Request for Quote

STATE OF RHODE ISLAND AND PROVIDENCE PLANTATIONS
ONE CAPITOL HILL
PROVIDENCE RI 02908

CREATION DATE : 19-AUG-15
BID NUMBER: 7549813
TITLE: VET'S HOME JANITORIAL/HOUSEKEEPING SERVICES

BLANKET START : 01-OCT-15
BLANKET END : 30-JUN-18
BID CLOSING DATE AND TIME:09-SEP-2015 10:00:00

BUYER: Cadoret, David
PHONE #: N/A

BILL TO
DOA CONTROLLER
ONE CAPITOL HILL, 4TH FLOOR
SMITH ST
PROVIDENCE, RI 02908
US

SHIP TO
DHS VETERANS HOME
480 METACOM AVE
BRISTOL, RI 02809
US

Requistion Number:
Note to Bidders: THERE WILL BE A MANDATORY PRE-BID ON AUGUST 31, 2015 AT 10AM.

RI VETERAN'S HOME
480 METACOM AVENUE
BRISTOL, RI 02809

Line	Description	Quantity	Unit	Unit Price	Total
1	10/1/15-6/30/16 HOUSEKEEPING SERV VET'S HOME PRICE PER MONTH -SECTIONS A,B,C,D	9.00	Month		
2	7/1/16-6/30/17 HOUSEKEEPING SERV VET'S HOME PRICE PER MONTH -SECTIONS A,B,C,D	12.00	Month		
3	7/1/17-6/30/18 HOUSEKEEPING SERV VET'S HOME PRICE PER MONTH -SECTIONS A,B,C,D	12.00	Month		
4	10/1/15-6/30/16 HOUSEKEEPING SERV VET'S HOME PRICE PER ROOM FOR ROOM STRIPPING PROGRAM	255.00	Each		
5	7/1/16-6/30/17 HOUSEKEEPING SERV VET'S HOME PRICE PER ROOM FOR ROOM STRIPPING PROGRAM	255.00	Each		
6	7/1/17-6/30/18 HOUSEKEEPING SERV VET'S HOME PRICE PER ROOM FOR ROOM STRIPPING PROGRAM	255.00	Each		
7	10/1/15-6/30/16 HOUSEKEEPING SERV VET'S HOME PRICE PER ROOM FOR SPECIAL CLEANING AFTER PATIENT DISCHARGE	50.00	Each		
8	7/1/16-7/1/17 HOUSEKEEPING SERV VET'S HOME PRICE PER ROOM FOR SPECIAL CLEANING AFTER PATIENT DISCHARGE	50.00	Each		
9	7/1/17-6/30/18 HOUSEKEEPING SERV VET'S HOME PRICE PER ROOM FOR SPECIAL CLEANING AFTER PATIENT DISCHARGE	50.00	Each		
10	10/1/15-6/30/16 HOUSEKEEPING SERV VET'S HOME-TOTAL PRICE FOR FLOOR REFINISHING & WINDOW WASHING - COMMON AREAS	2.00	Total		
11	7/1/16-6/30/17 HOUSEKEEPING SERV VET'S HOME-TOTAL PRICE FOR FLOOR REFINISHING & WINDOW WASHING - COMMON AREAS	2.00	Total		
12	7/1/17-6/30/18 HOUSEKEEPING SERV VET'S	2.00	Total		

It is the Vendor's responsibility to check and download any and all addenda from the RIVIP. This offer may not be considered unless a signed RIVIP generated Bidder Certification Cover Form is attached and the Unit Price column is completed. The signed Certification Cover Form must be attached to the front of the offer

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RI VETERAN'S HOME
480 METACOM AVENUE
BRISTOL, RI 02809

Line	Description	Quantity	Unit	Unit Price	Total
	HOME-TOTAL PRICE FOR FLOOR REFINISHING & WINDOW WASHING - COMMON AREAS				
13	10/1/15-6/30/16 HOUSEKEEPING SERV VET'S HOME-TOTAL PRICE FOR FLOOR REFINISHING & WINDOW WASHING - BOTH LOBBIES	4.00	Total		
14	7/1/16-6/30/17 HOUSEKEEPING SERV VET'S HOME-TOTAL PRICE FOR FLOOR REFINISHING & WINDOW WASHING - BOTH LOBBIES	4.00	Total		
15	7/1/17-6/30/18 HOUSEKEEPING SERV VET'S HOME-TOTAL PRICE FOR FLOOR REFINISHING & WINDOW WASHING - BOTH LOBBIES	4.00	Total		
16	10/1/15-6/30/16 HOUSEKEEPING SERV VET'S HOME-PRICE PER SQUARE FOOT FOR FLOOR REFINISHING IF REQUIRED BY THE AGENCY	1.00	Square Foot		
17	7/1/16-6/30/17 HOUSEKEEPING SERV VET'S HOME-PRICE PER SQUARE FOOT FOR FLOOR REFINISHING IF REQUIRED BY THE AGENCY	1.00	Square Foot		
18	7/1/17-6/30/18 HOUSEKEEPING SERV VET'S HOME-PRICE PER SQUARE FOOT FOR FLOOR REFINISHING IF REQUIRED BY AGENCY	1.00	Square Foot		

