

JANITORIAL SERVICES

- A. **DESCRIPTION OF SERVICES.** The Lessor 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 Lease Contracting Officer (LCO/CO) or the Contracting Officer Technical Representative (COR). 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, cleaning staff, and visitors to the Clinic. Standard cleaning procedures is one of the most important aspects of infection control.
- B. **BASIC CLEANING SERVICES.** The Lessor shall maintain the leased space in a state of physical and biological cleanliness. The Space's appearance must fully meet the sanitary and aesthetic requirements for beneficiary healthcare. This includes but not limited to exam rooms, bathrooms, staff break rooms, kitchenettes, lobby and offices.
- a. **Daily: Maintain Floors.** All floors, except carpeted areas, 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 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.
 - b. **Daily: Waste Collection and Removal.** All refuses, 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.
 - c. **Daily: Clean Drinking Fountains, Ice machine(s) cofferdams, and sinks.** Lessor shall clean and sanitize all surfaces of drinking fountains, cofferdams, and sinks to include the office(s) and break-room drains and all ice machine cofferdams. 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 appear 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 (as required).
 - d. **Daily: 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.
 - e. **Daily: Recyclable Waste Removal.** All cardboard boxes shall be broken down and disposed.
 - f. **Daily: Medical Waste Collection and Removal.** Any medical waste placed in red medical waste bags shall be collected and placed in a bio-hazardous cardboard box or container.
 - g. **Daily: Sharps Containers.** The VA cleaning staff shall remove full SHARPS containers, close the container's tamper resistive access lid and place the container on the floor outside of their door at the close of business. The Lessor shall collect all containers that have been set out and place them in a bio-hazardous cardboard box or container.
 - h. **Daily: Exam Table Cleaning.** Completely clean and disinfect all surfaces of the exam tables using a germicidal detergent. Exam tables shall be left clean and free of foreign matter.
 - i. **Daily: 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.
 - j. **Weekly: General Dusting.** All horizontal surfaces must be dusted or cleaned to eliminate dust collection.

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- k. **Weekly: 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.
- l. **Weekly: 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.
- m. **Weekly: Dry buffed and spray buffed** 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.
- n. **Weekly: Vacuum Carpets and Walk-Off Mats.** High Efficiency Particulate Air (HEPA) Filter type vacuum cleaners shall be used to thoroughly clean and restore the resilience of, all carpeted areas/walk-off mats. After vacuuming, carpet areas/walk-off mats shall be free of all visible dirt, debris, and other foreign matter. Carpet shall be spot cleaned using carpet manufacturer's approved method to remove spills as needed. All tears and unraveling of carpet shall be brought to the attention of the COR upon discovery.
- o. **Weekly: Recyclable Waste Removal.** Mixed office paper shall be emptied into large containers and transported to a central collection point for recycling.
- p. **Monthly: Clean Interior Glass/Mirrors.** Clean all interior glass, including glass in doors, partitions, walls, display cases, directory boards, etc. After glass cleaning, there shall be no traces of film, dirt, smudges, water, or other foreign matter.
- q. **Monthly: Clean/Sanitize break room appliances: Refrigerator, microwave and Ice Machine.**
- r. **Monthly: Equipment Cleaning.** Wheelchairs, stretchers, and Hoyer lifts in storage for patient escort use shall all be cleaned with a germicidal monthly, and as required.
- s. **As required: Equipment Cleaning.** Wheelchairs, stretchers, and Hoyer lifts in storage for patient escort use shall all be cleaned with a germicidal monthly, and as required.
- t. **As required: Medical Waste Collection and Removal.** Once the bio-hazardous cardboard box or container is full, it shall be closed and placed in the metal bio-hazard container at the rear of the building. All medical waste containers where red bags have been removed from shall be replaced by the Lessor with new red bags.
- u. **As required: Sharps Containers.** The VA cleaning staff shall remove full SHARPS containers, close the container's tamper resistive access lid and place the container on the floor outside of their door at the close of business. Once the bio-hazardous cardboard box or container is full, it shall be closed and placed in the metal bio-hazard container at the rear of the building. All wall dispensers where containers have been taken from shall be replaced by the Lessor with new containers.

