The Contractor shall establish a procedure and policy to only allow one-half of the width of any hall, corridor, entry, lobby, vestibule, etc. to be damp mopped at any one time. This procedure shall leave the other half of the floor in a safe dry condition to permit the safe passage of patients, visitors, and staff.

**C.6.1.3 Machine Scrubbing Floors.** Prior to machine scrub the floor, the floors shall be swept/dust mopped then damp mopped, as specified above, before the process of machine scrub the floor begins. Chewing gum and similar substances shall be removed without causing damage to the floor surface. Concrete flooring (concrete floors, quarry tile, ceramic tile) shall be machine scrubbed to remove imbedded dirt, streaks, smears, and stains. Machine scrub floor shall be wall to wall and under all furnishings. There shall be no splashes on walls, baseboards, furniture or equipment. There shall be no mop strings left on the floor and or the legs of furniture and equipment. All furniture and other equipment moved during the damp mopping process shall be relocated upon completion of work. At any time the floors are wet the Contractor shall post caution signs at both ends of the work area in progress. These "CAUTION WET FLOOR" signs shall be large, bright colored, and always used to notify by-passers of the wet floor areas. The Contractor shall establish a procedure and policy to only allow one-half of the width of any hall, corridor, entry, lobby, vestibule, etc. to be machine scrubbed at any one time. This procedure shall leave the other half of the floor in a safe dry condition to permit the safe passage of patients, visitors, and staff. The cleaned floor shall present a clean, dry, appearance free from dirt, scuff marks, smears, and stains including corners.

**C.6.1.4 Burnishing Floors.** Dust mopping and damp mopping shall be accomplished prior to burnishing. Chewing gum and similar substances shall be removed without causing damage to the floor surface. All vinyl tile and sheet vinyl floor coverings (resilient floor areas) shall be maintained to provide a uniform wet look appearance (luster) with all imbedded dirt, scuff marks, smears, stains, and streaks removed. Burnishing produces loose residue, it shall be removed in a manner that will leave the floor clean without destroying the high gloss produced by burnishing. After burnishing all dust shall be removed by dust mopping. The "Wet look" refers to a degree of luster that appears as if a thin layer of water were spread over the flooring material. Burnishing the floor shall be wall to wall and under all furnishings. There shall be no splashes on walls, baseboards, furniture or equipment. There shall be no mop strings left on the floor and or the legs of furniture and equipment. All furniture and other equipment that is moved during the burnishing process should be relocated upon completion of work. At any time the floors are wet the Contractor shall post caution signs at both ends of the work area in progress. These "CAUTION WET FLOOR" signs shall be large, bright colored, and always used to notify by-passers of the wet floor areas. The Contractor shall establish a procedure and policy to only allow one-half of the width of any hall, corridor, entry, lobby, vestibule, etc. to be burnished at any one time. This procedure shall leave the other half of the floor in a safe dry condition to permit the safe passage of patients, visitors, and staff. The cleaned floor shall present a clean, dry, appearance free from dirt, scuff marks, smears, and stains including corners. Wood flooring will be spray buffed for maximum gloss and uniform sheen and appearance.

**C.6.1.5 Vacuuming and Spot Cleaning of Carpets and Rugs.** Carpet and rug areas shall be vacuumed free of all loose soil and debris. Only industrial-type vacuum cleaners equipped with a revolving agitator brushes and HEPA filters shall be used. The vacuum cleaners shall have the ability to remove imbedded soil and/or other materials. All items that cannot be removed by the use of the vacuum cleaner shall be removed by hand. (i.e., paper clips, staples, pieces of paper, tape). Special attention shall be used to vacuum carpeted areas under furniture and furnishings, and around the edges of furniture, equipment and the room. Vacuuming shall include spot removal. Any spots of ink, oil, food, drink, chewing gum, and stains shall be removed during the vacuuming process. Prior to spot cleaning, carpets and rugs shall be vacuumed free of all loose soil and debris. A commercial, Government approved, spot cleaning solution shall be used and the manufacturer's recommendations and instructions shall be followed. Contractor shall maintain a list of procedures and materials for removing the various types of stain based the carpet material and manufacturer's recommendations. Carpet shall be spot cleaned immediately after the stain occurs.

Carpets and rugs shall be spot cleaned free of streaks, stains, and spots, and shall have a bright uniform color. Non-porous paper isolators shall be used between the metal feet of furniture and equipment, and the carpet. When the carpet/rug has dried it shall be vacuumed. After drying, furniture or other equipment moved for the spot cleaning process shall be returned to their original positions. There shall be no disagreeable odor, stains or discoloration at the completion of the cleaning process. Chewing gum and similar substances shall be removed without causing damage to the floor surface.

**C.6.1.6 Waste Collection and Removal.** Waste containers are defined as trash receptacles, waste baskets, trash cans, wastepaper baskets, or any container holding trash, paper, garbage or refuse of any type. All types of waste containers shall be emptied at frequencies shown in Section JC-2 (Frequency Schedule), and new plastic liners installed as required. In occupied patient rooms, liners must be replaced and containers disinfected a minimum of once every other day. In all other areas, liners must be changed a minimum of once per week. Any plastic liner with food wastes or that is soiled or leaking shall be replaced with a new plastic liner. Waste containers shall be washed, as required with a disinfectant to eliminate build-ups and offensive odors. After washing, containers shall be wiped dry and new plastic liners installed. Waste that falls on the floor and outside grounds during the waste removal shall be picked up and disposed of by the Contractor. Bags of trash must not be left in passageways or inside or outside of the building so as to create a nuisance, health hazard, eyesore, or safety hazard. Trash shall be immediately transported to the central trash area. Any substances spilled in the process of trash removal shall be cleaned up immediately. Any item, boxes, bottles, cans, other debris placed adjacent to waste containers and marked "TRASH" shall be removed and disposed of in the approved manner. Areas shall be maintained free of all loose trash, gum, and debris. All trash and trash carts shall be covered while on transport to the central trash area and compacted. Waste that falls on the floor and outside on the ground during the waste removal process shall be picked up and disposed of by the Contractor. Waste Collection does not include any "Red Bag Waste". "Red Bag Waste" is at all times to be considered infectious waste. All ashtrays and cigarette urns (smokers' areas) shall be emptied into a fireproof container, and the contents guaranteed fire free before mixing with any trash for disposal. All ashtrays and cigarette urns are to be washed clean and shined. Any ashtray or urn requiring sand shall be sifted clean and clean sand added as necessary.

**C.6.1.7 Restroom Cleaning.** Restroom cleaning shall also include tub rooms, shower rooms and locker rooms. At the completion of restroom cleaning the restrooms shall be clean; free of imbedded dirt, dust, grease, oils, organic material, smears, scuff marks, stains, streaks, trash and waste. The restrooms shall also have a pleasant odor. At any time that any restroom, surface, fixture or dispenser is found to be not functioning properly, damaged or broken, the Contractor shall notify the QAE assigned to this contract, immediately. Custodial personnel assigned to perform public restroom cleaning shall be gender-specific to the corresponding restroom (i.e., male custodial personnel assigned to service male public restrooms and female custodial personnel assigned to service female public restrooms).