Delivery: _____

Terms of Payment: _____

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Contract Terms and Conditions

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Terms and Conditions

BID STANDARD TERMS AND CONDITIONS

TERMS AND CONDITIONS FOR THIS BID

INSURANCE REQUIREMENTS

AN INSURANCE CERTIFICATE IN COMPLIANCE WITH PROVISIONS OF ITEM 31 (INSURANCE) OF THE GENERAL CONDITIONS OF PURCHASE IS REQUIRED FOR COMPREHENSIVE GENERAL LIABILITY, AUTOMOBILE LIABILITY, AND WORKERS' COMPENSATION AND MUST BE SUBMITTED BY THE SUCCESSFUL BIDDER(S) TO THE DIVISION OF PURCHASES PRIOR TO AWARD. THE INSURANCE CERTIFICATE MUST NAME THE STATE OF RHODE ISLAND AS CERTIFICATE HOLDER AND AS AN ADDITIONAL INSURED. FAILURE TO COMPLY WITH THESE PROVISIONS MAY RESULT IN REJECTION OF THE OFFEROR'S BID. ANNUAL RENEWAL CERTIFICATES MUST BE SUBMITTED TO THE AGENCY IDENTIFIED ON THE PURCHASE ORDER. FAILURE TO DO SO MAY BE GROUNDS FOR CANCELLATION OF CONTRACT.

NOTE: IF THIS BID COVERS CONSTRUCTION, SCHOOL BUSING, HAZARDOUS WASTE, OR VESSEL OPERATION, APPLICABLE COVERAGES FROM THE FOLLOWING LIST MUST ALSO BE SUBMITTED TO THE DIVISION OF PURCHASES PRIOR TO AWARD: * PROFESSIONAL LIABILITY INSURANCE (AKA ERRORS & OMISSIONS) - $1 MILLION OR 5% OF ESTIMATED PROJECT COST, WHICHEVER IS GREATER. * BUILDER'S RISK INSURANCE - COVERAGE EQUAL TO FACE AMOUNT OF CONTRACT FOR CONSTRUCTION. * SCHOOL BUSING - AUTO LIABILITY COVERAGE IN THE AMOUNT OF $5 MILLION. * ENVIRONMENTAL IMPAIRMENT (AKA POLLUTION CONTROL) - $1 MILLION OR 5% OF FACE AMOUNT OF CONTRACT, WHICHEVER IS GREATER. * VESSEL OPERATION - (MARINE OR AIRCRAFT) - PROTECTION & INDEMNITY COVERAGE REQUIRED IN THE AMOUNT OF $1 MILLION.

LICENSE REQUIREMENTS

VENDOR (OWNER OF COMPANY) IS RESPONSIBLE TO COMPLY WITH ALL LICENSING OR STATE PERMITS REQUIRED FOR THIS TYPE OF SERVICE. A COPY OF LICENSE/PERMIT SHOULD BE SUBMITTED WITH THIS BID. IN ADDITION TO THESE LICENSE REQUIREMENTS, BIDDER, BY SUBMISSION OF THIS BID, CERTIFIES THAT ANY/ALL WORK RELATED TO THIS BID, AND ANY SUBSEQUENT AWARD WHICH REQUIRES A RHODE ISLAND LICENSE(S), SHALL BE PERFORMED BY AN INDIVIDUAL(S) HOLDING A VALID RHODE ISLAND LICENSE.

RIVIP INFO - BID SUBMISSION REQUIREMENTS

It is the Vendor's responsibility to check and download any and all addenda from the RIVIP. This offer may not be considered unless a signed RIVIP generated Bidder Certification Cover Form is attached and the Unit Price column is completed. The signed Certification Cover Form must be attached to the front of the offer. When delivering offers in person to One Capitol Hill, vendors are advised to allow at least one hour additional time for clearance through security checkpoints.

MAILING ADDRESS FOR BID PROPOSALS ISSUED BY THE STATE OF RHODE ISLAND, DIVISION OF PURCHASES

All Bid Proposals must be submitted by mail or hand delivered to:

- State of Rhode Island
- Department of Administrtion
- Division of Purchases, Second floor
- One Capitol Hill

- Providence, RI 02908-5855

DIVESTITURE OF INVESTMENTS IN IRAN REQUIREMENT:

No vendor engaged in investment activities in Iran as described in R.I. Gen. Laws §37-2.5-2(b) may submit a bid proposal to, or renew a contract with, the Division of Purchases. Each vendor submitting a bid proposal or entering into a renewal of a contract is required to certify that the vendor does not appear on the list maintained by the General Treasurer pursuant to R.I. Gen. Laws §37-2.5-3.

MULTI YEAR AWARD

THIS IS A MULTI-YEAR BID/CONTRACT. PER RHODE ISLAND STATE LAW 37-2-33, CONTRACT OBLIGATIONS BEYOND THE CURRENT FISCAL YEAR ARE SUBJECT TO AVAILABILITY OF FUNDS. CONTINUATION OF THE CONTRACT BEYOND THE INITIAL FISCAL YEAR WILL BE AT THE DISCRETION OF THE STATE. TERMINATION MAY BE EFFECTED BY THE STATE BASED UPON DETERMINING FACTORS SUCH AS UNSATISFACTORY PERFORMANCE OR THE DETERMINATION BY THE STATE TO DISCONTINUE THE GOODS/SERVICES, OR TO REVISE THE SCOPE AND NEED FOR THE TYPE OF GOODS/SERVICES; ALSO MANAGEMENT OWNER DETERMINATIONS THAT MAY PRECLUDE THE NEED FOR GOODS/SERVICES.

