

Lessor Housekeeping Responsibilities, Interior Spaces for Beaufort, SC OPC

A. GENERAL

The Lessor shall furnish all supplies, materials machinery, appliances, supervision, and labor necessary to provide complete janitorial services for the clinic. Services shall be provided in all interior areas of the leased premises to provide a clean, neat, and attractive appearance by performing the functions described below. The Lessor shall make careful selection of cleaning products and equipment to ensure they are packaged ecologically, environmentally beneficial and/or recycled products that are phosphate-free, non-corrosive, non-flammable, and fully biodegradable, and minimize the use of harsh chemicals and the release of irritating fumes. The Lessor shall select paper and paper products with recycled content conforming to EPA's CPG. Performance will be based on the Contracting Officer's evaluation of results, not the frequency or method of performance.

Cleaning crew shall turn off lights as necessary and check all doors on completion of the work to ensure that doors are locked. Ensure that security alarm is set before leaving if there are no VA personnel on the premises.

B. WORKING HOURS

1. Work will be accomplished at times indicated. Work schedule shall be from 6:30 AM to 11:00 PM, Monday through Friday. The Lessor shall ensure that sufficient employees are available to prepare the clinic to see patients at 8:00 AM, to be available to clean up spills, keep the public and specimen collection toilet rooms clean, and keep the toilet rooms stocked with sufficient paper products and soap. Mechanical equipment such as vacuum cleaners, burnishers, scrubbing machines, etc., will not be used during the hours of 7:30 AM to 5:00 PM unless prior authorization is provided by VA COR.
2. National Holidays: Note that there are eleven (11) national holidays observed by the Federal Government: New Year's Day, Martin Luther King's Birthday, President's Day, Memorial Day, Juneteenth, Independence Day, Labor Day, Columbus Day, Veteran's Day, Thanksgiving Day and Christmas Day and any other day specifically declared by the President of the United States to be a national holiday. Clinic will be closed on these National Holidays.

C. JANITORIAL STAFF AND SUPERVISION

1. Janitorial staff will have access throughout the building; therefore, none of the janitorial staff may have a police record for anything more serious than traffic or parking violations.

2. There shall be a janitorial staff supervisor on duty at all times when janitorial staff is in the building. Any person whose work or conduct is found to be unacceptable by the Government shall be removed from the Janitorial staff.
3. Smoking is not permitted on VA owned, leased, or shared premises. Possession of weapons is prohibited. Enclosed containers, including tool kits, shall be subject to search.
4. Janitorial company's standard uniforms are acceptable, if they clearly identify the company and the occupation of the individual. Janitorial staff will be required to wear photo identification badges.

D. SAFETY AND SPECIAL PROCEDURES

1. The Lessor shall consider the clinical environment and ensure that the janitorial staff is instructed on applicable safety precautions and special requirements. These requirements may include, but are not limited to, such conditions as cleaning of human secretions, blood, barium, etc. from both floors and walls. Lessor will be notified of isolation areas that need terminal cleaning. Terminal cleaning is defined as complete wipe down of all sinks, walls, countertops, casework, exam tables, etc., with germicide, and mopping of the floor with germicide. These areas require the use of gloves, gowns, masks, and shoe covers, which will be provided by the Government. The Lessor shall be responsible for collecting of sharps containers and hazardous materials. See "ALL AREAS" below under "Daily" Cleaning Frequencies for method of handling sharps containers and hazardous waste. The Lessor shall be responsible for training cleaning staff pursuant to applicable regulations in the disposal of hazardous waste.
2. The janitorial staff shall comply with applicable Federal, State, and Local safety and fire regulations and codes. The Lessor shall immediately bring to the attention of the Government any fire and safety deficiencies. The Lessor shall take such safety precautions as necessary to protect the lives and health of occupants of the building.
3. The janitorial staff shall display warning signs that have been approved by the VA in all areas where housekeeping operations may cause traffic obstruction or personnel hazard. Signs shall contain easily understood directions and guidance in English and Spanish.
4. The cleaning of lobbies and corridors resulting in a temporary wet or slippery floor surface shall be accomplished so that it will not be necessary for personnel or patients to cross the wet surface to gain access to other areas (1/2 of the hallway or area at a time).
5. Government owned equipment plugged into receptacles shall not be unplugged by janitorial staff unless prior authorization from VA.
6. All optometry tables, wheelchairs, examination tables and other furniture and equipment shall be cleaned in accordance with the government requirements. The contractor shall be responsible for moving and returning the furniture and equipment to its original position when cleaning it or under/around/behind it.