**C.6.1.7.1 Restroom Surface Cleaning.** All surfaces to include, but not limited to, ceilings, floors, HVAC openings, light fixtures, partitions, pipes, and walls shall be maintained in a clean condition free of all dirt, dust, film, graffiti, organic waste, scum, streaks and trash. Concrete, tile, terrazzo, wood, and resilient flooring shall be swept, or dust mopped so as to remove all loose dirt, dust, streaks and debris. There shall be no dust or dirt left where dirt is picked up with a dustpan. No dirt or dust shall be left behind radiators or unit heaters, under furniture or behind doors. All floor surfaces to be damp mopped shall be swept/dust mopped before the floors are damp mopped. The floor shall be cleaned from wall to wall including areas under furnishings. Special attention shall be exercised around urinals, water closets and corners. Restroom floors including those in shower and tub rooms shall be hand cleaned or machine scrubbed as necessary to maintain all surfaces free of ground-in dirt, scum, stain, etc. Care shall be taken not to damage grout [Note: Ceramic tile floors must not be waxed.] Surface accumulation of hardened dirt that cannot be loosened by other means, shall be scraped off and removed by sweeping, care is to be exercised so that no damage may occur to the surface. Cleaning shall be accomplished with a neutral soap solution having a disinfectant included, secondly the surface shall then be rinsed with clean water. There shall be no splashes on walls, baseboards, furniture or equipment. There shall be no mop strings left on the floor and or the legs of furniture and equipment. Carpet areas shall be vacuumed free of all loose soil and debris. Only industrial-type vacuum cleaner equipped with HEPA filters, revolving agitator brushes and the ability to remove imbedded soil and/or other materials shall be used. All items that cannot be removed by use of a vacuum cleaner shall be removed by hand. (i.e., paper clips, staples, pieces of paper) Special attention shall be used to vacuum carpeted areas under furniture and furnishings, and around the edges of furniture, equipment and the edges of the room. Vacuuming shall include spot removal. Any spots of ink, oil, food, drink, chewing gum, and stains shall be removed during the vacuuming process. Prior to spot cleaning, carpets and rugs shall be vacuumed free of all loose soil and debris. Appropriate cleaning solution for the type of stain and flooring material shall be used and the manufacturer's

recommendations and instructions shall be followed. Carpets and rugs shall be spot cleaned free of streaks, stains, and spots, and shall have a bright uniform color. Walls, pipes, fixtures, partitions and ceilings shall be cleaned to remove all dust, dirt, residue, streaks and stains (including any and all glass) from floor level to ceiling. Cleaning shall be with a neutral soap solution having a disinfectant included and rinsed with clean water for hard surfaced walls and partitions. Cleaning of cloth or wallpaper surfaces shall be accomplished with a vacuum cleaner and dry spot cleaning chemicals. Hardware and bright metal work shall be considered a portion of clean walls and partitions. Any bright metal, chromed and or polished surfaces, shall be cleaned with a neutral soap solution with a disinfectant and polished with a clean dry cloth.

**C.6.1.7.2 Restroom Fixtures.** Restroom fixtures shall include, but are not limited to, lavatories, showers, sinks, toilets, tubs, and urinals, etc. All fixtures shall be washed on both the inside and outside. The cleaning shall be done with a neutral soap solution containing a disinfectant and rinsed with clean water and dried with a clean dry cloth. All toilet seats shall be washed on both sides with a neutral soap solution containing a disinfectant and rinsed with clean water and dried with a clean dry cloth. A toilet brush shall be used to clean commode and urinals into the trap and under the rim of the bowl. Removal of stains or deposits shall be accomplished with an appropriate abrasive cleanser. Use of strong acids or alkalizes are forbidden. The fixture shall then be wiped dry and polished with a clean cloth. Hardware and bright metal associated with a fixture shall be polished with a clean dry cloth. All fixtures shall be cleaned and shined, and shall be free of stains and odors. Metal polish shall be used on a case by case assessment of the hardware to be cleaned.

**C.6.1.7.3 Restroom Miscellaneous Cleaning.** All dispensers, mirrors, shelving, chrome parts, piping, and other hardware shall be cleaned; free of all dust, dirt, residue, streaks, stains, then dried and shined. The cleaning shall be done with a neutral soap solution containing a disinfectant and rinsed with clean water and dried with a clean dry cloth. Dispensers shall be washed daily and care shall be used not to get the dispensed paper items wet. After washing, dispensers shall be wiped dry with a clean dry cloth. Hardware and bright metal work shall be considered a portion of dispensers. Any bright metal, chromed and or polished surfaces, shall be cleaned with a neutral soap solution with a disinfectant and polished with a clean dry cloth. Metal polish shall be used on a case by case assessment of the hardware to be cleaned.

**C.6.1.7.4 Restroom Shower Curtains Cleaning.** The contractor shall clean both sides of the shower curtain and they shall be free of all deposits, film, mildew, minerals, scum or soap. The cleaning shall be done with a neutral soap solution containing a disinfectant and rinsed with clean water, then dried with a clean dry cloth. Shower curtains that become unserviceable shall be reported to the QAE assigned to this contract. When new curtains are required the Government shall provide them to the Contractor for installation.

**C.6.1.7.5 Restroom Trash Disposal.** Waste containers are defined as trash receptacles, waste baskets, trash cans, wastepaper baskets, ash trays, sanitary napkin receptacles or any container holding trash, paper, garbage or refuse of any type. All restroom waste receptacles shall be emptied during restroom cleaning the receptacles shall be washed and new plastic liners installed. The restroom trash receptacles shall be cleaned; free of all dust, dirt, residue, streaks, stains, then dried and shined. The cleaning shall be done with a neutral soap solution containing a disinfectant and rinsed with clean water, then dried with a clean dry cloth. In occupied patient rooms, liners must be replaced and containers disinfected a minimum of once every other day. Any plastic liner with food wastes or that is soiled or leaking shall be replaced with a new plastic liner. The restroom waste receptacles shall be cleaned and disinfected any time there are any stain and or offensive odors. Waste that falls on the floor during waste removal shall be picked up and disposed of by the Contractor. Bags of trash must not be left in passageways or inside or outside of the building so as to create a nuisance, health hazard, eyesore, or safety hazard. Any substances spilled in the process of trash removal shall be cleaned up immediately. Any item, boxes, bottles, cans, other debris placed adjacent to waste containers and marked "TRASH" shall be removed and disposed of in the approved manner. All trash shall be taken to the central trash area and compacted. Waste that falls on the floor and outside on the ground during the waste removal process shall be picked up and disposed of by the Contractor. [Note: Unless otherwise specified, the Contractor's employees shall not use, handle, or dispose of any "Red Bag Waste". "Red Bag Waste" is at all times to be considered infectious waste.]

**C.6.1.7.6 Restroom Servicing.** All restroom supply holders including, but not limited to, paper towel, toilet tissue, toilet seat covers, soap, sanitary napkin, shall be replenished after they have been cleaned and thoroughly dried. Care shall be used not to get the dispensed items wet. Supplies must be properly installed in their dispensers. Extra supplies shall be stored in the restrooms. The storage area shall be clean, dry and accessible to the personnel

using the restroom. The amount of extra supplies that is required in any given area should be based on usage. The extra supplies may be stacked neatly on ledges, or some other appropriate location. The contractor shall immediately report any malfunctions in the restrooms to the Contracting Officer or his representative. In the event a soap dispenser is not working properly, the Contractor shall supply hand soap. Add deodorant blocks and screens to urinals. All fixtures shall be properly secured and locked where applicable.

**C.6.1.7.6.1 Soap Dispenser Cleaning.** All "non-disposable" soap dispensers shall be cleaned and serviced to ensure that they are clean, sanitary, and serviceable.

**C.6.1.8 Elevator and Escalator Cleaning.** Elevators and escalators shall be cleaned in accordance with Section C.6.1 that includes sweeping/dust, mopping floors, damp mopping floors, burnishing floors, vacuuming/spot cleaning. The walls shall be spot cleaned with a neutral soap solution containing a disinfectant and rinsed with clean water, all surfaces shall be dry within 5 minutes of cleaning. The railing shall be cleaned with a neutral soap solution containing a disinfectant and rinsed with clean water, all surfaces shall be dry within 5 minutes of cleaning. The doors shall be cleaned with a neutral soap solution containing a disinfectant and rinsed with clean water, all surfaces shall be dry within 5 minutes of cleaning. The bright metal surfaces such as stainless steel shall be polished. The tracks and crevices for the doors shall be cleaned. Metal polish shall be used on a case by case assessment of the hardware to be cleaned. Cleaning also includes removal of all dirt and loose materials from the elevator sills/grooves/tracks and cleaning of elevator cab walls.