DELIVERY PER AGENCY

DELIVERY OF GOODS OR SERVICES AS REQUESTED BY AGENCY.

STATE OF RHODE ISLAND
OFFICE OF PURCHASES

7549813-REQUEST FOR BID:
NURSING HOME HOUSEKEEPING SERVICES
RHODE ISLAND VETERAN'S HOME
480 METACOM AVENUE
BRISTOL, RI 02809

There will be a mandatory pre bid conference to be held 8/31/15 at 10AM, at:
The Rhode Island Veteran's Home (Chapel)
480 Metacom Ave.
Bristol, RI 02809

Note: Bid contains attachments A, B, and D. There is no attachment C

GENERAL – This request covers Nursing Home Housekeeping Services for the RI Veteran's Home, 480 Metacom Ave., Bristol, RI, in accordance with the terms and description of services contained in ATTACHMENT "A" (parts I & II) attached hereto. The facility has a total of 320,000 square feet, 112,200 sq.ft. will not be part of this contract and will be the responsibility of the State. Of the remaining 207,800 sq ft, that will be the responsibility of the successful bidder, 191,700 sq ft is vinyl composition tiles (VCT), 1320 sq ft is carpet, 3200 sq ft is Slate, 430 sq ft is epoxy and 11,150 sq ft is ceramic tile... Any and all cleaning chemicals to be supplied by the contractor will be certified "GREEN".

A. PRICE OFFER - Bidders must submit price offers for the described building covered by the Request, on the form provided, designated as ATTACHMENT "A" (parts I & II). The offer for this location must include firm fixed prices for the initial term and for each year of possible renewal; additionally the offer must include pricing or rates for any additional services which may be required or indicated for the location in question, also outlines in ATTACHMENT "A".

B. AWARD TO LOWEST RESPONSIBLE BIDDER –
No award will be made to any bidder who is determined by the state to be unqualified or insufficiently equipped or staffed to satisfactorily perform the scope and quality of service required by this request

RESPONSIBILITIES OF THE CONTRACTOR

The contractor shall:

A. Furnish all labor, supervision, materials, supplies (all chemicals to be supplied by the contractor will be certified "GREEN" and coordinated with those used by the Home's cleaning staff and approved by the Agency Coordinator before they will be allowed into the facility) including latex free gloves and equipment, to satisfactorily perform the housekeeping services covered by this request, at the frequency and during the times specified in the description of work contained in ATTACHMENT "A" (parts I & II).

B. Furnish all coordinating management, training as mandated by OSHA, technical personnel, and special projects personnel as may be required during the term of the contract – these personnel shall be the direct agents and employees of the contractor, and shall include, but not limited to, a Resident Coordinating Manager who shall be the contractor's chief manager and agent in the performance of the services to be rendered hereunder.

C. An Agency Coordinator shall be appointed by the Deputy Chief, Division of Facilities Management who shall be the only person to whom questions are directed to by the Contractor's Resident Coordinating Manager.

D. The contractor shall furnish its personnel with suitable identical uniforms approved by the Agency Coordinator for use in the performance of their duties herein. All of the contractor's personnel must converse in English in resident areas.

E. The Contractor will instruct it's personnel to go about their work in a quiet manner, always respectful of the rights of the Home's residents and staff and property - profanity and obscenity will not be permitted. The Agency Coordinator shall designate a specific area were the Contractor's employees will take lunch and coffee breaks. Smoking, if permitted, will be restricted to designated area(s).

F. Require all personnel to wear a name tag (supplied by the contractor) during the performance of their duties.

G. The Contractor will prohibit it's employees from disturbing paper on desks tops and other work surfaces, opening desk drawers and cabinets or using telephones or other office equipment. Note: if washing desk tops and/or other work surfaces is required in ATTACHMENT "A", the Agency Coordinator will direct state employees, at the appropriate time, to remove all papers, equipment and personal items from the area so that cleaning can be accomplished by the contractor.

H. The Contractor shall provide all the necessary supplies and materials (all chemicals to be supplied by the contractor will be certified "GREEN" and coordinated with those used by the Home's cleaning staff and approved by the Agency Coordinator before they will be allowed into the facility) for the proper performance of the services described by this request; however the Veteran's Home shall provide, at it's own cost, toilet tissue, paper towels, deodorants, patient's soap, washroom soap, all needed sizes of plastic trash bags for all applications. **ATTACHMENT "B"** contains a list of chemicals approved for use within this facility.