C. BASIC RESTROOMS / LOCKER ROOM CLEANING SERVICES.

- a. **Daily: Clean and Disinfect.** Completely clean and disinfect all surfaces of sinks, toilet bowls, urinals, lavatories, showers, shower mats, dispensers, plumbing fixtures, partitions, dispensers, doors, walls, and other such surfaces, using a germicidal detergent. 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.
- b. **Daily: 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.
- c. **Daily: Trash Removal.** All trash receptacles shall be emptied, cleaned, and returned to their original position once service has been completed. Soiled or torn plastic trash receptacle liners shall be replaced at time of service. Trash shall be disposed of in secured plastic bags and placed in the appropriate outside

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- dumpster/compactor.
- d. **Daily:** 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.
 - e. **Weekly:** Dry buffed and spray buffed 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.
 - f. **Semi-annual:** Floors shall be stripped, scrubbed, waxed, etc., as necessary to maintain sanitary conditions and a clean, uniform appearance.
 - g. **As required:** De-scale Sinks, Toilet Bowls and Urinals. All surfaces of sinks, toilets, urinals, plumbing fixtures, dispensers, stalls, stall doors, entry/exit doors, handles, drains, kick plates, ventilation grates, and all wall surfaces to include grout shall be de-scaled as needed. Surfaces shall be free from streak, stains, scale, soap film, scum, mineral deposits, and rust stains and have a uniform, polished appearance upon completion of service.
 - h. **As required:** Restock Restroom Supplies. Lessor 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, Lessor shall refill within one hour of notification.

D. PERIODIC CLEANING SERVICES.

- a. **Daily (as required):** Wall Cleaning. Wall cleaning to remove routine spills, stains, splatters, marks, etc. shall be provided by the Lessor as a part of routine space cleaning under the fixed-price portion of the lease. However, when the entire wall surface of a space must be cleaned due to potential infectious or other health hazardous conditions, the work will be ordered under the indefinite quantity portion of the lease.
- b. **Monthly:** Clean Interior Windows. Clean all interior glass window surfaces monthly. 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.
- c. **Monthly:** Exterior Window Cleaning. Exterior windows shall be cleaned monthly, 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. Where storm windows exist, exterior window cleaning shall include both sides of the storm window and the outside of the exterior glass and shall be counted as three separate surfaces for reimbursement purposes.
- d. **Quarterly:** Walls shall be thoroughly and completely cleaned and sanitized with an approved solution to eliminate the hazardous conditions.
- e. **Quarterly:** Light Fixture Cleaning. Light fixtures shall be cleaned, when ordered by the Government, 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.
- f. **Semi-annual:** Main Restrooms Deep Cleaning. The Lessor is to provide labor and equipment to perform overall sanitizing and grout cleaning to all surfaces, sinks, and commodes semi-annually for all public/staff restrooms. Work to include high pressure cleaning to remove buildup on surfaces, treat urinals, commodes, sinks, and floors with anti-bacteria and follow up with fresh water rinse. Water, bacteria, and soil are to be vacuumed away allowing floors to dry quickly. All fixtures are blown dry ensuring that the restrooms are ready for immediate use.
- g. **Semi-annual:** Strip, Scrub, Seal, and Wax Floors. Strip, scrub, seal, and wax resilient floors semi-annually or as necessary to maintain a uniform glossy appearance appropriate to the flooring material. A non-skid wax is required. A uniform glossy appearance is free of scuff marks, heel marks, wax build-up, and other stains and discoloration. Vinyl no-wax flooring shall be swept, mopped and scrubbed to remove debris only.
- h. **Semi-annual:** Clean/Shampoo Carpet. All carpets shall be cleaned in accordance with standard commercial practices. A heavy-duty spot remover may be required in heavily soiled areas. After shampooing, the carpeted area will be uniform in appearance and free of stains and discoloration. All cleaning solutions shall be removed from baseboards, furniture, trash receptacles, chairs, and other similar items. Chairs, trash receptacles, and other items shall be moved to clean carpets underneath and returned

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to their original location.

