**JANITORIAL SERVICES**

**1. Description of Services.**

**1.1. BASIC CLEANING SERVICES.** The contractor shall maintain the facility in a state of physical and biological cleanliness on a daily basis. The facility's appearance must fully meet the sanitary and aesthetic requirements for beneficiary healthcare. This includes but not limited to group rooms, conference room, family room, bathrooms, staff break rooms, kitchenettes, lobby and offices.

**1.1.1. Maintain Floors.** All floors shall be swept, dust mopped, damp mopped, wet mopped, dry buffed, and spray buffed, as needed, to ensure they have a uniform, glossy appearance and freedom from dirt, debris, dust, scuff marks, heel marks, other stains and discoloration, and other foreign matter. Baseboards, corners, and wall/floor edges shall also be clean. "Wet Floor" signs shall be posted in all areas having received service in order to avoid mishaps. Easily movable items shall be relocated to maintain floors beneath them and returned to their original position once service has been completed.

**1.1.2. Vacuum Walk-Off Mats.** High Efficiency Particulate Air (HEPA) Filter type vacuum cleaners shall be used to thoroughly clean and restore the resilience of walk-off mats. After vacuuming, walk-off mats shall be free of all visible dirt, debris, and other foreign matter. Walk off mats shall be maintained in good repair.

**1.1.3. Waste Collection and Removal.** All refuse, trash and garbage containers shall be emptied and returned to their initial location. Any obviously soiled or torn plastic trash receptacle liners shall be replaced. Trash receptacles shall be left clean, free of foreign matter, and free of odors.

**1.1.4. Clean Interior Glass/Mirrors.** Clean all interior glass, including glass indoors and out, partitions, walls, display cases, directory boards, etc. After glass cleaning, there shall be no traces of film, dirt, smudges, water, or other foreign matter.

**1.1.5. Clean Drinking Fountains, Ice Machines and Sinks.** Contractor shall clean and sanitize all surfaces of drinking fountains, ice machines/ sinks to include the orifice, cofferdam and drain. Surfaces shall be free of streaks, smudges, fingerprints, marks film/residue, stains, spots, scale, soil, and other foreign matter once service has been completed. All metal surfaces shall be cleaned and polished and have a uniform appearance. All cofferdams surrounding ice machines shall be cleaned and free of standing water. Paper towel/soap dispensers associated with sinks/kitchens shall be cleaned, sanitized, and restocked.

**1.1.6. Spot Cleaning.** Perform spot cleaning on a continual basis. Spot cleaning includes, but is not limited to removing, or cleaning cobwebs, smudges, fingerprints, marks, streaks, spills, etc., from washable surfaces of all walls, partitions, vents, grillwork, doors, door guards, wall guards, door handles, push bars, kick plates, light switches, and fixtures. After spot cleaning, the surface shall have a clean, uniform appearance, free of streaks, spots, and other evidence of soil.

**1.1.7. General Dusting.** All horizontal surfaces must be dusted or cleaned as necessary to eliminate dust collection.

**1.2. BASIC RESTROOMS/ LOCKER ROOM CLEANING SERVICES**. The contractor shall accomplish all cleaning tasks to meet requirements for clean restrooms daily.

**1.3.** **PERIODIC CLEANING SERVICES.**

**1.3.1. Clean Interior Windows.** Clean all interior glass window surfaces quarterly. After surfaces have been cleaned, all traces of film, dirt, smudges, water and other foreign matter shall be removed from frames, casings, sills, and glass.

**1.3.2. Floor Cleaning.** Vinyl no-wax flooring shall be swept, mopped and scrubbed to remove debris only. There shall be no wax type floors of any kind. Clean floors according to flooring manufacturer warranty and recommendation regarding scrubbing. There shall be no damage to the floors. Any damage incurred is of the responsibility of the Lessor to replace.

**1.3.3. Wall Cleaning.** Wall cleaning to remove routine spills, stains, splatters, marks, etc. shall be provided by the contractor as a part of routine space cleaning. Walls shall be thoroughly and completely cleaned and sanitized with an approved solution to eliminate the hazardous conditions.

**1.3.4. Light Fixture Cleaning.** Light fixtures shall be cleaned, when ordered by the Government or as needed, to achieve a "free of soil" state. The light cover shall be removed, and the light fixtures shall be cleaned of debris inside and out.