I. The Contractor shall furnish and maintain all necessary cleaning equipment, needed to adequately perform the required services as described in ATTACHMENT "A"; (Equipment shall be of the size, type, concentration and capacity customarily used in similar applications and environments. Equipment or supplies which, in the opinion of the State, are of improper type or design (etc.) or otherwise inadequate or inappropriate for the purpose intended, shall be removed from the premises and replaced by equipment or supplies approved by the Agency Coordinator for the State. Attachment B contains a list of the minimum quantity, type and size of equipment the contractor will provide for use within this facility

J. The Contractor shall assure that contractor personnel comply with the requirements of the RI Department of Environmental Management's State Office Recycling Program and the regulations for Reduction and Recycling of Commercial and Non-Residential Solid Waste, which includes:
    1. Separate collection of source separated recyclables,
    2. Maintaining the separation of recyclables from other rubbish,
    3. Placing recyclables in designated bags, or other containers,
    4. Any other duties necessary to maintain the recyclability of collected materials.

K. The Contractor shall insure that bottles and containers containing hazardous or toxic materials shall be properly marked and stored at all times; and all carts must have a locked section to store all chemicals. Closets with chemicals are to be locked when not in use.

L. In addition to the work specified herein, the following duties shall be assumed by contractor personnel:

1. Upon arrival at the work site, provide/complete SIGN-IN SHEET /TIME CARDS, copies of which will be retained by both Resident Coordinating Manager and the Agency Coordinator for the State.
2. Every two weeks the contractor will furnish, to the Agency Coordinator, a list of employees who worked during that period and the number of hours each worked daily in the accomplishment of the services provided under this contract. Such list may be a copy of the contractor's payroll.
3. Report fires, hazardous conditions and items in need of repair or replacement including but not limited to light bulbs, faucets, toilets, etc.
4. Close windows and turn off lights when not in use.
5. Lock rooms in security areas after cleaning, returning keys to the designated office.
6. Return personal items found in the building to the designated office.

CONTRACTOR PERSONNEL - (The following requirements apply to all personnel of the contractor, who may be directly involved in the work).

A. Personnel shall be physically able to perform their assigned duties and tasks.

EMPLOYMENT IS CONTINGENT UPON THE FOLLOWING:

1. All employees must satisfactorily complete a physical examination and two-step Mantoux Test. Proof of this must be furnished to the Agency Coordinator for the State prior to date of hire. These tests must be repeated when required unless the facility in which he/she works requires otherwise. Copies of acceptance of TB should be sent to Infection Control, RI Veterans Home, as proof of acceptance. Proof of immunizations, as directed by RI DOH, including PPD/CXR, must be provided copies to the RI Veteran's Home Infectious Control Nurse prior to employees starting work.

   The Contractor shall make available the HBV vaccine and post Vaccination Titer Level to all employees who have occupational exposure and post-exposure evaluation and follow-up to all employees who have an exposure incident. Copies will be sent to RI Veteran's Home Infectious Control Nurse of those employees who received Hepatitis B Vaccine and of those who refused, for our files, as proof of acceptance or refusal.

   All emergency medical evaluations and required procedures will be:
   - Made available to employees at a reasonable time and place;
   - Performed by or under the supervision of a licensed physician or health care professional;
   - All laboratory tests shall be conducted by an accredited laboratory.

2. HEPATITIS 'B' VACCINATION:
   Shall be made available after the employee has received training and within ten (10) days of initial assignment to all employees who have occupational exposure. Any employee who declines vaccination must sign a statement as designated by OSHA.

B. Personnel shall be capable employees, thoroughly trained and qualified in the work assigned to them; work must be reviewed for competency, bi-annually, and proof of reviews provided to the Agency Coordinator for the State.

C. All site personnel shall be subject to such security clearance as the State may require.

The Contractor shall provide the Agency Coordinator with the name and copy of the BCI check for all employees involved in the work (at the vendor's expense). The Contractor shall agree that if any of the contractor's personnel assigned to the work prove not to be acceptable to the State for any just cause (including but not limited to criminal conviction of any type), the State will require the removal of the employee(s) involved, and acceptable replacements shall be provided by the contractor without dispute.

AGENCY COOPERATION: - The State shall provide to the Contractor:

A. Use of and access to storage space and janitors' closets on the premises (all storage areas will be maintained by the contractor in a neat and orderly condition); and
B. The necessary use of all utilities, including water, sewer, electricity and in-house telephone service however, the contractor must provide its own telephone for outside calls at no cost to the State of RI.

INDEMNITY AND INSURANCE:

The successful bidder shall indemnify and save and keep the State harmless against any and all losses, costs of damages, claim expenses or claims arising from the damage of the property of others occurring as a result of the work covered by this request.

Additionally, the successful bidder shall show evidence of coverage with a company or companies licensed to provide business insurance in the State of RI, with minimum coverage as follows:

COMPREHENSIVE GENERAL LIABILITY INSURANCE

Bodily Injury	$1,000,000.00 each occurrence $1,000,000.00 annual aggregate
Property Damage	$500,000.00 each occurrence $500,000.00 annual aggregate
Automobile (Bodily Injury)	$1,000,000.00 each occurrence $1,000,000.00 annual aggregate
Automobile (Property Damage)	$100,000.00 each occurrence
Contractual Liability (Bodily Damage)	$1,000,000.00 each occurrence $1,000,000.00 annual aggregate
Contractual Liability (Property Damage)	$100,000.00 each occurrence
Umbrella Policy	$1,000,000.00 to cover any personal Injury or property damage liability Over the coverage provided on the primary policies above.