7. All tasks accomplished by the contractor personnel shall be done so as to preclude damage or disfigurement of furniture and building structure. The contractor shall correct any damage caused by his employees to any part of the building or equipment or any area covered by this contract at the contractor's expense.
8. Lessor is responsible for Handling/Cleaning of VA Furniture/Equipment normally found in a clinic unless otherwise instructed by the VA.

E. EQUIPMENT AND MATERIALS

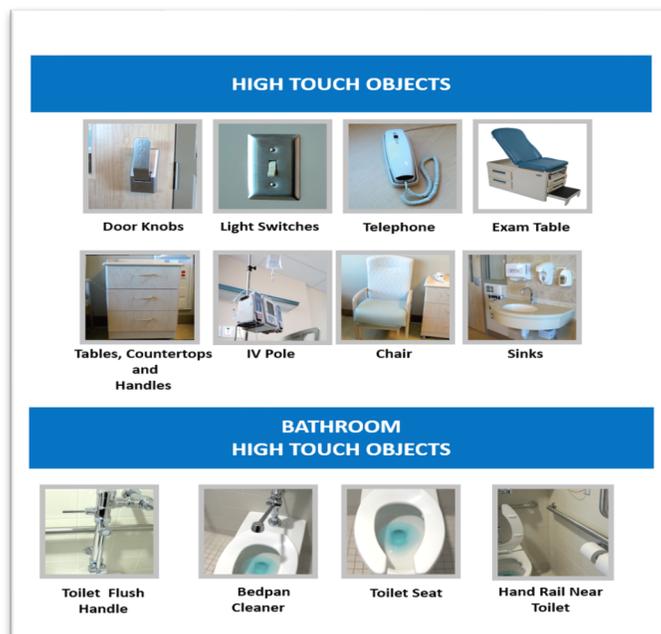
1. All equipment and materials used in the performance of this scope will be cleaned and stored properly at the end of the workday. Cleaning carts and/or equipment will not be left unattended for any reason while patients are in the clinic. Lessor shall ensure all equipment, tools, and supplies meet necessary safety requirements and janitorial staff have full working knowledge of their use.
2. An EPA-registered germicide will be used to clean all patient areas, floors, examination tables, and medical equipment. The Lessor shall provide all labor, materials, supplies, machinery, and appliances that may be necessary or appropriate in the performance of janitorial services. The Lessor shall provide supplies such as toilet tissue, multifold paper towels, toilet seat covers, and Medicated Vestal hand soap. The Lessor shall provide plastic linings for all trash receptacles. Provide clear plastic linings for non-hazardous waste trash receptacles and red plastic linings for hazardous waste trash receptacles. Housekeeping aide closets are located throughout the clinic for storage of supplies and equipment. The Lessor shall keep a minimum of two weeks stock of supplies on hand. All accumulated waste shall be removed and disposed of in the dumpster. Hazardous waste and sharps containers shall be picked up and stored in a designated storage area. Supplies to be used shall be approved by the Government. Specifications for supplies are as follows:
 - **Toilet tissue:** Roll type
 - **Paper towels:** Multi-fold type
 - **Hand soap:** Hospital Grade Medicate Lotion Soap
 - **Trash receptacle liners:** Polyethylene, sized to fit all receptacles (include red bag [biohazard] receptacles)
 - **Carpet shampoo and soil resistant treatment:** Non-allergenic type
 - **Furniture polish:** Spray type for use on wood and wood veneer
 - **Window cleaner:** Ammonia type sufficient to remove smoke film and dust
 - **Air freshener cartridges in bathrooms:** EPA-Approved
 - **Upholstery cleaners:** Dry or foam type recommended for fabric upholstery
 - **Germicide:** EPA-Approved
 - **Resilient floor tile cleaner and maintainer:** As recommended by manufacturer of resilient flooring
 - **Floor finish:** High-speed floor finish as recommended by manufacturer of resilient flooring
 - **Floor sealer:** As recommended by manufacturer of resilient flooring