**C.6.1.9 Drinking and Water Fountains.** Drinking and water fountains shall be cleaned, rinsed and disinfected. Metal polish shall be used on a case by case assessment of the hardware to be cleaned.

**C.6.1.10 Telephones and Public Phones/Booths.** Telephones and phone booths shall be dusted, cleaned, disinfected, rinsed, metal polished, and shall be free of stains, streaks, and graffiti. Phone receivers shall be cleaned with a disinfectant detergent solution. All surfaces shall be left clean and dry. Metal polish shall be used on a case by case assessment of the hardware to be cleaned.

**C.6.1.11 Doors and Door Frames.** Doors and door frames shall be cleaned, disinfected, rinsed, polished and dry within 5 minutes after cleaning. The bright metal surfaces such as stainless steel shall be polished. Metal polish shall be used on a case by case assessment of the hardware to be cleaned. Door and door frame cleaning is part of the room/area cleaning.

**C.6.1.12 Glass Cleaning.** See below for specific types of glass cleaning.

**C.6.1.12.1 Entrance Door Glass and Interior Glass Panels.** Entrance door glass and interior glass panels shall be cleaned and maintained free of dirt, smudges, fingerprints, streaks, film, etc. The associated frames, sills, and sashes shall also be cleaned. All panes, trim, jams, frames, mullions, batons, stools and aprons shall be cleaned. All paint, putty, film, and foreign matter found on glass surfaces shall be removed. The glass shall present a uniformly bright, lustrous appearance. This task will be done in conjunction with wet mopping/burnishing of the adjoining floor areas.

**C.6.1.12.2 Exterior Glass (Inside and Outside).** Includes all glass surfaces from ground floor up to second level structural floor shall be cleaned both inside and outside twice a year during April and September. Exterior glass panels (both inside and outside) shall be cleaned and maintained free of dirt, smudges, fingerprints, streaks, film, etc. The associated frames, sills, and sashes shall also be cleaned. All panes, trim, jams, frames, mullions, batons, stools and aprons shall be cleaned. All paint, putty, film, and foreign matter found on glass surfaces shall be removed. The glass shall present a uniformly bright, lustrous appearance.

**C.6.1.12.3 Exterior Windows.** All exterior window in Buildings 1 through 10, bridges (north and south) connecting Building 55 to Buildings 9 and 10, and connecting corridors between Building 9 and 8, and Building 9 and 4 shall be cleaned both inside and outside (cleaning of the interior side of exterior windows is also covered under Section 6.3.3.2, Cleaning Requirements for Discharged Rooms, in Buildings 9 and 10,) once a year, during May/June. Exterior windows (both inside and outside, fixed and operable) shall be cleaned and maintained free of dirt, smudges, fingerprints, streaks, film, etc.. The associated frames, sills, and sashes shall also be cleaned. All panes, trim, jams, frames, mullions, batons, stools and aprons shall be cleaned. All paint, putty, film, and foreign matter found on glass surfaces shall be removed. The glass shall present a uniformly bright, lustrous appearance.

**C.6.1.13 Walls and Partitions.** Walls and partitions shall be spot cleaned and rinsed with a germicidal detergent. The walls shall be spot cleaned with a neutral soap solution containing a disinfectant and rinsed with clean water, all surfaces shall be dry within 5 minutes of cleaning. Walls shall be spot cleaned every time the floor is cleaned, and will be considered part of the room cleaning.

**C.6.1.14 Walk-off Mats Cleaning.** Walk off mats, if present, shall be cleaned. Each time the floors are swept/dust mopped or vacuumed, walk-off mats in that area shall be cleaned. All mats shall be moved, cleaned free of mud, dirt, and other debris. Soil and moisture underneath the mats shall be removed and the floor shall be cleaned as appropriate along with the rest of the floor. The mats shall be returned to their original locations after the floor has been cleaned. The Contractor shall report, in writing to the Contracting Officer, all walk-off mats that are worn to the point of being ineffective. Cleaning of walk-off mats shall be considered part of the floor cleaning.

**C.6.1.15 Chalkboards and Writing Boards.** Chalkboards and writing boards, if present, shall be cleaned of all chalk dust and streaks with clean clear water. Chalkboards and writing boards shall be cleaned each time the room is cleaned, and is considered part of the room cleaning.

**C.6.1.16 Dust Blinds.** All blinds shall be dusted to remove all surface dirt, soil, dust, spots, and streaks. Special care shall be taken to prevent damage to operating mechanisms during cleaning procedures. Dusting of blinds will be considered part of the room cleaning and shall be done once a month (last week of the month). Blinds are only present in certain rooms/areas in some buildings and does not exceed more than 3% of the rooms serviced. Blinds located inside the insulated windows are not included in this cleaning.

**C.6.1.17 Artificial Foliage Cleaning.** All artificial plants (foliage) shall be maintained in a clean, debris-free, and dust-free condition. The containers with artificial plants are located on the first and second levels of Building Nos. 9 and 10, and the bridge way between Buildings Nos. 9 and 55. All debris shall be removed from the artificial plant containers and the foliage shall be vacuumed and damp wiped with neutral cleaning solution so that no damage occurs to the foliage and/or containers. Cleaning of artificial foliage shall be accomplished in conjunction with the floor maintenance of the areas with artificial foliage. This task shall be performed quarterly, during week of the March, June, September, and December. However, any trash or debris found in the container shall be removed each time the floor is serviced. This work shall be considered part of the floor cleaning.

**C.6.1.18 Seat Cover Cleaning and Exchange.** The Contractor shall be supplied with 100 sets (seats and backs) to use in the scheduled exchanged of mall chair covers located in the waiting areas of the clinics of Bldg. No. 9 (1<sup>st</sup> and 2<sup>nd</sup> floors), Bldg. No. 10 (Main Lobby), and the Emergency Room. The Contractor shall abide by the schedule provided with the Contract in order to reach the intended overall goal of a clean seating area for patients, guests, staff, and visitors. Refer to the Seat Cover Exchange Program Schedule below for guidance:

<b>Seat Cover Exchange Program Schedule</b>				
<b>Clinic</b>	<b>Building</b>	<b>Level</b>	<b>Number of Seats</b>	<b>Frequency*</b>
Main Lobby	10	1	39	SA
Allergy/Immunology	9	1	36	A
Cardiology	9	2	48	A
Dental	9	2	46	A
Dermatology	9	2	31	A
Emergency Room	9	1	23	SA
Gastroenterology	9	1	26	A
General Surgery	9	2	44	A
Internal Medicine	9	1	44	A
Laboratory/Podiatry	9	1	49	A
E.N.T. Clinic	9	2	20	A
Medical Acute Care	9	1	48	A
Neurology	9	2	19	A
Neurosurgery	9	2	20	A
OB/GYN	9	2	48	SA
Orthopedics	9	1	60	SA
Patient Customer Service	9	1	24	A
Pediatrics Acute Care	9	1	36	SA
Pediatrics Well Child	9	1	32	SA
Pharmacy	9	2	48	Q
Pulmonary Medicine	9	1	42	A
Radiology Breast Care	9	1	20	A
Radiology General	9	1	20	A
Radiology Vending Area	9	1	20	SA
Urology	9	2	28	A
<b>TOTAL Number of Seats</b>			<b>871</b>	
* <b>Frequencies:</b> Q (Quarterly) SA (Semi-Annual) A (Annual)				

The exchange process must take effect on the evening shift (1530H to 2330H) so as not to disturb the clinics during their daily patient appointments. At times, it may be necessary to add 2 or 3 additional covers from an unscheduled area due to accidents that can occur.