E. CUSTODIAL TASK FREQUENCY SCHEDULE

a. Daily:

- i. Exam/Consult Rooms/Lab - Dust desks, chairs, file cabinets and furniture. Empty all waste, Replace all liners. Wipe exam rooms footrests. Mop floors
- ii. Team Rooms/Offices - Empty all waste, Replace all liners.
- iii. Reception area - trash, dust chairs and counters, clean floors.
- iv. Lobbies - vacuum floors, dust chairs and disinfect arms. Clean, disinfect and polish water fountain, clean front doors glass, frame and thresholds. Spot clean walls and magazine racks.
- v. Restrooms - sanitization cleaning of lavatories, all fixtures, floors, toilet seat & bowl (inside and out), mirrors, soap dispensers, trash cans. Refill all dispensers. Wipe underside of sinks and pipes, faucets, paper towel holders, walls, doorknobs, ledges and light switches. Hospital grade germicide will be used on sinks and toilets. All restroom floors shall be damp mopped with hospital grade germicide solution; changed after each restroom.
- vi. All other areas - replace trash liners daily. Spot clean all doors, door frames, and areas around light switches.
- vii. Floors - shall be dust mopped and wet mopped with disinfectant/detergent as stated in specifications.
- viii. Break room - shall be dust mopped and wet mopped. All counters, sinks and tables to be cleaned using disinfectant/detergent.

b. Weekly:

- i. Buff floors
- ii. Dust and vacuum Offices, Team Rooms, Open Offices and Conference Rooms.
- iii. All medical waste receptacles wiped down.
- iv. Thoroughly clean soiled walls, carpets and chairs.
- v. Damp wiping of handrails and door frames
- vi. All air vents shall be dusted.
- vii. All window ledges and blinds shall be cleaned and dusted.

c. Monthly:

- i. Clean/Sanitize wheelchairs, stretchers and patient lifts
- ii. Windows - inside and out, windowsills, window blinds.
- iii. Clean/Sanitize break room appliances: Refrigerator, microwave and Ice Machine

d. Quarterly:

- i. Clean window and privacy curtains.
- ii. All light fixtures shall be wiped down.

e. Semi-annual:

- i. Carpet care (shampooing). No dust building-up in corners, edges or under or behind furniture. (Spots /stains are to be promptly removed)
- ii. Hard-surface floor care (stripping and waxing) for all vinyl composition tile and other hard surface floors that are waxed.
- iii. Hard-surface floor care (scrub and recoat) for all vinyl composition tile and other hard surface floors that are waxed.

F. SPECIAL REQUIREMENTS

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- a. 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.
- b. **As requested by VA & accepted by Lessor: Emergency or Special Event Cleaning Services**. Upon notification, and Lessor concurrence, Lessor will perform emergency or special event cleaning required in any area or room covered under this lease. An example of an emergency includes but is not limited to carpet cleaning and extraction after floods. An example of a special event includes but is not limited to weekend open houses or high-profile visits. The LCO may request cleaning services through issuance of a proposed lease amendment for the appropriate and required work. Lessor, upon acceptance, will begin emergency work, as determined by the LCO, within a reasonable time of notification, which may be verbal once additional funding is confirmed by the LCO. The LCO or COR will notify the Lessor as soon as a special event requirement is known, but not less than 72 hours prior to the event. Completion schedule shall be determined for each lease amendment accepted by the Lessor.