- **Floor stripper:** As recommended by manufacturer of resilient flooring
- **Toilet seat covers:** Paper, white
- **Sanitary Napkins:** ADA Compliant
- **Tampons:** ADA Compliant
- **Hand Sanitizer Replacement Cartridge:** Hospital Grade, sized to fit dispensers
- **Lotion Replacement Cartridge, SPS Areas Only:** Hospital Grade, sized fit dispensers
- **Curtains:** As approved by VA Interior Design

*Note, a copy of the MSDS sheets for all products used shall be maintained at the clinic and shall be available for review by VA upon request.

F. FREQUENCY OF SERVICES REQUIRED

1. All tasks will be performed according to the Attachment A, "Cleaning Frequencies." The following additional rules will apply to areas as appropriate:
 - a. A Hospital grade germicide solution will be used for mopping restroom floors. Cleaning solution shall be changed after mopping each restroom.
 - b. A Hospital grade germicide solution will be used for cleaning/disinfecting all High Touch Objects. These objects include door handles, light switches, exam tables, sinks, sink handles, faucets, toilet seats, toilet flush handles, handrails, telephones, chair handles, drawer handles, IV poles, and exam room countertops (see image below for visual examples).



- c. After cleaning using the appropriate method (vacuum, sweep, dust mop, damp mop, scrub, etc.) all floors will have a clean and uniform appearance free of streaks, swirl marks, detergent residue, or any evidence of soil, stain, film, or any other blemish.

- d. All cove base, trim, and furniture shall be free of cleaning product residue or buildup after the cleaning or waxing of any floor surface.
- e. Walk off mats will be cleaned and lifted daily; any soil or moisture underneath shall be removed. All mats will be returned to their original location.
- f. In the removal of trash, any obviously soiled or torn receptacle liners shall be replaced. At a minimum all liners should be changed daily. The lessor is responsible for providing replacement receptacle liners.
- g. Trash will be removed from the premises when collected and placed in the nearest approved outside collection point. This includes any outdoor trash receptacles.
- h. Building occupants, not the lessor, will be responsible to recycle and empty their own individual recycling containers and sensitive materials containers into a centrally located recycling container.
- i. Regulated Waste – The contractor must provide personnel trained in the handling of regulated medical waste (RMW). Also known as “Red Bag Waste”, RMW is to be packaged daily in accordance with applicable state and federal regulations by the contractor and stored onsite in the soiled utility closet or other designated space. Note that removal of RMW from the premises is the responsibility of the VA via a separate contract.
- j. Constant policing – the supervisor employed during clinic operating hours, in addition to the duties described herein, shall monitor all public areas and restrooms, clean any spills or stains or other mishaps that occur during normal operations immediately. Cleaning, as the need arises; including the cleanup and organization of papers and magazines in waiting areas, removal of all waste streams as needed, replenishing consumable paper supplies, spot cleaning walls and floors and entry doors and glass. The employee will be under the day-to-day direction of the VA administrative supervisors of the Beaufort, SC OPC or his/her designee(s).
- k. Sterile Processing System (SPS) areas have tighter cleaning requirements than that of the rest of the facility. Daily SPS cleaning shall be accomplished in accordance with VA/VHA Directive 1850, “Environmental Programs Service” and procedural steps listed below:
 - i. General Cleaning:
 1. Dress out in scrub suits provided by SPS and proceed to clean the Sterile Storage area. This area is to be wet mopped utilizing the double-bucket system. No areas in SPS are to be dust mopped.
 2. Proceed to decontamination area or to the processing area, depending on where SPS technicians are working. If unsure which area to clean first, consult the SPS staff.
 - ii. Cleaning Processing Area:
 1. All waste will be removed and treated as contaminated, but not regulated. Receptacles will be cleaned, using power sprayer.