At any given time, the number of sets (seat and back) changed and sent to the laundry shall not exceed 65 sets. The new and cleaned seat covers shall be available at the Clean Laundry Room of Bldg. No. 9, room 0251. The Contractor shall coordinate the accessibility of the clean seat covers, and the deposit of the soiled covers by laundry carts with the Manager of the Linen Department. The Contractor shall also provide the Linen Department Manager with a schedule of times and dates to execute the prescribed frequencies.

The Contractor shall be provided with the tools to remove both the seats and backs by the Government. The Contractor shall be responsible to maintain these tools in good working order and shall replace any damaged tools at no expense to the Government. All tools and seat covers shall remain the property of the Government. No seat covers shall be discarded to trash or rag outs unless authorized by the Contracting Officer.

The Contractor shall provide a record reflecting the frequency schedule and availability of the clean covers for exchange for each scheduled activity, area, time, covers removed, exchanged, clean covers available for additional needs, and unusable cover encountered, etc. to the QAE.

**C.6.1.19 Recycling.** The Contractor shall provide all labor, supervision, personal safety gear (i.e. gloves, back belt), tools, materials (plastic bags made from recycled content), and equipment necessary to collect recyclable materials from recycling collection stations and transport them to approved locations on site. Materials designated

as recyclable include, but are not limited to, office paper (both white and colored), newspaper, cardboard, aluminum cans, glass, plastic (bottles, foam pads and polystyrene), and steel.

Collection of Recyclable Materials as listed in Section JC-3 and transport to the appropriate locations (also listed in Section JC-3). The containers are located in or adjacent to the rooms listed in Section JC-3.

**C.6.1.19.1 Recycling Day Collection Schedule.** All collections of recyclable materials shall be performed in accordance with the following work schedule as follows:

<b>Building</b>	<b>Recycling Day Collection Schedule</b>
Bldg. 1- 8, 54	Tuesday & Friday
Bldg. 9, 10, 55, 100	Monday & Thursday
Galley, Main Operating Room, Pharmacy	Monday, Tuesday, Wednesday, Thursday, Friday

**C.6.1.19.2 Cleaning Requirements.** The Contractor shall provide clean and sanitary trash recycling collection equipment. Recycling containers used to collect aluminum cans shall be cleaned on a weekly basis. The exception is the aluminum can receptacle located in Building 9, Room 3258A, which shall be cleaned daily. All other containers shall be cleaned on an as needed basis, but no less than quarterly. The container cleaning process shall be provided by the Contractor and may be located on Government property. The contractor shall be responsible for cleaning the work area following any operations. The contractor shall report all damaged and unserviceable containers to QAE.

**C.6.1.19.3 Sorting of Recyclable Material.** If material in collection containers has not been placed in the appropriate container, it is the responsibility of the contractor to properly re-sort those materials, placing recyclable materials in the correct containers before depositing them in the receptacles provided. Currently, recyclable materials are co-mingled into two (2) categories: paper and containers. The contractor shall re-sort recyclable materials into these two categories. Should improper recycling occur frequently, the Contracting Officer will notify the Government Recycling Manager so that action may be taken to correct the problem at the source.

**C.6.1.20 Stairwell Cleaning.** A stairwell includes all steps, risers, walls, landings, and railing between floor levels. Stairwells shall be cleaned in accordance with sweeping/dust mopping and damp mopping/scrubbing requirements. Additionally, walls shall be spot cleaned and railing damp wiped.

**C.6.1.21 Room/Area Cleaning.** These spaces include, but are not limited to, patient rooms, treatment rooms, pantries, nurses' stations, offices, conference rooms, lounge and waiting areas, work study areas, lecture rooms, corridors and hallways, lobbies, etc.

All furniture (including patient beds, bedside stands, overbed tables, lounge chairs, straight back chairs), radiators, miscellaneous equipment, baseboards, horizontal ledges and sills, shall be damp wiped with a germicidal detergent solution. Drinking fountains shall be cleaned and disinfected.

**C.6.1.22 Light Fixtures Cleaning.** All light fixtures shall be cleaned on an annual cleaning schedule to be provided by the Contractor to the Government within 15 days after the award of the contract. The work includes all egg crate and solid panel type deflectors as well as side panels and fixture frames. After cleaning, light fixtures shall be free of bugs, dirt, dust, grease, and other foreign matter. The Contractor shall submit the method of cleaning of the various types of light fixtures to the Contracting Officer for approval.

**C.6.1.23 Mechanical Room Cleaning.** The concrete floor of the mechanical rooms located in Bldg. 1 (20<sup>th</sup> Floor), Bldg. No. 9 (Rm. Nos. 3200, 3700, 0220), and Bldg. No. 10 (Rm. No. 0103) shall be cleaned and damp mopped quarterly. Cages and equipment are not to be entered or disturbed.

**C.6.2 Project Work Requirements.** The Contractor is required to prepare a Schedule of Work for the work required within this requirement and submit this within fifteen (15) days after award. The Contract indicates the days when cleaning tasks occur for daily, twice weekly, and thrice weekly. The Contractor shall submit the

schedule for all other frequency tasking, namely; weekly, bi-monthly, monthly, quarterly, semi-annual, and annual. This schedule (specific dates) shall be identified on the floor plans provided under this Contract and submitted to the Contracting Officer for approval.

**C.6.2.1 Stripping/Sealing/Refinishing.** Resilient flooring shall be swept/dust mopped, stripped with an approved cleaner to remove all built-up wax/finish and imbedded dirt. Caution will be exercised by the contractor to keep stripping solutions from flowing under doors into other areas. There shall be no splashes of stripper or wax on other surfaces, walls, baseboards (cove base moldings), furniture or equipment. Flooring shall be thoroughly rinsed, and a minimum of three (3) coats of wax shall be applied. Wax shall be applied the same day the floor is stripped. All wax must be approved by the Contracting Officer and be appropriate for the type of flooring the wax is to be applied to. Strip and re-wax floor shall be wall to wall and under all furnishings. Furniture or other equipment moved during floor stripping, scrubbing, and cleaning operation. There shall be no mop strings left on the floor and or the legs of furniture and equipment. All furniture and other equipment moved during the stripping, sealing, and refinishing process shall be returned to their original positions upon completion of work. At any time the floors are wet the Contractor shall post caution signs at both ends of the work area in progress. These "CAUTION WET FLOOR" signs shall be large, bright colored, and always used to notify by-passers of the wet floor areas. The finished product shall present a clean, dry, appearance free from dirt, scuff marks, smears, and stains including corners. Rubber flooring shall be scrubbed with an approved cleaner, rinsed thoroughly, and left to dry with no dirt, smears or residue. Rubber flooring shall not be waxed. Ceramic Tile shall be scrubbed with an approved cleaner, rinsed thoroughly, and left to dry with no dirt, smears or residue. Ceramic Tile flooring shall not be waxed. All stripping and refinishing of floors in inpatient areas shall be performed during the 0700 to 1530 work shift and in unoccupied space. The Contractor shall establish a procedure and policy to only allow one-half of the width of any hall, corridor, entry, lobby, vestibule, etc. to be stripped and refinished at any one time. This procedure shall leave the other half of the floor in a safe dry condition to permit the safe passage of patients, visitors, and staff. The floor shall be dry and ready for use at the completion of the stripping and refinishing process.