WORKERS' COMPENSATION INSURANCE

Coverage B	$100,000.00

Or evidence of self-insurance or other representations of financial responsibility satisfactory to the State, at the discretion of the Purchasing Agent. Evidence of coverage must be provided by the successful bidder prior to award.

INSPECTION OF WORK: - The contractor is expected to be self monitoring with respect to the performance of work against this contract and its quality. Additionally:

A. The Contractor Shall submit a daily report (ATTACHMENT "D") to the Agency Coordinator identifying areas cleaned and services performed, and;
B. Once each week (or on such other schedule as may be acceptable to the Agency Coordinator), the Agency Coordinator and the Resident Coordinating Manager shall make an inspection tour of the facility to identify any deficiencies in performance, and to define any corrective action as may be required. The State also reserves the right to make inspections without the contractor when deemed necessary. THE COMPLETION AND SUBMISSION OF THE ABOVE DESCRIBED REPORTS WILL BE STRICTLY ENFORCED.
(NOTE: Documentation of such inspections shall constitute due notice to the contractor of discrepancies and/or deficiencies. Failure to respond to such notice and to permanently remedy the discrepancies or deficiencies in a prompt and timely manner shall constitute breach, and form grounds for termination, at the discretion of the State, within thirty (30) days of written notice issued by the office of purchases).

Copies of the daily reports of the quality of performance will be retained by the Agency Coordinator and the Resident Coordinating Manager, (Contractor is responsible to make multiple copies of ATTACHMENT "D" for daily use). Daily reports will be distributed the Office of Purchases as a back up to Complaint Report (DP-65) when necessary.

PENALTIES – All contracts must be complaint free within 60 days of inception or they are subject to immediate cancellation and possible suspension of the Vendor. Poor performance or lack of performance after the first sixty (60) days will be addressed in the same manner.

MODIFICATION AND TERMINATION – The State reserves the right to modify the level of service required for any location covered by the request and to make equitable adjustments to the rates or fees as a result, or to suspend or terminate services in their entirety at any time during the contract, thirty (30) following written notice to the Contractor.

PRE-BID INSPECTION – Bidders ARE REQUIRED to inspect the location, familiarize themselves with the specifications, and take measurements, when required, before bid is submitted. The Pre-Bid date & time are stated on the cover sheet of this request. **ATTENDANCE IS MANDATORY**

BID SUBMISSION – Bids shall be delivered to the Office of Purchases on or before the time and date specified in the request. Specifications contained in this bid are understood to be complete and correct, unless a written addendum is issued by the Office of Purchases.

Submissions should include the following in order to be considered responsive:
A. The Bidder's Certification Cover Form (3 pages), Signed by an Owner, or authorized agent of the owner, of the firm making the offer;
B. A price offer, Request for Quote, complete in all respects;
C. A proposed schedule for floor care services (strip, seal & finish) for this location
PAYMENT FOR THESE SERVICES WILL BE MADE IN ACCORDANCE WITH THE SCHEDULES SUBMITTED FOR THIS LOCATION.

D. Submit a certified statement on your standard letterhead, signed by an officer or designate, that the company is in a position to perform the Housekeeping Services as specified. State location of corporate central office and branch offices;

E. Provide a certified statement of bidders experience in delivering Housekeeping Services to a nursing care facility;

F. Provide a list of four (4) current and/or prior nursing/long term care facilities in the Northeast United States that are/were under contract for Housekeeping Services. **Note – Services provided to other medical office buildings, do not qualify as nursing / long term care facilities.

G. Specify that the company (bidder) is the employer of the housekeeping employees;

H. Specify that all equipment and materials are in very good condition and are only to be used at the Rhode Island Veterans Home during the duration of this contract;

I. Submit a description of the bidder's formalized training programs for housekeeping employees. This is a requirement for Veterans Administration Certification Standards

J. The bidder shall, upon request, provide the opportunity for the RI Veterans Home Agency Coordinator and other Vet's Home Administration Staff to visit the home office of the bidder and facilities listed in item "H" above as current or prior serviced facilities.

K. Submit a certified statement on your standard letterhead, signed by an officer or designate, that the company has the ability to respond to contagious health situations, which requires a concentrated work effort to clean the designated area(s);

L. The Successful bidder will be required to provide the overall plan of "Procedures and Methods" that will be followed, and conforms to the Veterans Administration and the Department of Health, Education and Welfare standards, to execute this contract – to the State for review and approval by the RI Veterans Home Agency Coordinator, prior to awarding the contract.