2. Vacuum and wet mop fatigue mats.
 3. Hook up automatic scrubber and add recommended amount of EPA-registered hospital disinfectant to tank. Roll up fatigue mats, pick up and move to enable flooding and scrubbing with automatic scrubber. Move SPS carts as needed to accomplish job.
 4. Saturate floors thoroughly with EPA-registered hospital disinfectant. Be careful not to splash solution on equipment or wall surfaces. Use wet vacuum to pick up solution.
 5. Clean and return all equipment to SPS housekeeping aide closet. Place all soiled wiping cloths and mop heads in plastic bags for transport to launder.
 6. Wall washing will be scheduled periodically by janitorial supervisor through SPS staff. See SPS staff for any special instructions before beginning assignment.
 7. Floor maintenance will be scheduled periodically by janitorial supervisor through SPS staff. See SPS staff for any special instructions before beginning assignment.
- iii. Cleaning Decontamination Area:
1. Equipment used in Decontamination area cannot be used in Processing area.
 2. Hair covering and shoe covers are required to be worn.
 3. Mop water and mop head must be changed before cleaning Decontamination area.
 4. All waste will be removed and segregated. Place Regulated Medical Waste in appropriate container and take to proper location.
 5. Receptacles will be cleaned using power sprayer.
 6. Vacuum and wet mop fatigue mats.
 7. Hook up automatic scrubber and add proper amount of EPA-registered hospital disinfectant to tank. Roll up fatigue mats, pick up and move to enable flooding and scrubbing with automatic scrubber. Move SPS carts as needed to accomplish job.
 8. Saturate floors thoroughly with EPA-registered hospital disinfectant. Be careful not to splash solution on equipment or wall surfaces. Use wet vacuum to pick up solution.
 9. Wall washing will be scheduled periodically by janitorial supervisor through SPS staff. See SPS staff for any special instructions before beginning assignment.
 10. Floor maintenance will be scheduled periodically by janitorial supervisor through SPS staff. See SPS staff for any special instructions before beginning assignment.

Attachment A – Cleaning Frequencies

A. DAILY

1. Building Entrances
 - Pick up trash and cigarette butts around entrances and vestibules.
 - Empty trash receptacles.
2. Primary Care Area (During the hours of 6:30 AM to 8:00 AM, Monday through Friday)
 - All primary care area floors shall be wet mopped using a germicide before patients are seen.
 - Wipe down all exam tables with a clean cloth dampened with germicide.
 - Clean and disinfect sinks and countertops.
 - Clean and refill soap dispensers.
 - Clean mirrors.
3. Specialty Care Area (During the hours of 4:00 PM to 11:00 PM, Monday through Friday)
 - Treatment rooms shall be cleaned and disinfected after each patient procedure.
 - All floors shall be wet mopped using a germicide.
 - Wipe down all exam tables with a clean cloth dampened with germicide.
 - Clean and disinfect sinks, countertops, equipment, etc.
 - Wipe down all walls with a clean cloth dampened with germicide.
 - Clean and refill soap dispensers.
 - Clean mirrors.
4. All Areas (During the hours of 8:00 AM to 4:00 PM, Monday through Friday)
 - Trash receptacles shall be emptied, and liners changed.
 - Trash shall be removed from the building and placed in appropriate containers.
 - Boxes and other empty containers, to be disposed of, shall be removed from the building and placed in appropriate containers.
 - Hazardous waste and full sharps containers shall be collected in red plastic bags and placed in cardboard boxes provided.
 - Cardboard boxes shall be sealed with tape and placed in hazardous collection room for removal and disposal off site by others.
 - Spills, body fluids, etc. shall be cleaned from floors and walls immediately upon notification.
 - Remove black scuff marks from corridor floors as necessary.
5. All Areas (During the hours of 4:00 PM to 11:00 PM, Monday through Friday)
 - Complete other required janitorial services.
 - Dust furniture, desks (do not disturb papers on desks), machines, phones, file cabinets, window ledges, etc.
 - All resilient tile floor areas shall be swept and wet mopped with germicide.
 - Electrical equipment shall only be used during these hours.