**C.6.2.2 Shampooing of Carpets and Rugs.** Prior to shampooing, carpets and rugs shall be vacuumed free of all loose soil and debris. A commercial, Government approved, carpet spotting solution shall be applied as needed to spots, stains or heavy traffic areas, in accordance with the manufacturer's recommendations and instructions. A commercial, Government approved, carpet shampoo shall then be used adhering to the manufacturer's recommendations and instructions. Caution will be exercised by the Contractor to keep shampoo and spot removing solutions from flowing under doors into other areas. There shall be no splashes of shampoo, spotting solutions or water on other surfaces, walls, baseboards (cove base moldings), furniture or equipment. The pile shall be brushed, or machine scrubbed after the shampoo is applied. Extraction of the water, shampoo and dirt shall be performed by commercial, shampoo water extraction equipment. Carpets and rugs shall be shampooed free of streaks, stains, and spots, and shall have a bright uniform color. Shampoo carpet and rug shall be wall to wall and under all furnishings. The pile shall have a final brushing while damp, to allow the pile dry in an upright position. After the carpet/rug has dried it shall be vacuumed. After drying, furniture or other equipment moved during carpet shampooing operation shall be returned to their original positions. Non-porous paper isolators shall be used between the metal feet of furniture and equipment, and the carpet. There shall be no disagreeable odor at the completion of the cleaning process. At any time the floors are wet the Contractor shall post caution signs at both ends of the work area in progress. These "CAUTION WET FLOOR" signs shall be large, bright colored, and always used to notify by-passers of the wet floor areas. All shampooing of carpets in inpatient areas shall be performed during the 1500 to 2330 shift. The Contractor shall establish a procedure and policy to only allow one-half of the width of any hall, corridor, entry, lobby, vestibule, etc. to be shampooed at any one time. This procedure shall leave the other half of the floor in a safe dry condition to permit the safe passage of patients, visitors, and staff. The floor shall be dry and ready for use by the next business day.

**C.6.2.3 Vent Cleaning.** All vents shall be removed from the ceiling and the covers and interiors (to a depth of 12" inside duct) shall be thoroughly cleaned of dust, lint, and grease. After removing the covers the vents, grills, openings and inside the duct to a depth of twelve (12) inches shall be cleaned by first vacuuming them with an industrial-type vacuum cleaner equipped with HEPA filters, and hand wand attachments with the ability to remove imbedded soil, dust, dirt, grime. The vents, grills and inside the duct shall then be cleaned with a neutral soap solution having a disinfectant included and rinsed with clean water all surfaces shall be dry within 5 minutes of cleaning. Any bright metal, chromed and or polished surfaces, shall be cleaned with a neutral soap solution with a disinfectant and polished with a clean dry cloth. Metal polish shall be used on a case by case assessment of the hardware to be cleaned. There shall be no disagreeable odor, stains or discoloration at the completion of the

cleaning process. After cleaning, the vents shall be reattached to the ceiling using the same holes and fasteners. All furniture and other equipment moved during the vent cleaning shall be relocated upon completion of work. All vent cleaning in inpatient areas shall be performed during the 0700 to 1530 shift and in unoccupied space. All other areas shall receive exhaust vent cleaning during the 1500 to 2330 shift.

**C.6.3 Special Work Requirements.** These special custodial work requirements correspond to specific areas that are unique and critical to NNNMC.

**C.6.3.1 Critical Care Area Work Requirements.** The following areas are designated as Critical Care Areas:

Area	Unit	Location
1	Intensive Care Unit (ICU)	Bldg. 9, 3 <sup>rd</sup> Floor
2	Emergency Room (ER)	Bldg. 9, 1 <sup>st</sup> Floor
3	Recovery Room (outside Main Operating Room)	Bldg. 9, 3 <sup>rd</sup> Floor
4	Ambulatory Surgery	Bldg. 9, 3 <sup>rd</sup> Floor

Areas 1 through 3 are to have dedicated personnel (one person at each location per shift) on both the day shift (0700-1530) and the evening shift (1530-2400). Area 4 will have dedicated personnel working only on the day shift (0700-1530) only. Cleaning must satisfy the requirements of this Contract and all regulatory agency established standards such as the JCAHO and the National Naval Medical Center's Infection Control Committee guidelines.

**C.6.3.2 Other Critical Care Areas.** In addition to Section C.6.3.1 above, certain critical care areas operate 24 hours/day, all-year round. It is the Government's experience that these unique areas must be staffed with dedicated custodial personnel to meet the performance requirements of this Contract. These areas, primarily located in Building 10, 6<sup>th</sup> floor, are:

- (1) Labor and Delivery (L&D) Unit/Birthing Center
- (2) Neonatal Intensive Care Unit (NICU)

The required staffing levels for these areas are:

Critical Care Area	Shift	Number of Dedicated Custodial Personnel
6 <sup>th</sup> Floor West (NICU*)	0700 - 1530	1
6 <sup>th</sup> Floor East & Center (LDRP**)	0700 - 1530	2
6 <sup>th</sup> Floor (all other areas)	0700 - 1530	1
6 <sup>th</sup> Floor West (NICU)	1530 - 2300	1
6 <sup>th</sup> Floor East & Center (LDRP)	1530 - 2300	1
6 <sup>th</sup> Floor East & Center (LDRP)	2300 - 0700	1

\* - Neonatal Intensive Care Unit

\*\* - Labor, Delivery, Recovery, Postpartum

Discharge room cleaning is required anytime a patient is either discharged from the Labor & Delivery (L&D) suite or transferred to another room within the suite. If the L&D suite becomes unusually active with patients, it may be necessary for the Head Nurse to request a "STAT" discharge (see Section C.6.3.3.1.1 below) cleaning to assist in preparing the rooms. The custodial staff assigned for "normal" discharge shall respond accordingly.

**C.6.3.3 Discharge Room Cleaning.** Discharge room cleaning is required any time a patient is either discharged from the hospital or transferred to another location. For the purpose of this Contract, the estimated average occurrence of discharge room cleaning is 60 per day, seven days a week. These discharge rooms are located in Building 10, in-patient areas. In areas where there are dedicated personnel assigned (Bldg. 10, 6<sup>th</sup> floor; ICU; Emergency Room; and Recovery/Main Operating Room), discharge room cleaning shall be considered the responsibility of these assigned personnel. The Contractor shall provide discharge room cleaning in accordance with the following requirements:

(1) **Cleaning Personnel.** The contractor shall provide a sufficient number of personnel as required to provide all discharge room cleaning within the allowable time frames specified. The personnel shall read, write, and speak English and be specifically trained in all aspects of custodial services required in discharge cleaning including:

- isolation precautions
- strict isolation
- respiratory isolation
- enteric precautions
- contact isolation
- drainage/secretion precautions
- blood/body fluid precautions
- pediculosis (lice) and scabs precautions
- neutropenic precautions

(2) **Notification and Record Keeping.** The Government will notify the Contractor of room requiring discharge cleaning. If the contractor's personnel are notified through a paging system, they must telephone the party back within five (5) minutes to advise that the information was received.

The Contractor shall develop a Daily Discharge Log (approved by the QAE) for his/her personnel to use in connection with this service. The log must provide the following information: date, room number, time service was requested, time the call was confirmed, time the cleaning began, time the cleaning was completed, name of person providing the service. The Contractor shall submit the daily log to the QAE prior to 0900 Hours every workday.

(3) **Response Time.** Requests for discharge room cleaning are divided into two classifications and should be responded to accordingly.

**C.6.3.3.1 Types of Discharges.** There are two types of discharges; namely, "STAT" and normal discharges.

**C.6.3.3.1.1 "STAT" Discharges.** A "STAT" discharge request indicates that the need for the room is an emergency and such requests shall be given high priority. A "STAT" discharge room shall be completely cleaned and ready for occupancy within thirty (30) minutes from the time of the Government's request. The determination of a "STAT" discharge is the responsibility of the government personnel requesting the discharge cleaning.

**C.6.3.3.1.2 Normal Discharges.** With the exception of "STAT" discharges all other discharges require normal response time. The room shall be completely cleaned and ready for occupancy within one (1) hour from the time of the Government's request. The Contractor will be allowed an additional thirty (30) minutes to complete cleaning the isolation discharge rooms.