G. JANITORIAL SERVICE PERSONNEL MANAGEMENT

- a. Staff Roster. The Lessor shall establish a roster of Lessor cleaning staff within 30 calendar days after the start of this lease. The roster shall list the name and job title of each Lessor staff. The Lessor shall provide a copy of the personnel roster and changes thereto to the COR.
- b. Staff Discipline. The Lessor shall take prompt, appropriate action in all instances of staff misbehavior that may reflect adversely upon the Government. The Lessor shall furnish to the CO or COR, for review, a written report of disciplinary action taken in those instances where an infraction of a Government regulation has been reported and substantiated.
- c. Staff Schedules. The Lessor shall prepare and maintain staff schedules for all Lessor cleaning staff to ensure that VA internal security is maintained (i.e., determine if personnel are scheduled to work). A copy of each schedule shall be furnished to the COR for review one week prior to the beginning of the period covered by the schedule. Changes to staff schedules shall be provided to the COR as they occur.
- d. Communication. All Lessor cleaning staff, who must communicate with the COR, must be able to read, write, speak, and understand the English language to ensure the effective administration of this lease and accurate ordering of work.
- e. Standards of Conduct. While on duty and executing the specifications of this lease, Lessor cleaning staff are prohibited from using and/or possessing alcohol, non-prescription drugs, and firearms. Non-compliance with this requirement, confirmed by the LCO, shall be grounds for request of immediate removal of the Lessor cleaning staff party from the Space; and could result in barring the individual from performing further work under this lease. All Lessor cleaning staff should provide customer service consistent with that of the VA's mission at all times.
- f. Training. The Lessor shall develop an staff-training plan and be responsible for the cost and provision of initial and developmental training programs for Lessor cleaning staff. The Lessor shall maintain and update the plan throughout the life of this lease and shall submit the plan to the COR for review when requested.
- g. Initial Intensive Training. All cleaning staff shall receive initial, intensive training in health care facility housekeeping. Cleaning staff, who have never received initial intensive training in health care facility housekeeping, including infection control, shall not be assigned to work until this training requirement is completed. Training shall include, at a minimum, the following topics:
 - i. Familiarization with all written Lessor technical and quality control procedures and instructions
 - ii. Basic bacteriological concepts, including how disease is caused, transmitted, and prevented, reduced, or contained through proper housekeeping methods
 - iii. Infection control & blood borne pathogen standards relating to duty functions to all requirements of this lease. (OSHA, Joint Commission)
 - iv. Proper use and handling of germicidal detergents, supplies, and equipment
 - v. Care and maintenance of Lessor- and Government-furnished property

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- vi. Procedures for replenishing cleaning supplies and obtaining equipment repairs
- vii. Familiarization with the Government's fire prevention, safety, and security procedures
- viii. Familiarization with applicable VA regulations and policies, including fire prevention, safety, and current disaster plans
- ix. Role of housekeeping in the health care facility and its effect on the health and well-being of patients
 - x. Staff developmental topics (i.e., communications and individual and group behavior)
 - xi. Staff personal hygiene
- xii. Adherence to all Lessor work schedules and how completed scheduled work assignments shall be documented to support the Lessor's Quality Control Program
- xiii. Training Records. Records of all staff training, including attendance rosters, shall be maintained by the Lessor and shall be furnished upon request to the LCO or COR for review.

H. JANITORIAL SERVICE WORK HOURS

- a. The services covered by this lease shall be furnished by the Lessor as defined herein. The Lessor will be required to furnish such services six (6) days a week excluding weekends and federal holidays. VA Space normal work hours are from 7:00a.m. to 7:00p.m. Monday through Saturday. Lessor provided janitorial services, as best as practicable, can be performed during operational hours of this lease, so long as patient care is not unreasonably disrupted.
- b. Non-work Hours: Except in case of emergency, special events and jobs with the scope of work, the Facility will be closed on all Sundays, federal holidays and Monday through Saturday from 7:00p.m. until 7:00a.m. the following workday. The following janitorial items will be scheduled by the Lessor during non-work hours:
 - i. Carpet care (shampooing). No dust building-up in corners, edges or under or behind furniture. (Spots /stains are to be promptly removed)
 - ii. Hard-surface floor care (stripping and waxing) for all vinyl composition tile and other hard surface floors that are waxed.
 - iii. Hard-surface floor care (scrub and recoat) for all vinyl composition tile and other hard surface floors that are waxed.