RI VETERAN'S HOME – HOUSEKEEPING SERVICES
ATTACHMENT A (parts I & II)

DESCRIPTION OF SERVICES TO BE PROVIDED:

SECTION A – RESIDENT AREA – DAILY – SEVEN (7) DAYS PER WEEK

The following services will be performed on a regular scheduled basis:

1. **Main Cleaning of Floors:**
   - **a.** Thoroughly clean all traffic areas, including resident's areas and corridors, using a dry mop, which will reduce airborne dust and hereby decreasing the possibility of in-house infections.
2. **Wet Clean Floors:**
   - a. Wet clean all traffic areas, including resident's areas and corridors, using an on-bucket mopping system with a germicidal solution to kill both gram positive and negative organisms.
3. **Vacuum Carpets:**
   - a. Vacuum all carpeted areas including carpet mats and wash resident safety mats.
4. **Spot Clean and Disinfect:**
   - a. Spot clean and disinfect walls, doors, doorsills, door hinges and door knobs with a germicidal solution.
   - b. Remove fingerprints and smudges.
   - c. Clean and disinfect interior glass doors and glass partition walls.
5. **Empty and clean wastebaskets and ashtrays:**
   - a. Empty and clean wastebaskets and ashtrays
   - b. Wet wipe inside and outside using a germicidal solution
   - c. Reline wastebaskets as needed. (Liners to be provided by the HOME).
   - d. Empty, clean and wash, as needed or as directed by the Agency Coordinator, all trash and recycling containers that need washing, throughout the facility.
   - e. Collect all sealed medical waste containers and deliver to designated area.
6. **Wet Wipe, Etc.:**
   - a. Wet wipe, using a germicidal solution, chairs, tops of bedside cabinets, lamps, tops of over bed trays, exposed areas of residents beds, kick plates, foot stools, window sills, low vents and other low level ledges.
   - b. The method and product used will reduce the redistribution of dust and the possibility of in-house infection encountered with usual dusting techniques.
7. **Arrange Furniture:**
   - a. Place all furniture in a standard pattern for each respective room.
8. **Clean and Disinfect Resident's Washrooms and Bathrooms:**
   - a. Completely clean and disinfect washrooms
   - b. Wet wipe curtain rods, fixtures, shelves and ledges with a germicidal solution.
   - c. Thorough cleaning and disinfecting and polishing of bathtub and/or shower with a germicidal solution.
   - d. Clean and disinfect lavatory and toilet bowls inside and out.
   - e. Replenish supplies – toilet tissues, soaps, paper towels. (These items to be provided by the HOME).

f. Dry mop and wet mop floor with a germicidal solution to kill gram-positive and negative organisms.
g. Clean and polish mirrors.

9. **Resident Dining Rooms (including Main Dining Room), Staff Break/Dining Rooms,** *– 3 times per day – after meals:*
   a. Dry mop with clean sanitized dry mop.
   b. Wet mop with germicidal solution.
   c. Spot wash walls.
   d. Vacuum Carpets.
   e. Time allowance must be made for thorough cleaning daily.
   f. Wash all surfaces
   g. Clean and disinfect furniture – tables and chairs, etc.
10. **Sitting Rooms, Solariums and Utility Rooms**
   a. Dry mop with clean sanitized dry mop.
   b. Wet mop with germicidal solution.
   c. Spot wash walls.
   d. Vacuum Carpets.
   e. Time allowance must be made for thorough cleaning daily.
   f. Wash all surfaces
   g. Clean and disinfect furniture – tables and chairs, etc.
11. **Utility Rooms Service Rooms, Medicine Rooms, Diet Kitchens and Exam Rooms:**
   a. Perform points 1 through 5 of section A

   In-Addition:
   b. Wet wipe cleared areas on countertops, desktops, telephones, ledges and chairs.
   c. Spot clean exterior of cabinets, cupboards, refrigerators and ovens. Interior to be performed by client personnel.
   d. Clean all surfaces.
12. **Nurse's Stations, Doctor's Stations:**
   a. Perform points 1 through 5 of section A

   In-Addition:
   b. Wet wipe cleared areas on countertops, desktops, telephones, ledges and chairs.
   c. Spot clean exterior of cabinets, cupboards, refrigerators and ovens. Interior to be performed by client personnel.
13. **Public Restrooms:**
   a. Clean and disinfect lavatory and toilet bowls, inside and out, polish fixtures and mirrors.
   b. Replenish supplies – toilet tissues, soaps, paper towels. (These items to be provided by the HOME).
   c. Spot clean and disinfect doors, doorknobs and walls. Remove finger prints and smudges.
14. **Corridors, Lobbies and Waiting Rooms:**
   a. Thoroughly dry mop and wet mop floor using an appropriate one-bucket system
   b. Vacuum carpets
   c. Wet clean and disinfect furniture and hand rails.
   d. Arrange magazines and newspaper.
   e. Empty ashtrays and wash or wet wipe.
   f. Empty waste baskets and reline. (Liners to be provided by the HOME).
   g. Spot clean walls

15. **Refuse Removal from Central Areas:**
    a. Remove refuse from all central areas as needed and place in the proper container provided by the HOME.
    b. Dietary waste or kitchen waste to be removed by the HOME'S personnel.
    c. Empty and clean wastebaskets and ashtrays.
    d. Wet wipe inside and outside using a germicidal solution.
    e. Reline wastebaskets as needed. (Liners to be provided by the HOME).
    f. Empty, clean and wash, as needed or as directed by the Agency Coordinator, all trash and recycling containers that need washing, throughout the facility.
16. **Other Equipment:**
    a. Maintain a mop and bucket for use on off shifts, daily.