**C.6.3.3.2 Cleaning Requirements for Discharged Rooms.** Cleaning of the discharge rooms includes the following requirements as specified elsewhere in Section C: dust/damp mop floors, clean and service restrooms and waste collection and removal. In addition, the following services are required: clean interior surface of window glass, sills, and frames; completely clean the bed or crib frame, springs, wheels, bumpers, side rails, mattress, and any other attachments which are a part of the bed.

The bed shall be made up with clean linens. The hospital staff will remove and dispose of the dirty linens and the Government will provide clean linens from linen carts located on each floor.

Turn-in any personal possessions left in the room and report any problems or malfunctions to the head nurse for the area.

**C.6.3.4 Policing (Interior Public Areas).** The Government requires one (1) dedicated custodial personnel to service the public areas in the 1<sup>st</sup> and 2<sup>nd</sup> floors of Building Nos. 1, 2, 7, 8, 9, and 10. This is in addition to the personnel required to comply with the cleaning requirements of this Contract. The assigned custodial personnel shall be equipped with a custodial cart ready to respond to any emergency cleaning requirements in the public areas (e.g., spills, broken glass, etc.) during the day shift only every work day. Additionally, the dedicated custodial

personnel shall ensure that the public areas identified above shall be free of debris, dirt, and other materials that hinder the general cleanliness of the public areas.

**C.6.3.5 Policing (Exterior).** Policing includes cleaning of entrance ways, emptying and relining waste containers, cleaning cigarette urns of trash cigarette butts, debris and adding sand as needed, policing the area for trash, cigarette butts, sweeping sidewalks, driveways, gutters, clean them of trash, debris, garbage, stains and spills. Sidewalks (up to the curb) and walkways around all buildings shall be water-hosed down (weekly, as weather permits), swept and maintained clean of debris. The plaza entrance (including the steps) of Building No. 1 shall be swept and maintained clean of debris, trash, stains, garbage, and spills. The frequencies and areas associated with this task are identified on the floor plans provided in this Contract. This work shall be performed at 0715 every workday.

**C.6.3.6 Observation Deck.** Cleaning of the observation decks include the following requirements as specified elsewhere in Section C.

- Sweep/dust/damp mop floors
- Waste collection and removal
- Room cleaning
- Restroom cleaning and servicing
- Burnish

**C.6.3.7 Duty Bed Making.** Duty beds shall be made seven (7) days per week between 0900 and 1600 hours. Bed locations may vary but will not be a cause for any adjustment in the contract price. This includes residents' room, interns rooms, Command Duty Officers (CDO) room, Officer of the Day (OOD) room, etc. For the purpose of this Contract, use 40 rooms as the estimated number of rooms that require duty bed making.

**C.6.3.8 Compactor/Loading Dock Areas.** Clean up all trash, garbage, and debris immediately after every pick-up provided by the trash disposal contractor. Maintain the compactor area, including the trash loading area, metal hoppers, under and around the compactor box, in a clean and sanitary condition. (This includes pouring bleach into the outside drain as required). Maintain the outside concrete ramp, hand railing, driveways, and loading dock platform in a clean condition free of trash, debris, dirt and bird droppings. Clean the compactor and loading dock area daily, seven (7) days a week.

**C.6.3.9 METU Suite Cleaning.** The METU suite will be cleaned monthly. Services shall include sweeping, dust mopping, wet mopping, machine scrubbing, burnishing, vacuuming, spot cleaning, waste collection, restroom cleaning and servicing, interior glass cleaning, and room cleaning. Cleaning frequencies are identified on the floor plans provided in this Contract.

**C.6.3.10 MRI Unit Cleaning (Building No. 100).** Due to the nature of the MRI equipment in this area, NON-METALLIC custodial equipment shall be used to clean this area. Custodial personnel shall follow the prescribed procedures when entering this area (e.g., removal of all jewelry, etc). Services shall include sweeping/dust mopping, wet mopping, burnishing, vacuuming/spot cleaning, waste collection, restroom cleaning and servicing, and room cleaning.

**C.6.4 Indefinite Quantity Work (IDQ).** Indefinite quantity work for the buildings/spaces listed in Attachment JC-2 shall consist of providing labor and material to perform unscheduled custodial services or respond and participate in clean up efforts following emergencies. The Government will notify the Contractor of service call requests by phone, page or public address system. The Contractor shall phone the Contracting Officer within 5 minutes acknowledging receipt of the service call. The Contractor shall provide adequate manning, equipment, materials and supplies to respond to service calls. The contractor shall respond to and complete all service calls regardless of whether the cumulative man-hours and materials exceed the ranges specified.

**C.6.4.1 Service Calls.** Any service calls that provide services to cleanup spills or any other spot cleaning or minor flooding caused by leaky pipes or toilet/urinal overflow that will require less than 4 man-hours of work will be considered as part of the base contract. Any service call that require more than four (4) man-hours of work shall be compensated at the established rates. Normally, flooding caused by major pipe leaks or leaks that occur during after hours (third shifts and during weekends) that remain undetected for an extended period of time will qualify for compensation under the IDQ portion of this Contract.

**C.6.4.2 METU Suite Cleaning and Pre-Visit/Discharge Cleaning (IDQ).** Only those JCAHO trained and certified, Contractor employees, with security clearances shall be allowed to do any work in the METU Suite complex. Service shall begin within 5 minutes of notification. Services include the one (1) time performance of the following:

- Sweeping/Dust Mopping Floors
- Damp Mopping Floors
- Vacuuming / Spot Cleaning Carpets and Rugs
- Waste Collection and Removal
- Restroom Cleaning
- Restroom Servicing
- Room/Area Cleaning
- Elevator Cleaning

## **C.7 SUPERINTENDENCE BY CONTRACTOR**

**C.7.1 Executive Housekeeper.** The Contractor shall provide a competent representative satisfactory to the Contracting Officer, on the work site at all times during all duty hours, with authority to act for him. The representative shall effect daily liaison during the normal working hours with the Contracting Officer or his representative, whether the work is being performed on a day or night shift. Liaison for night shift shall be effected before 4:00 PM preceding the night shift for all work done by the Contractor's employees, to assure that performance and accomplishments are in strict accordance with provisions contained in this specification.

The Contractor will be required to become a key member of the NNMC EOC team by providing relevant training to the supervisors, and all employees of this contract both full time and part time, day, evening, night and weekday and weekend staffs. The Environment of Care (EOC) program at NNMC is divided into 10 different established primary training topics originated and developed to meet and effectively support NNMC's services, and JCAHO established guidelines. These topics are as follows:

- Safety Management Plan
- Security Management Plan
- Hazardous Materials
- Hazardous Waste
- Emergency Preparedness
- Life Safety (Fire Training)
- Medical Equipment
- Utilities
- Infection Control
- Department Specific Safety Policies

The contractor shall be required to develop an EOC Policy and Procedures Manual that addresses all relevant training and record keeping to establish written documentation of employee competency assessment. This documentation must be updated and reviewed by the Contractor as often as necessary to remain current of NNMC's policies, and must be made available upon request for Government inspection when requested, and for JCAHO inspection if necessary. This program must be an integral part of new employee orientation. The Contractor will establish this program as a regular training schedule with all documentation such as employee's name, signature, date, topic of training, a short relevant statement of topic being trained and scheduled review date, trainer's signature and title (Executive Housekeeper, Supervisor, Manager etc).

**C.7.2 Assistant Executive Housekeeper.** The individual shall assume the responsibilities of the Executive Housekeeper during his/her absence.

**C.7.3 Contractor Quality Control (CQC) Representatives.** The Contractor shall employ two (2) qualified individuals to work as Contractor Quality Control representatives, one (1) for the day shift and one (1) for the evening shift. The individual responsible for the day shift shall monitor the work performed during the night shift and weekend work.