- Carpeted areas and mats shall be vacuumed. Carpet sweeper is not acceptable.
 - Spot clean any carpet stains.
 - Spot clean walls and doors.
6. Direct Patient Care Areas (During the hours of 4:00 PM to 11:00 PM, Monday through Friday)
- Janitorial services in direct patient care areas such as clinics, x-ray, dental, laboratory, rehab medicine, etc.
 - Sweep and wet mop with germicide.
 - Wipe down all exam tables with a clean cloth dampened with germicide.
 - Clean and disinfect sinks and countertops.
 - Clean and refill soap dispensers.
 - Clean mirrors.
7. All Restrooms (During the hours of 8:00 AM to 4:00 PM, Monday through Friday)
- All restrooms shall be swept and wet mopped at least twice each day.
 - All paper products and hand soap shall be replenished.
 - All surfaces, including commodes, urinals, walls, mirrors, counters and sinks, shall be cleaned and disinfected.
 - Sponges and cloths shall not be used to clean commodes and urinals. Commodes and urinals shall be cleaned with disposable items that are disposed of after cleaning commode and/or urinal in each toilet room. Items used to clean commodes and urinals shall not be used in turn for cleaning other items or wiping down other surfaces. Clean exterior of commodes and urinals first, followed by cleaning of the interior.
8. Ceramic Tile Areas (Other than restrooms, During the hours of 4:00 PM to 11:00 PM, Monday through Friday)
- Ceramic tile floors shall be swept, and damp mopped. If dirt build-up occurs, ceramic tile floors shall be scrubbed when determined that it is required by VA.
9. Corridors, Waiting Areas, Administrative Areas, Mental Health (During the hours of 4:00 PM to 11:00 PM, Monday through Friday)
- The areas shall be swept, wet mopped with a neutral cleaner, and burnished.
 - Carpeted areas shall be vacuumed.
10. Pharmacy, Warehouse, SPS, Biomedical Engineering, Telephone Room, Conference Rooms (if unoccupied, During the hours of 8:00 AM to 4:00 PM, Monday through Friday)
- The areas shall be swept, wet mopped with a neutral cleaner, and burnished.
 - Areas with cushioned flooring shall be maintained in accordance with manufacturer's recommendations.
 - Carpeted areas shall be vacuumed.
 - Restrooms shall be swept and wet mopped once each day and all paper products and hand soap replenished.

- All restroom surfaces, including commodes, urinals, walls, mirrors, counters and sinks, shall be cleaned and disinfected.
11. Shower Areas (During the hours of 4:00 PM to 11:00 PM, Monday through Friday)
 - Clean walls and floors with disinfectant.
 12. Waiting Room Tables, Doors, Walls and Trim
 - Dust tables, ledges, sills, moldings, and baseboards.
 13. Mirrors and Glass Cleaning
 - Clean all mirrors and glass at entrances (fingerprints and smudges).
 14. Housekeeping Aide Closets
 - Clean daily including sinks, floors, and shelves.
 15. Isolation Rooms
 - Any room where patients with suspected infectious disease have been examined will be thoroughly cleaned with germicide (terminal cleaning).
 16. Water Coolers, Ice Machines, Refrigerators, Microwaves
 - Even if equipment is VA owned, janitorial staff is responsible for cleaning of exterior of equipment.
 - Exterior Housings shall be wiped down. Particular attention shall be given to top surfaces and equipment with spouts to prevent lime build-up, bacterial growth, etc.
 17. Canteen and Vending Areas
 - Spot clean floors, walls, counters, cabinets, sink, microwave, etc. twice daily to eliminate spills, food items, trash, etc.