SECTION B – NON-RESIDENT AREA – FIVE (5) DAYS PER WEEK OR AS NEEDED

1. **Drinking Fountains:**
    a. Wet clean and disinfect with a germicidal solution.
2. **Public Telephones:**
    a. Wet clean and disinfect with a germicidal solution.
3. **Elevators and Stairways:**
    a. Clean elevator doors, walls and tracks.
    b. Wet mop or vacuum floor and polish stainless steel.
    c. For stairways – perform points 1 through 4 of Section A.
4. **Entrances:**
    a. Spot clean inside and outside of glass doors and clean entrance floors as needed.
    b. Vacuum carpets
5. **Reception Desk:**
    a. Clean central and/or information desk, as needed.
6. **All Offices:**
    a. Perform points 1 through 5 of Section A.
7. **Physical Therapy and Occupational Therapy Rooms:**
    a. Perform points 1 through 5 of Section A.
8. **Lobby and Hallways:**
    a. Perform points 1 through 5 of Section A.

SECTION C – OTHER HOUSEKEEPING RELATED DUTIES COMPLETED ONCE PER WEEK:

1. **Movement of Furniture in Residents Rooms:**
    a. Furniture will be moved for cleaning on a weekly basis.
2. **Floor Buffing:**
    a. Buffing will be done on a regularly weekly scheduled basis in order to maintain a quality appearance.
3. **High Dusting:**
    a. High dusting throughout the facility will be performed at least weekly or as needed.
4. **Exhaust Vents: (Exposed)**
    a. Except in kitchen area, outer surface plate of the exhaust grill shall be cleaned as part of the high dusting program.
    b. Vacuum weekly with HEPA vacuum.

SECTION D – OTHER HOUSEKEEPING RELATED DUTIES COMPLETED ONCE PER MONTH:

1. **Bed Cleaning Program:**
    a. Beds will be cleaned and disinfected, including mattress, frame, springs, head and foot boards on a scheduled monthly basis, designed to meet the needs if the facility and in accordance with the standards set by the Department of Public Health.

SECTION E – OTHER HOUSEKEEPING RELATED DUTIES COMPLETED AS INDICATED:

1. **Room-stripping Program (all rooms – patient rooms, staff offices, conference rooms, etc.) at least annual:**
    a. All rooms (patient & offices) will undergo carpet steam cleaning and / or floor stripping and refinishing on a rotating basis in order to maintain a high level of cleanliness.
    b. Wash and Disinfect: telephone, bed, dresser, bedside cabinet, exterior of all furniture including chairs, over the bed tray, walls, baseboards, resident bathrooms and lockers.
    c. Closets will be serviced in instances where the floor has been cleared of all items, by the HOME's personnel.
    d. Interior window washing will be completed as part of this procedure.
    e. This procedure shall be documented and recorded for future use by the Agency Coordinator and made available to those agencies, whether Federal or State upon request. The average resident room will be stripped at least one (1) time per year or as needed.

2. **Discharge from Resident Room (completed as needed and directed):**
    a. Wash and Disinfect: telephone, bed, dresser, bedside cabinet, exterior of all furniture including chairs, over the bed tray, walls, baseboards, resident bathrooms and lockers.
    b. Removal, cleaning and replacement of utensils and personal belongings to be handled by the HOME's personnel.
    c. Stripping and remaking of beds to be handled by the HOME's personnel.

3. **Floor Refinishing and Interior Window Washing:**
    a. Refinish floors on a scheduled program that will take into account the use, condition, traffic, type of flooring and activities in each area, or at least as follows:
        - All corridors and common areas, offices, treatment areas (all non patient rooms were flooring in of vinyl composition) - twice per year,
        - Both lobby areas - four times per year.
    b. Clean, wash and squeegee all, exterior wall and interior wall, windows, glass partitions, glass doors and glass surfaces. Furnishing all materials, chemicals, labor and equipment (including but not limited to ladders and lifts) deemed necessary to clean windows at the Veteran's Home. Window washing will be completed on the same schedule as identified above in "Floor Refinishing".

SECTION F – QUALITY CONTROL

The following quality performance activities will be initiated to insure a high standard of service for the CLIENT.

1. Daily service reports will be made by the Contractor's Resident Coordinating Manager; these reports are for housekeeping only (Attachment D).
2. Weekly inspection will be made by the Resident Coordinating Manager. A copy of the inspection will be provided to the Agency Coordinator.
3. A joint executive review will be provided to the Agency Coordinator upon request.
4. The contractor will provide an on-going in-service training program of housekeeping systems for all company employees and provide training materials and sign-in sheet to the Agency Coordinator.
5. Monthly inspections will be made by an offsite manager of the contractor.

ENVIRONMENTAL RESPONSIBILITY:

It is understood that the Agency Coordinator will allow the attendance of the Resident Coordinating Manager with regard to in-service programs, department head meetings and all other functions pertaining to the environmental standards affecting the facility.

SERVICE NOT PROVIDED FOR AS TERMS OF THIS AGREEMENT:

1. Cleaning of all kitchen area equipment, walls, cupboards and closets, etc. – Main kitchen only
2. Cleaning of store rooms. Unit linen and supply rooms.
3. Cleaning of boiler, maintenance and electrical rooms.
4. Grounds maintenance and snow removal.
5. Cleaning inside of laundry chutes.
6. Cleaning of equipment used by occupational and physical therapy departments
7. Re-lamping of light fixtures
8. Painting and redecorating
9. Pest Control – However, report anything noticed
10. Repair and maintenance of equipment belonging to laundry department
11. Performing services of a plumbing nature
12. Repair and maintenance of heating and air conditioning units.
13. Exterior window cleaning.