The CQC representative shall be responsible to monitor the performance of all work under this Contract and shall be responsible for maintaining and providing to the Contracting Officer all documentation required under this Contract. The CQC representative responsibilities are independent of those under Executive Housekeeper and Assistant Executive Housekeeper, and supervisors. Essentially, the CQC representative's responsibilities include monitoring all functions under this Contract. These functions include, among other things, preparation and submission of daily inspection reports in the format and frequencies to be agreed between the Government and the CQC, and review of Contractor schedules. They shall extensively interface and shall be answerable to the Contracting Officer and the Government's Executive Housekeeper.

The CQC representative's qualifications shall meet, at a minimum, those outlined in C.8.1.7. The qualifications of the CQC must be acceptable to the Government and can be appointed only with pre-approval from the Contracting Officer. The CQC representative will report directly to the corporate management and shall not report under any circumstances to the Executive Housekeeper or the Assistant Executive Housekeeper. The Government shall have the authority to require the removal of the CQC representative if it determines that his/her performance is unsatisfactory. The Contractor shall remove the individual identified within 30 days after notification by the Government. Once appointed, the CQC representatives cannot be removed without the permission of the Contracting Officer during the term of the Contract.

## **C.8 CONTRACTOR EMPLOYEES**

**C.8.1 Custodial Employee Requirements.** The Contractor shall ensure that all custodial employees shall meet the requirements stipulated under this Section.

**C.8.1.1 Pre-Employment Physical.** Pre-employment physical shall be performed on all Contractor employees by a qualified physician at the Contractor's expense. The pre-employment physical record is to be maintained by the Contractor in an Employee Medical Record. The medical records are to be located at the Contractor's office at NNMC. The records shall be available for inspection and accountability by authorized Government Medical personnel, the QAE assigned to this contract and other designated representatives of the Contracting Officer and the Contracting Officer. The individual medical records shall be maintained from the date of employment until contract termination. Upon contract termination all individual medical records shall become the property of the Government and shall be delivered to the Contracting Officer with the final invoice.

**C.8.1.2 Government Examination of Contractor Employees.** The Government reserves the right to take nose and throat cultures and or blood samples from any Contractor Employee when notified by the Contracting Officer. The Government reserves the right to examine any employee as designated by the Contracting Officer.

**C.8.1.3 Pre-Employment Immunizations.** Pre-employment immunizations (See NNMCINST 6230.4A) are required for Contractor Employees. This includes:

- **Measles, Mumps, Rubella Immunization.** A qualified physician at the Contractor's expense shall administer pre-employment immunization to all Contractor employees. Documentation of immunity or two (2) Measles, Mumps, Rubella inoculations if born after 1957 or one (1) Measles, Mumps, Rubella inoculation if born before 1957 shall be reflected on the employee's shot record. A shot record shall be a portion of the Employee's medical record and maintained up to date at all times.
- **Tetanus/Diphtheria Immunization.** A qualified physician at the Contractor's expense shall administer pre-Employment Immunization to all Contractor employees. Documentation of having received one (1) Tetanus/Diphtheria inoculation every ten (10) years shall be reflected on the employee's shot record. A shot record shall be a portion of the Employee's medical record and maintained up to date at all times.
- **Varicella (Chicken Pox) Immunization.** A qualified physician at the Contractor's expense shall administer pre-employment immunization to all Contractor employees. Documentation of immunity status or two (2) Varivax inoculations shall be reflected on the employee's shot record. A shot record shall be a portion of the Employee's medical record and maintained up to date at all times.
- **Hepatitis B Immunization.** The Contractor's employees shall receive these immunizations at NO cost from NNMC's Occupational Health/Preventive Medicine (OH/PM), the Immunization Clinic or other Government-designated department. A shot record shall be a portion of the Employee's medical record and maintained up to

date at all times. A copy of the Government's Occupational Health records shall be maintained in the Contractor's employees medical records and maintained up to date at all times.

- **TB Screen or PPD.** The Contractor's employees shall receive these immunizations at NO cost from NNMC's Occupational Health/Preventive Medicine (OH/PM), the Immunization Clinic or other designated department. Documentation of an annual TB screen or PPD shall be reflected on the employee's shot record. A shot record shall be a portion of the Employee's medical record and maintained up to date at all times. A copy of the Government's Occupational Health records shall be maintained in the Contractor's employees medical records and maintained up to date at all times.

The Contractor shall review the medical records and shot records of their employee's monthly to determine who needs to update their shots and or tests. All employees shall have an up-to-date shot record and medical record at all times.

**C.8.1.4 Other Required Immunizations.** Immunization may be given by the Government when deemed necessary by the Contracting Officer (in consultation with the Hospital Administrator) at no cost to the Contractor.

**C.8.1.5 Pre-Employment Training.** Pre-employment training for Contractor employees shall include all the topics listed below. The Contractor shall submit, to the Government Executive Housekeeper and QAE assigned to this Contract, for approval a complete lesson plan for each topic of required pre-employment and annual training. The lesson plans and complete training program shall be placed in binders and be delivered to the Contracting Officer and the Government's Executive Housekeeper as a portion of the Contractor's Environment of Care Policy and Procedures Manual. A copy of the Contractor's Environment of Care Policy and Procedures Manual, to include all training materials, shall be kept in the Contractor's Executive Housekeeper's Office. The Contractor's Executive Housekeeper shall update them and make them available for review at any time during the Contract. The Contractor's Executive Housekeeper shall make updates to the EOC Manual and deliver them to the QAE and the Contracting Officer immediately. The general topics for pre-employment training shall cover:

- Safety Management Plan
- Security Management Plan
- Hazardous Materials
- Hazardous Waste
- Emergency Preparedness
- Life Safety (Fire Training)
- Medical Equipment
- Utilities
- Infection Control
- Department Specific Safety Policies

The Training Program shall detail the task to include the equipment, materials, supplies, set up procedures, end of task procedures, technique for performing the task, the estimated area of surface that a specific amount of cleaning materials and/or chemical can clean. Additionally, information on where the custodian will get their materials, equipment, supplies; where to get more and how and when to change their equipment, material and supplies; what to do with the used equipment, materials, supplies at the completion of the task and or the end of the shift. Demonstrations of how to do the work, common mistakes and lessons learned shall be a portion of all training programs. The Contractor must establish a method to document the competency of each employee after each training module.

Pre-Employment training shall be completed within two (2) weeks prior to start of work for all employees. A training document for each employee shall become a portion of the employees' permanent record. The Contractor's Executive Housekeeper shall maintain these records. These records shall be available for review at all times. These records shall always be maintained up-to-date and accurate. The training record shall indicate the class, date, time, place, instructor, and signature of the instructor and the signature of the employee.

**C.8.1.6 Continuing Education and Annual Training Requirements.** The Contractor's employees shall receive annual training. Developmental training is to be provided throughout the contract period. The topics of training for the annual training shall be the same topics as used in the pre-employment training. The annual training shall review all the topics and areas in the initial training program and must provide training for the correction of deficiencies in individual

performance as a result of the Contractor Quality Control (CQC). New topics may be required as requirements change to meet Contract requirements.

**C.8.1.7 Executive Housekeeper, Assistant Executive Housekeeper and Contractor Quality Control Representatives Qualifications.** The Contractor's on-site Executive Housekeeper, Assistant Executive Housekeeper and Contractor Quality Control Representatives shall be qualified for the position by education, training, and experience.

**C.8.1.7.1 Education.** The Executive Housekeeper, Assistant Executive Housekeeper and Contractor Quality Control Representatives shall have successfully completed a publicly offered housekeeper's course certified by the National Executive Housekeeper's Association or a formal Executive Housekeeper's course of an independently controlled in-service management training program, emphasizing training in bacteriological concerns, including nosocomial infections and hospital sepsis.

**C.8.1.7.2 Certification.** Certification of all completed courses, formal training, including the name and address of the Educational or Training Facilities, the Executive Housekeeper, Assistant Executive Housekeeper and Contractor Quality Control Representatives have attended and successfully completed shall be submitted to the Contracting Officer with the Bid Package.