B. THREE TIMES WEEKLY

1. Collect, remove, and dispose of refuse, trash, and garbage from trash collection area.
2. Apply resilient floor tile cleaner and maintainer to all resilient tile floors and burnish.

C. WEEKLY CLEANING REQUIREMENTS

1. Furniture
 - Clean as necessary, but no less than weekly. Vacuum upholstered furniture.
2. Carpeted Areas and Mats
 - Spot clean as necessary.
3. All Restrooms
 - Scrub floors and ceramic tile base and wipe down with germicide.
 - Clean ceramic tile walls and wipe down with germicide.
 - Spot wash painted walls as necessary.
 - Damp wipe toilet stall partitions and waste receptacles with germicide.
4. Shower Areas
 - Scrub ceramic tile floors and walls and wipe down with germicide.

- Clean grout between tiles in patient and employee showers.
- 5. Doors, Walls, and Trim
 - Spot wash (for fingerprints, smudges, etc.) as necessary but no less than once weekly.
- 6. Glass Cleaning
 - Clean interior and exterior of any door with glass inserts (aka vision pane or glass lite), full glass doors, and any entrance style glass, including those in waiting areas, laboratories, exam rooms, offices, and treatment rooms.
 - Spot clean glass walls as necessary, but not less than weekly.

D. MONTHLY CLEANING REQUIREMENTS

1. Furniture
 - Polish all furniture as necessary, but not less than monthly.
 - Launder all curtains (exam room/treatment room/etc.). A second clean set should be installed immediately after removal from space such that rooms are never without curtains.
2. Air Conditioning Grilles and Registers
 - Vacuum all grilles and registers.
3. Waiting Areas, Labs, Exam Rooms, Offices, Treatment Rooms
 - Wash waste receptacles with germicide.
4. Floor Maintenance of Resilient Tile Areas
 - Apply cleaning soap, as recommended by resilient tile manufacturer, scrub and re-wax hallways, waiting rooms, and lobbies.
 - Apply cleaning soap, as recommended by resilient tile manufacturer, scrub and re-wax other resilient tiled areas as required.

E. QUARTERLY

1. Building Interior
 - Dust window coverings/blinds.
 - Dust handrails and handrail brackets.
 - Elevator track cleaning

F. SEMI-ANNUAL CLEANING REQUIREMENTS

1. Furniture
 - Shampoo upholstered furniture during January and July.
2. Carpeted Areas and Mats
 - Have carpets professionally steam cleaned and soil resistant treatment applied during January and July.
 - Spot clean as needed.
3. Floor Maintenance of Resilient Tile Areas
 - Strip floors, apply sealer, apply wax and refinish all resilient tile floors.

4. Glass

- Wash inside glass and clean interior/exterior of all window frames and window stools.

5. Drains

- Inspect and clean all onsite drain inlets/grates of trash, debris, and other deleterious materials.

Lessor Housekeeping Responsibilities, Exterior Spaces and Extermination for Beaufort, SC OPC

A. GENERAL

The Lessor shall furnish all supplies, materials, machinery, appliances, supervision, and labor necessary to provide complete services for the clinic. Services shall be provided in all areas of the leased premises to provide a clean, neat, and attractive appearance by performing the functions described below.

B. WORKING HOURS

1. Work will be accomplished at times indicated. Work schedule shall be from 6:30 AM to 11:00 PM, Monday through Friday. The Lessor shall ensure that sufficient employees are available to prepare the clinic to see patients at 8:00 AM, to be available to clean up exterior spills and pick up exterior trash.
2. National Holidays: Note that there are eleven (11) national holidays observed by the Federal Government: New Year's Day, Martin Luther King's Birthday, President's Day, Memorial Day, Juneteenth, Independence Day, Labor Day, Columbus Day, Veteran's Day, Thanksgiving Day and Christmas Day and any other day specifically declared by the President of the United States to be a national holiday. Clinic will be closed on these National Holidays.