**1.3.5. Clean and Disinfect.** Completely clean and disinfect all surfaces of sinks, toilet bowls, urinals, lavatories, dispensers, plumbing fixtures, partitions, dispensers, doors, walls, and other such surfaces, using a germicidal detergent to include de-scaling as needed. After cleaning, receptacles will be free of deposits, dirt, streaks, and odors. Disinfect all surfaces of partitions, stalls, stall doors, entry doors, (including handles, kick plates, ventilation grates, metal guards, etc.), and wall areas adjacent to wall mounted lavatories, urinals, and toilets.

**1.4. SPECIAL REQUIREMENTS**

**1.4.1. Equipment Operation.** All housekeepers shall adhere to the manufacturers or established operating procedures when operating battery-powered or electrical floor machines, wet/dry vacuums, scrubbers, etc. All equipment will be cleaned as specified by the manufacturer to ensure operation safety and to eliminate the spread of micro bacteria, nosocomial infection, etc. Battery and electrical equipment will be properly maintained, stored, and charged after each use, if necessary.

**1.4.2. Emergency or Special Event Cleaning Services**. Upon notification, the contractor shall perform emergency or special event cleaning required in any area or room covered under this contract. The contracting officer shall order cleaning services through issuance of a delivery order for the appropriate and required work task(s). Contractor shall begin emergency work, as determined by the contracting officer, within one hour of notification, which may be verbal. The contracting officer or designated representative will notify the contractor as soon as a special event requirement is known, but not less than 24 hours prior to the event. Completion schedule shall be determined for each delivery order.

**1.4.3. Exterior Window Cleaning.** Exterior windows shall be cleaned semi-annually, to achieve a "free of soil" state. This includes cleaning of the frame, the areas immediately adjacent to the frame, ledges, and removing, cleaning, and replacing window screens.

**1.4.4. Curtains and Blinds Cleaning.** Blinds shall be removed and cleaned inside and out as needed, to achieve a "free of soil" state. Privacy curtains in examination rooms shall be the responsibility of the government.

**1.4.5. Office Cleaning:** All offices shall be vacuumed at least once a week, all desk and chairs shall be dusted daily (if available and cleared). All horizontal surfaces must be dusted or cleaned as necessary to eliminate dust collection. All Group rooms, family room and Conference rooms shall be vacuumed and dusted daily. Employee break room shall be mopped and surfaces wiped down daily.

**1.4.6. Sweep and Mop Floor.** After sweeping and mopping, the entire floor surface, including grout, shall be free from litter, dirt, dust and debris. Grout on wall and floor tiles shall be free of dirt, mildew, residue, etc. Floors shall have a uniform appearance without streaks, swirl marks, detergent residue, or any evidence of soil, stain, film or standing water. Moveable items shall be tilted or moved to sweep and damp mop underneath. Floors shall be stripped, scrubbed, waxed, etc., as necessary to maintain sanitary conditions and a clean, uniform appearance.

**1.5. Restock Restroom Supplies.** Contractor shall ensure restrooms are stocked sufficiently so that supplies, including soap for the soap dispensers, do not run out. Supplies shall be stored in designated areas. No overstocking shall be allowed. If supplies run out prior to the next service date, contractor shall refill within one hour of notification.

**1.6. Glass and Mirror Cleaning.** All glass/mirrors shall be cleaned in such a manner that all trace of film/residue, dirt, dust, smudges/fingerprints, streak, watermark, and other foreign matter are eliminated.

The contractor shall furnish all personnel, equipment and materials necessary to perform the janitorial services. Emergencies, unusual and out-of-line situations shall promptly be reported to the contracting officer or his/her designee. Standard cleaning procedures provides the first level of sanitation by routinely cleaning all surfaces which decrease and eliminates the harborage of organisms. Routine and frequent cleaning prevents build-up and accumulation of sites which might enhance micro-organism growth. The frequency of cleaning and cleaning standards will be enhanced by the utilization of disinfectant detergents and sanitizers to continually reduce the level of micro-organisms on all surfaces and to promote and provide the lowest possible infections risk for all patients, employees, and visitors to the Clinic. Standard cleaning procedures is one of the most important aspects of infection control.