I. LESSOR FURNISHED JANITORIAL SUPPLIES.

- a. The Lessor shall furnish and maintain all cleaning equipment and cleaning supplies necessary to perform all janitorial services required under this lease; except the items listed in Exhibit C Section N, infra.

J. JANITORIAL SUPPLIES SPECIFICATIONS.

- a. Lessor cleaning supplies and janitorial equipment shall meet the specifications listed below and shall comply with the occupational safety and health standards (OSHA) and fire regulations.

K. APPROVAL OF SUPPLIES AND EQUIPMENT. All Lessor proposed supplies and equipment must conform to applicable technical provisions and specifications contained herein. Materials shall comply with Government fire and safety regulations. No materials bearing an Interstate Commerce Commission (ICC) red label shall be used. Proposed supplies and equipment for which specifications are not provided herein must be of the highest commercial quality and must be of a suitable type or grade for the required housekeeping task. This list shall be a part of the Lessor's instructions and procedures manual. Any new item of material, supplies, or equipment shall be submitted to the LCO or COR for review prior to use in the VA.

L. PRODUCT SAMPLES. The Lessor may be required to submit product samples to the Government for evaluation, at no additional cost to the Government. If required, samples shall be submitted no later than 15 calendar days after space acceptance of the leased space, and in factory sealed containers. Each product sample shall contain at least one pint, if a liquid product, or one pound, if a dry product, to ensure quantity enough for laboratory testing.

M. ABRASIVES. Steel wool, abrasive metal cleaners, or any other cleaning supplies or equipment, which could

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cause damage to the Space and/or any VA personal property, shall not be utilized by the Lessor.

N. GOVERNMENT FURNISHED JANITORIAL SUPPLIES.

- a. The government will provide the following materials and equipment to be used by the Lessor in performing the janitorial services of this lease:
 - i. Hand sanitizer for distribution throughout the Space;
 - ii. Empty Needle Boxes for changing out of full containers;
 - iii. Access Keys for areas to receive housekeeping services.

O. EQUIPMENT STANDARDS.

- a. SANITATION. All original and replacement equipment introduced into the VA leased Space shall be in proper working order, as specified by the equipment manufacturer, and shall be cleaned with a disinfectant detergent free of soil prior to introduction into the VA leased Space. All equipment removed from a designated use area shall be cleaned with a disinfectant detergent prior to its removal from and reintroduction into the area. Equipment must be kept clean and in good working order throughout the term of the lease.
- b. ELECTRICAL EQUIPMENT. All electrically operated equipment shall be:
 - i. equipped with hospital quiet-type motors;
 - ii. be third-wire grounded, and
 - iii. be equipped with an appropriate length of Underwriters Laboratories (UL) approved three conductor cord. The cord shall be permanently attached to the machine. The Lessor's equipment shall be compatible with existing sources of Government furnished electrical power.
- c. SAFETY AND INSPECTIONS. The Lessor's equipment shall be in good repair and shall comply with all Government safety standards and all JCAHO standards for no clinical electrical equipment. Any equipment, which the LCO considers in disrepair or unsafe shall be removed from the VA leased Space and replaced with equivalent equipment that is in good repair and meets the specifications contained herein.
- d. BUMPER GUARDS. All Lessor provided wheeled and movable equipment shall be equipped with protective, non-marking wheels and rubber bumpers or guards around the entire perimeter, except for fiberglass trash receptacles. No part of the equipment, except handles, shall protrude beyond the rubber bumpers. Bumpers and guards shall be maintained in good repair at all times. Equipment with improper bumpers or guards shall be removed from service immediately and shall not be used until repaired. Any repairs to Government personal property required as a result of improperly protected Lessor janitorial equipment shall be made at the Lessor's expense.
- e. DISINFECTANT AND DETERGENT. Disinfectant and detergents used shall be currently registered with the Environmental Protection Agency (EPA) as a pseudomonicidal, fungicidal, and viricidal at the manufacturer's recommended use dilution, even in hard water of 400 PPM (CaCO₃). The detergent shall be a quaternary ammonium germicidal detergent, Hypochlorite, ethyl or Isopropyl alcohol, or phenolic germicidal detergent. If feasible, the disinfectant and detergent shall be "UL" approved. (or equivalent as deems acceptable by the LCO.)
- f. LIQUID FLOOR FINISH. Liquid floor finish shall be a synthetic copolymer plastic (not a wax), water emulsion with solid content of at least 16 percent, removable by detergent scrubbing, and safe for use on all synthetic floors, such as rubber, asphalt, vinyl, and linoleum. It shall dry to a high gloss shine, be slip resistant, and resist scuffing and water penetration. The Government may accept alternate floor finishes if the Lessor demonstrates to the LCO or COR in a designated test area that the alternate floor finish is superior to the above specifications.
- g. STRIPPING COMPOUND. Stripping compound shall be purely synthetic, nonionic, biodegradable, and contain no animal or vegetable soaps, abrasive, bleach, alcohol, ammonia, or other ingredients, which could produce harsh, harmful, or noxious odors or fumes, either in use or in storage. It shall be capable of completely removing all soap build-up and floor finish film; with the exception of perm acrylic epoxy poured type finishes. It shall not change the conductivity of conductive flooring when tested according to current requirements of National Fire Prevention Association (NFPA) Pamphlet No. 56. It shall contain