RI VETERAN'S HOME – HOUSEKEEPING SERVICES
ATTACHMENT A (part II)

DIRECT HOURS OF LABOR:

The following are the minimum standards of direct hours of labor and time schedule requirements, not including supervisory personnel. This is the minimum number of hours per day.

Monday through Friday:

Areas	**Time schedule**	**Minimum # of Hours**
N3a &N3b	7am - 2:30pm	14
N2	7am - 2:30pm	12
N-5a	7am - 3:30pm	8
N-5b	7am - 3:30pm	8
N-6a	7am - 3:30pm	8
N-6b	7am - 3:30pm	8
N-7a	7am - 3:30pm	8
N-7b	7am - 3:30pm	8
D-2	7am- 3:30pm	8
Main Lobby	7am - 3:30pm	2
Patio Corridors	7am - 3:30pm	2
Corridor from D1 to elevator	7am - 3:30pm	1
Corridor from N2 to D4	7am - 3:30pm	1
Corridors on D1, N4	7am - 3:30pm	2
Pharmacy	7am - 3:30pm	1
All Basement Corridors	7am - 3:30pm	2
Main & Staff Dining Room	3:30pm-7:30pm	4
Administration Areas:		
Offices, Dining & Recreation.	7am - 3:30pm	8
Lower level including P.T.	8am – 12pm	4
Total Hours		**109**

Saturday, Sunday, Holidays

Areas	**Time schedule**	**Minimum # of Hours**
N3a &N3b	7am - 2:30pm	14
N2	7am - 2:30pm	12
N-5a	7am - 3:30pm	8
N-5b	7am - 3:30pm	8
N-6a	7am - 3:30pm	8
N-6b	7am - 3:30pm	8
N-7a	7am - 3:30pm	8
N-7b	7am - 3:30pm	8
D-2	7am- 3:30pm	8
Main Lobby	7am - 3:30pm	2
Main & Staff Dining Room	3:30pm-7:30pm	4
Administration Areas:		
Dining & Recreation.	7am - 3:30pm	6
TOTAL HOURS		94

In addition to the above-mentioned hours the vendor must have two individuals working during the hours of 3:30 pm to 8:30 pm everyday of the week. These hours will be used to supplement the above programs as needed, respond to urgent request, and complete special projects as requested by the Agency Coordinator:

Day	**Time**	**Minimum hours**
Monday	3:30pm-8: 30pm	10
Tuesday	3:30pm-8: 30pm	10
Wednesday	3:30pm-8: 30pm	10
Thursday	3:30pm-8: 30pm	10
Friday	3:30pm-8: 30pm	10
Saturday	3:30pm-8: 30pm	10
Sunday	3:30pm-8: 30pm	10
Total Hours		**70**

Supervision

A. There shall be a supervisor of housekeeping on duty in the building every day of the week, this includes weekends and holidays.

B. There shall be a minimum of eight hours of supervision each day including holidays and weekends, a total of 56 hours per week. These hours shall not be included in the direct hours of labor as stated above.

RI VETERAN'S HOME
HOUSEKEEPING SERVICES
ATTACHMENT "B"
APPROVED "GREEN" CLEANING CHEMICALS

Carpet Care Products
J-fill HD prespray
Cleaner Carpet Multi Enzyme spotter
J-fill extraction SC Cleaner
Reclaim carpet extraction cleaner

Cleaning chemicals
Babo cleanser w/ bleach
Stainless steel wipes
Renown furniture polish
Virex TB RTU
Renown Enzyme bacterial digestant
Microban (scabies)
J-fill virex 256
J-fill Spitfire
J-fill Stride Citrus (neutral floor cleaner)
J-fill Glass Cleaner
J-fill Revive Plus
Ultra Clorox Germ Bleach

Deodorizer
Renown metered spray (green apple)
Renown metered spray (orange citrus)

Floor care
Freedom Stripper RTD
Spray buff maintainer
High Noon high gloss floor finisher

MINIMUM EQUIPMENT LIST TO BE PROVIDED BY THE CONTRACTOR – FOR USE ONLY AT THIS FACILITY

Commercial washing machine
Commercial clothes dryer
2 ea. – 17 inch automatic walk behind floor scrubbers
1 ea - 6 gal commercial two stage wet/dry vacuum
5 ea – 20 inch dual speed floor polisher – 175 – 300 rpm
4 ea – 12 inch commercial upright vacuum cleaner
1 ea – 16 inch self contained carpet extractor
4 ea – floor drying fans

Assorted wet and dry mops, brooms, dusters, dust pans and brushes
Assorted buckets and buckets w/wringers
8 ea – Janitorial cleaning carts – w/lockable compartment
12 ea – Assorted caution floor signs
Other standard tools of the trade in quantities, sizes and grade appropriate to efficiently execute this contract.

ATTACHMENT "D"

SAMPLE

VENDOR NAME

HOUSEKEEPING DAILY REPORT DATE: ____________________

PRINT NAME	SIGN NAME	SERVICES PERFORMED	AREA CLEANED	LOCATION	TIME IN	TIME OUT