C. JANITORIAL STAFF AND SUPERVISION

1. Janitorial staff will have access throughout the building and exterior premises; therefore, none of the janitorial staff may have a police record for anything more serious than traffic or parking violations.
2. There shall be a janitorial staff supervisor on duty at all times when janitorial staff is on the property. Any person whose work or conduct is found to be unacceptable by the Government shall be removed from the Janitorial staff.
3. Smoking is not permitted on VA owned, leased, or shared premises. Possession of weapons is prohibited. Enclosed containers, including tool kits, shall be subject to search.
4. Janitorial company's standard uniforms are acceptable, if they clearly identify the company and the occupation of the individual. Janitorial staff will be required to wear photo identification badges.

D. SAFETY AND SPECIAL PROCEDURES

1. The Lessor shall consider the clinical environment and ensure that the janitorial staff is instructed on applicable safety precautions and special requirements. These requirements may include, but are not limited to, such conditions as cleaning of exterior human secretions, blood, barium, etc. from both parking lot, sidewalks, and any other exterior surfaces.
2. The janitorial staff shall comply with applicable Federal, State, and Local safety and fire regulations and codes. The Lessor shall immediately bring to the attention of the Government any fire and safety deficiencies. The Lessor shall take such safety precautions as necessary to protect the lives and health of occupants of the building.
3. The janitorial staff shall display warning signs that have been approved by the VA in all areas where housekeeping operations may cause traffic obstruction or personnel hazard. Signs shall contain easily understood directions and guidance in English and Spanish.

E. EQUIPMENT AND MATERIALS

1. All equipment and materials used in the performance of this scope will be cleaned and stored properly at the end of the workday. Cleaning carts and/or equipment will not be left unattended for any reason while patients are in the clinic. Lessor shall ensure all equipment, tools, and supplies meet necessary safety requirements and janitorial staff have full working knowledge of their use.
2. An EPA-registered germicide will be used to clean all areas. The Lessor shall provide all labor, materials, supplies, machinery, and appliances that may be necessary or appropriate in the performance of janitorial services.

F. FREQUENCY

1. All tasks will be performed according to the Attachment B, "Exterior Cleaning Frequencies." The following additional rules will apply to areas as appropriate:
 - a. The Lessor shall have no responsibility for disposing of hazardous or pathological waste. The Lessor shall provide collection, disposal, and recycling for all other waste materials generated by VA. Recycling of paper, aluminum, plastic, and cardboard is required.
 - b. Locate waste and recycling containers near the loading dock/service area in accordance with security requirements. The Lessor shall provide and maintain adequate quantity of trash container(s), including compacting equipment as required, based on volume of waste and frequency of collection. As a minimum, provide one 40 cubic yard covered container with weekly collection and removal from site for refuse, trash, and garbage. The Lessor shall provide the covered recycling receptacles and shall collect and remove recycled materials weekly. Note that Building occupants, not the lessor, will be responsible to recycle and empty their own individual recycling containers and sensitive materials containers into

a centrally located recycling container. Lessor is responsible for emptying individual waste baskets.

G. EXTERMINATION

1. Extermination of pests, insects, and rodents (both interior and exterior) shall be provided on a regular basis (minimum of every three (3) months), and upon any sign of infestation. Use of chemicals shall conform to EPA and state requirements. If any signs of re-infestation appear, additional service shall be provided by the Lessor at the request of VA.
2. Note that lessor is responsible for any and all cases of infestations located on the property, regardless of cause (i.e. patients with bed bugs or lice, staff spilling food/drink leading to ants, etc.). During normal working days, upon notification of infestation, lessor will have 24 hours to provide correction. Upon notification at the end of a work week, weekend, or holiday, lessor will have until close of business, next working day to provide correction.
3. Lessor will work with VA staff to secure any room(s), area(s), and space(s) to prevent spread of infestation until exterminator arrives.