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approximately 12 percent or more active ingredients, exclusive of water, in its concentrated form. When mixed in a 10 percent use dilution, it shall have a pH of not less than 7 nor more than 11. It is permissible to use a special high-speed, low-foaming detergent stripper specially designed for use in automatic floor scrubber equipment, so long as it meets the above specifications except for pH and percentage of active ingredients standards

- h. Shampoo Carpet, Wet. Shampoo shall incorporate a current EPA registered sanitizer and a soil retardant. The pH of the wet shampoo shall be between 9 and 10.5 for use on synthetic fibers and shall be no higher than nine for use on natural fibers. Phenolic-based disinfectants shall not be used as a carpet shampoo. The dilution rate used shall be that recommended by the manufacturer.
- i. Mop Heads. Non-disposable mop heads shall be neutral-colored rayon or cotton yarn. Disposable mop heads shall be made of non-woven fabric, a lint less fabric consisting of textile fibers, or a combination of fibers and yarn, and shall be clear or neutral in color. Both disposable and non-disposable mop heads shall be changed every 2 –3 rooms or when they become saturated with dirt or dust, whichever comes first.
- j. Oil-based treatments are not allowed. Chemical treatments shall not have a "flash point" of less than 330°F and shall be free of saponifiable matter. Chemical treatments shall not heat spontaneously under service conditions. Total treatment residue in mop heads shall not exceed 28 percent by weight and shall contain no carbon residue.
- k. Cloths, Impregnated Dusting and Sweeping. Dusting and sweeping cloths. Shall be tubular cotton with 18 percent to 22 percent by weight and shall be non-oil impregnated. The impregnation compound shall meet UL specifications and requirements relative to safety from combustibility, shall have an affinity for dust, and shall be registered with the EPA.
- l. Bowl Cleaner Liquid-Type, Triple Action. The bowl cleaner shall clean, deodorize, disinfect, not be noxious or cause irritating fumes in use as determined by the Food and Drug Administration, of S Typhosa, and be suitable for use in toilet bowls and urinals only. It shall be fully inhibited to protect pipes and metal against corrosion. Products requiring a "Poison" label, as defined in CFR, Title 49, shall not be permitted.
- m. Vacuum Cleaners. All vacuum equipment shall have a hospital use, microstatic, impaction-type filtration system, which filters out dust and bacteria particles larger than 0.3 microns. New microstatic impaction filters and disposable paper filter bags shall be installed in microstatic vacuums no less that every 30 calendar days and more frequently, as determined by use conditions or by the COR. The angle of exhaust system shall be at least 15° above the horizontal. Dry vacuum cleaners shall be commercial type, ⅓-cubic foot capacity, or ½-bushel, with microstatic, impaction-type exhaust air filter. Upright vacuums shall be heavy duty and have a motor-driven beater brush. Backpack vacuum units, used in stairwells, and wet vacuums, used as components of combination scrubbers, are exempt from the above requirements.
- n. Floor Polishers. Floor polishers shall have a non-porous scrubbing surface to inhibit bacterial growth. Rotary floor polishing, buffing, and scrubbing machines shall be equipped with new brush or pad drive assemblies made of non-porous materials when introduced into the VA leased Space.
- o. Carpet Shampooer/Soil Extractor. Shampooers/extractors shall be a commercial type, upright design, with agitator brush and motor, storage tank, compressor, dispenser, and shall have positive action vacuum.
- p. Combination Scrubber-Vacuum Machines. Combination scrubber-vacuum machines shall be battery powered, motorized units designed for use in large public areas.
- q. Wall Washing Machines. Wall washing machines shall have a minimum capacity of four gallons with double tanks and a pump type pressure sprayer for use in wall washing with a disinfectant detergent solution. Methods must be approved prior to use by LCO and COR.
- r. Housekeeper's Carts. Housekeeping carts shall have a low platform for mop buckets, mop wringer, and other gear, with locking compartments for tools and cleaning supplies, trash collection device and lockable. Mops shall fit on the cart so that mop heads do not protrude above the top of the cart. Carts shall fit in assigned storage closets
- s. Trash Collection Containers. Collection containers shall be rigid with a smooth interior finish and shall be equipped with a snug fitting cover and hard rubber, non-marking, silent-running casters. All trash containers shall meet Government fire regulations. Trash carts shall be of such size that they do not block passageways or prevent building evacuation.