**C.8.1.7.3 Experience.** The Contractor shall submit a copy of the Contractor's Executive Housekeeper's, Assistant Executive Housekeeper's and Quality Control Representatives experience. The most significant and most important is work performed in JCAHO licensed and accredited Health Care Facilities. The submittal shall include telephone numbers and supervisors at all health care facilities this individual has worked in and or for and in what capacity. This document shall be submitted to the Contracting Officer with the Bid Package.

The Contractor's Executive Housekeeper shall have ten (10) years experience as an Executive Housekeeper performing work in a Health Care Environment, that was inspected, licensed and certified by JCAHO. All experience shall be verified without exception.

The Contractor's Assistant Executive Housekeeper shall have five (5) years experience as an Executive Housekeeper performing work in a Health Care Environment, that was inspected, licensed and certified by JCAHO. All experience shall be verified without exception.

The Contractor's Quality Control Representatives shall have five (5) years management experience performing work in a Health Care Environment, that was inspected, licensed and certified by JCAHO. All experience shall be verified without exception.

The Contractor's Executive Housekeeper, Assistant Executive Housekeeper and Quality Control Representatives must demonstrate superior interpersonal relationship skills with patients, visitors, custodial, hospital and administrative staff, to function successfully in a health care environment.

The Contractor's Executive Housekeeper, Assistant Executive Housekeeper and Quality Control Representatives shall conduct him/herself in an efficient, businesslike, professional manner at all times.

**C.8.1.7.4 Responsibilities.** The Executive Housekeeper's responsibilities (Assistant Executive Housekeeper in the absence of the Executive Housekeeper) include participating in the development of departmental procedures, training and supervision of all personnel, scheduling and assigning personnel, and maintaining adequate communication with the Contracting Officer, the QAE and other designated representatives.

The Executive Housekeeper shall be responsible for the Environment of Care Policies and Procedures Manual. The Executive Housekeeper shall write, maintain, update, change, and evaluate JCAHO and NNMC Policies as they apply to the Custodial Contract. The Executive Housekeeper shall make any changes in policy and procedures of the Custodial Contract to guarantee compliance with changes. The Executive Housekeeper shall forward all proposed changes to the Contracting Officer, Government's Executive Housekeeper, the QAE and or his/her designated representative for approval.

The Executive Housekeeper shall be an active member of the National Naval Medical Center's (NNMC's) Environment of Care Team.

The Executive Housekeeper shall be a participating member of NNMC's Infection Control Committee.

The Executive Housekeeper shall be responsible for all Custodial Contractor employees both JCAHO and Non-JCAHO qualified, working for the Contractor on NNMC's United States Government property.

The Executive Housekeeper shall be responsible for all Pre-Employment and annual physicals, immunization, training and the associated record keeping documents for all employees.

**C.8.1.7.5 Non-availability of the Contractor's Executive Housekeeper.** When the Contractor's Executive Housekeeper is absent, the Assistant Executive Housekeeper shall assume all responsibilities under this Contract. The Contractor shall also notify the Contracting Officer in writing when the Executive Housekeeper plans to be absent for one normal eight hour shift or more.

**C.8.1.8 Contractor's Supervisors.** The Contractor will appoint supervisors for each shift. The supervisors shall represent the Contractor and shall be capable of interpreting and implementing all requirements within the contract. They must be able to read, write, and speak English.

**C.8.1.8.1 Supervisors' Qualifications.** Supervisors must have successfully completed intensive training covering the topics listed below:

- A general orientation in basic bacteriologic concepts.
- Complete instruction in obtaining, use, and care of supplies and equipment.
- Techniques for measuring quality of work performance and duties for each employee.
- Familiarization with applicable facility and local base regulations and policies, including fire prevention and electrical ground safety.
- Certification of this training and experience shall be submitted to the QAE thirty (30) days before commencement of the contract.

**C.8.1.8.2 Supervisors' Training.** Supervisors shall attend at least one contract-related training program yearly, in one or more of the topics listed in (a) above. This training shall be accomplished during the first six (6) months of each contract year. Upon completion of the training, certification shall be presented to the QAE.

**C.8.1.8.3 Supervisory Tasks.** Supervisory tasks shall include, but not be restricted to, the following:

- Provide an adequate labor force including immediate replacements for personnel dismissed for cause or leaving employment of their own volition.
- Train personnel properly in performing work in accordance with cleaning tasks and methods outlined herein.
- Prevent general carelessness in cleaning operations and abuse of facilities, and instruct employees to abide by safety rules and regulations for the protection of tenants, visitors, and themselves.
- Have employees participate in fire drills and civil defense exercises, as required by the tenants of the buildings.
- Indoctrinate employees to report fire, hazardous conditions and items requiring immediate repair.
- Prevent wasteful practices in connection with government furnished utilities.
- Instruct and periodically remind employees not to disturb papers on desks, not to open desk drawers or cabinets, and not to use official government phone service.
- Assure that employees lock restricted areas after cleaning and return keys immediately to government safekeeping.
- Instruct employees to turn found items in for government safekeeping.
- Arrange for the cleaning of restroom by members of the appropriate sex or make arrangements satisfactory to the QAE to have the restrooms cleared during their cleaning.

**C.8.2 Security Clearances.** There are certain areas in NNMC that require custodial employees to have security clearances. The Contractor shall submit to the Contracting Officer a list of proposed individuals that may be designated as staff available to perform the task of METU Suite cleaning. All individuals proposed by the Contractor to perform this work must be U.S. citizens. The individuals eventually designated to perform work in the METU Suite must obtain and shall be required to keep a Government security clearance. After security clearances have been issued, only those personnel with security clearances will perform work in the METU Suite.

**C.8.3 Contractor Submittals.** The Contractor shall submit to the Contracting Officer:

- Three (3) copies of the Contractors Environment of Care Policy and Procedures Manual after approval by the specific individuals responsible for reviewing the individual documents.
- Three (3) copies of the Contractor's Employee personnel list, rules, regulations and policies manual.
- Certification of qualifications, experience, education and training of the Contractor's Executive Housekeeper, Assistant Executive Housekeeper, and the CQC representatives.

Other items required under provisions of this Contract include Contractor's schedule for biweekly, monthly, quarterly, semi-annual, and annual services required by this Contract. All submittals become the exclusive property of the Government and will not be returned to the submitting contractor.

**C.8.4 Contractor's General Conduct and Responsibilities.** The Contractor and its employees are expected to conduct themselves in a professional manner. General conduct includes:

- The Contractor shall schedule and arrange work so as to cause the least interference with the normal occurrence of Government business and mission. In those cases where some interference may be essentially unavoidable, the Contractor shall be responsible for making every effort to minimize the impact of the interference, inconvenience, customer discomfort, etc.
- All project work to be preformed in any location in this facility shall be coordinated with the QAE assigned to this contract, and all tenants, hospital staff etc. in the area where services will be preformed. There must be a minimum of 2-week notice to all personnel affected.
- During execution of the work, the Contractor shall take special care to protect Government property including furniture, walls, baseboards, and any other surfaces that could be damaged by the service. Accidental splashes shall be removed immediately. The Contractor shall return areas damaged as a result of work under this contract to their original condition, to include painting, refinishing, or replacement, if necessary.
- The Contractor's personnel shall move all types of furniture and equipment when required to do so to perform cleaning tasks. All furniture and equipment that was moved to perform a task shall be restored to its original position at the completion of the task. There are specific groups and types of technical and or highly sensitive equipment that shall not be moved by the contractor without direct permission of the Contracting Officer. These groups are, but are not limited to, computers, computer systems, duplicating equipment and laboratory equipment.
- The Contractor's personnel shall not disturb papers on desks, open drawers of desks or open cabinets.
- The Contractor's personnel shall not use government phones for personal use.
- The Contractor shall reconcile monthly the rooms inventory with the QAE and the Government's Executive Housekeeper.