Attachment B – Exterior Cleaning Frequencies

A. DAILY

1. Pick up trash, litter, debris, and cigarette butts around entrances, vestibules, and exterior sitting areas.
2. Empty exterior trash receptacles.

B. THREE TIMES WEEKLY

1. Sweep landings, steps, and sidewalks.
2. Police all sidewalks, parking areas, green areas, planting beds, driveways, lawns, shrubbery, outside loading dock areas, platforms, etc., to maintain a neat and attractive appearance. This shall include, but not be limited to, the removal of cigarette butts, debris, litter, trash, limbs, etc. (from both sides of fences).

C. WEEKLY

1. Mow and edge lawns weekly during the growth season.
2. Blow/clear parking lot and sidewalks outside of normal business hours (07:00-1700) such that patients, staff, and vehicles are not impacted during growth season.
3. Check roof drains and remove any debris from roof and around roof drains that would restrict water flow into the drains or storage tank.

D. MONTHLY

1. Remove weeds from around building, parking areas, all landscaped areas (including lawn), and fence borders (both sides of fence).
2. Mow and edge lawns at least once a month during the dormant season.
3. Blow/clear parking lot and sidewalks outside of normal business hours (07:00-1700) such that patients, staff, and vehicles are not impacted during dormant season.
4. Trim and prune shrubbery and trees to maintain an attractive appearance. Shrubby shall not be allowed to grow up and cover windows.

E. QUARTERLY

1. Provide interior and exterior extermination of insects and rodents. Use of chemicals shall conform to EPA and State requirements. The Lessor shall provide additional service at the request of VA, if any signs of re-infestation appear.
2. Pest management is to be done using an integrated pest management approach that minimizes the use of toxic chemicals.
3. Pesticide shall only be applied by persons deemed qualified by EPA and state requirements.

4. Lessor shall coordinate application of pesticide with the Government and only apply pesticide in a manner that VA agrees is protective of the health of patients, employees, and visitors.
5. Replace plants for seasonal colors
6. Clean exterior lights

F. SEMI-ANNUALLY

1. Replace all filters in HVAC system. Replace on a more frequent basis if required by the manufacturer's recommendations.
2. Check area storm drains; clean out as required.
3. Re-mulch or pine-straw flower beds.

G. ANNUALLY

1. Clean interior of all double-walled HVAC units and drain pans. Cleaning shall be done at times when clinic is not in operation.
2. Pressure wash exterior of building, sidewalks, curbing, and any other exterior structures to provide an aesthetically appealing property.

H. AS REQUIRED

1. Lessor is responsible for the repair and replacement of all light fixture ballasts and starters (refer to GSA Form 1217). Lessor shall replace burned out bulbs and tubes/lights in interior light fixtures.
2. Lessor is responsible for replacement of worn floor or wall coverings (this includes the moving and returning of furnishings and equipment), unless caused by negligence on the part of VA.
3. Provide interior extermination of insects and rodents upon any sign of infestation. Use of chemicals shall conform to EPA and State requirements.
4. Water the grass and plantings as necessary to maintain their health and attractive appearance.
5. Fertilize all lawn areas at least three times per year. Fertilizer application prior the start of the growth season shall contain weed killer per manufacturer's recommendations.
6. Fertilize plants and trees with type of fertilizer recommended by manufacturer. Fertilize with frequency recommended by manufacturer of type of fertilizer used.
7. Dead plantings or lawn shall be replaced with like kind immediately. Partially dead plantings may be trimmed if, after trimming, a good appearance is maintained.
8. Rake and remove leaves to ensure a good appearance of the site.
9. Clean HVAC units inside and out upon any signs of mildew or bacterial growth.
10. Pans in HVAC units shall be treated as required to prevent mildew or bacterial growth.
11. Before working hours, 7:00 AM to 6:30 PM Monday – Saturday, remove snow and ice from all entrances, sidewalks parking lots, and approaches. In the event

of snow or freezing rain during working hours, removal must occur within one hour from receipt of notification by VA staff. Chemicals or sand may be used to reduce safety hazards.