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- t. Liners for Trash Receptacles: Lessor shall furnish acceptable liners for Lessor owned non-hazardous medical waste trash receptacles throughout facility.
- u. Mop Buckets. Mop buckets may be either single or double compartmented and shall be constructed of a non-porous, acid resistant, seamless material.
- v. Tool Handles. All mops, brooms, and sweeping tools, which are equipped with handles of over 48 inches in length, shall be capped with non-marking rubber, vinyl, or plastic tips to prevent the marking or scarring of walls or other surfaces in the VA.
- w. Signs. All signs shall contain easily understood directions and guidance in both English and Spanish.
- x. Handling of Supplies and Equipment. Specific routine infection control requirements are as follows:
 - i. All containers of cleaning chemicals and similar products shall be marked with a factory label, to identify contents, and all other labels shall be removed or defaced.
 - ii. Materials bearing Department of Transportation red labels shall not be used.
 - iii. Lessor furnished cleaning supplies and cleaning equipment not in immediate use shall be stored in designated storage areas arranged for in the VA leased Space.
 - iv. Towels, mops, brushes, and other supplies, which contain an oil residue and are subject to spontaneous combustion, shall be disposed of or stored outside of the VA space in tightly covered metal containers. Storage shall be in accordance with applicable Federal, state, and local regulations. Cleaning supplies that are subject to combustion may be temporarily stored and transported in tight fitting metal containers while in use inside of the VA leased space.
- y. Supplies (e.g., toilet paper, paper towels, hand soaps, and detergents). Shall be transported in carts designed for supply movement (e.g., housekeeping carts), not in trash barrels, nor mop buckets. All materials not immediately in use shall be properly stored in designated storage spaces provided by the VA. The following supplies shall be furnished by the Lessor to fit existing infrastructure:
 - i. Enmotion paper towel
 - ii. Toilet paper
 - iii. Toilet seat covers
 - iv. Purell hand sanitizer
 - v. Steris medicated lotion soap
 - vi. Clear plastic trash can liners (large 40x48 and small 24x36)
 - vii. Red medical waste receptacle liners

Material Safety Data Sheets (MSDS). The Lessor will be required to furnish the VA with MSDS sheets for all chemicals that are used in the clinic. This list will be kept current at all times. This information is required by the VA for emergency treatment in the event of ingestion of and/or contact with the material by humans and is required by OSHA regulations. Lessor must always maintain a binder of all MSDS sheets on site for use and inspection.

End of Exhibit C