

EXHIBIT A – SPECIAL PROVISIONS

The following provisions supplement or modify the provisions of Items 1 through 11 of the Standard Contract, as provided herein:

A.1. ENGAGEMENT, TERM AND CONTRACT DOCUMENT

- A.1.1. Campus** - The entire legal limits of NEFSH or facility grounds, including buildings used for the provision of resident services, buildings subleased or rented to other agencies, and vacant buildings.
- A.1.2. Deficiencies** – Any component of monthly service Deliverables, as defined in **EXHIBIT D** – Deliverables, not meeting the standards set forth in **EXHIBIT E** – Minimum Performance Measures.
- A.1.3. Facilities Manager** - An employee of the Department that is responsible for the management of the Northeast Florida State Hospital Facility and campus.
- A.1.4. Facility/ies** – A building or group of buildings and the surrounding grounds extending to the legal limits of the property. For this contract, the entire legal limits of NEFSH will be considered.
- A.1.5. NEFSH** - Northeast Florida State Hospital (NEFSH), located in Macclenny, Florida.
- A.1.6. Environmental Housekeeping Services** - All functions related to housekeeping services and janitorial functions, which includes trash removal from inside all buildings and recreational facilities designated in **EXHIBIT C1**, bio-hazard waste removal from designated areas, and the provision of all necessary staff, equipment, and cleaning supplies.
- A.1.7. High Dusting** - The process of cleaning all horizontal surfaces, ledges, and fixtures above shoulder level, up to 10 feet, to remove dust, dirt, and microbial build-up and minimize airborne particles that may contribute to healthcare-associated infections (HAIs). This includes, but is not limited to, HVAC vents, light fixtures, ceilings, pipes, and similar overhead surfaces.
- A.1.8. Housekeeping Site Manager** - A full-time employee of the Provider, responsible for the overall management of environmental housekeeping services exclusively at NEFSH.
- A.1.9. Residents** - Also referred to as Patients, are persons residing in or receiving services from a Mental Treatment Facility. This includes individuals served pursuant to Chapter 394 or 916, F.S.
- A.1.10. Resident Living Area** – Area of the facility in which Residents reside. There are currently 25 Resident Living Areas which include buildings 7, 8, 9, 10, 12-2M, 12-3A, 12-3C, 13-1E, 13-1W, 13-2E, 13-2W, 13-3E, 13-3W, 15, 17, 32N, 32S, 36A, 36B, 36C, 36D, 57E, 57W, 58E, and 58W, as defined in **EXHIBIT C1**. Refer to the campus map in **Attachment 1** for building location information.
- A.1.11. Kitchen/Dining Rooms** – Area of the facility located in Building 11 (Dietary) where Residents eat and dine 7 days a week. Refer to the campus map in **Attachment 1** for building location information.
- A.1.12. Canteen** – Area of the facility located in the east end of the Mirage Mall adjacent to Building 11 (Dietary). Refer to the campus map in **Attachment 1** for building location information.
- A.1.13. Project** – Service tasks defined within the normal scope of work that require additional planning and coordinating (scheduling with NEFSH staff and/or NEFSH departments).

A.1.14. Programming Services Areas – Areas of the facility where the bulk of Rehabilitation Treatment Services are provided. These areas include the Adult Recovery Center (Buildings 34, 35A, 35B, 35C, 35D, and 43), Shady Oaks Recovery Center (31-East), John J. Crews Center (Gymnasium – Building 38), the Hair Salon (located in Building 13-2nd floor), and the Mirage Mall Area (Building 2 – sections A: Sand Dollar, Employment Services, and Hair Nest; B: Krafty Kritters and Library; and C: Hard Bodies Gym and Game Room). Refer to the campus map in **Attachment 1** for building location information.

A.2. STATEMENT OF WORK

A.2.1. There are no additional provisions to this section of the Standard Contract.

A.3. PAYMENT, INVOICE AND RELATED TERMS

A.3.1. There are no additional provisions to this section of the Standard Contract.

A.4. GENERAL TERMS AND CONDITIONS

A.4.1. There are no additional provisions to this section of the Standard Contract.

A.5. RECORDS, AUDITS AND DATA SECURITY

A.5.1. There are no additional provisions to this section of the Standard Contract.

A.6. INSPECTIONS, PENALTIES, AND TERMINATION

A.6.1. There are no additional provisions to this section of the Standard Contract.

A.7. OTHER TERMS

A.7.1. There are no additional provisions to this section of the Standard Contract.

A.8. FEDERAL FUNDS APPLICABILITY

A.8.1. There are no additional provisions to this section of the Standard Contract.

A.9. CLIENT SERVICES APPLICABILITY

A.9.1. There are no additional provisions to this section of the Standard Contract.

A.10. PROPERTY

A.10.1. There are no additional provisions to this section of the Standard Contract.

A.11. AMENDMENT IMPACT

A.11.1. There are no additional provisions to this section of the Standard Contract.

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EXHIBIT B – SCOPE OF WORK

B.1. SCOPE OF SERVICE

The Provider shall manage and provide Environmental Housekeeping Services to the Department of Children and Families (Department) at NEFSH throughout this contract. The Provider shall assume the provision of Environmental Housekeeping Services and develop a plan of action to deliver the required services in accordance with the performance standards defined herein (**EXHIBITS B, C, C1, D, and E**). The Provider and the Provider's employees are not employees of the Department. Nevertheless, the Provider and the Provider's employees must comply with all applicable NEFSH policies and procedures; all applicable state and federal laws, codes, regulations, required trainings; all applicable Commission on Accreditation of Rehabilitation Facilities (CARF) standards related to services provided; and any and all standards governing the Environmental Housekeeping Services in mental health treatment facilities.

These services shall include providing capital equipment and all cleaning supplies (chemicals, waxes, scrubbing/buffing pads, and other items as discussed herein) necessary to complete this function. The Provider shall assume managerial responsibility for the operation of Environmental Housekeeping Services; hire, train, and supervise necessary staff to provide Environmental Housekeeping Services, as indicated in **EXHIBIT C** and **EXHIBIT C1**; and apply the Provider's expertise as appropriate. The Provider shall also maintain continuous proactive communication with other areas (i.e., Nursing, Medical Services, Infection Control, Safety & Operations, Recovery Services, Administration, etc.) within NEFSH to improve and enhance the daily living environment for Residents.

B.2. MAJOR CONTRACT GOALS

The major goals of this contract are to secure the services of the Provider to perform all tasks related to the provision of Environmental Housekeeping Services for NEFSH, and to design the services to assist NEFSH staff with accomplishing NEFSH's mission to "provide comprehensive mental health treatment services to ensure timely transition to the community." Additionally, a major contract goal is for the Provider to ensure a clean and sanitary environment in accordance with One Hospital, Agency for Healthcare Administration (AHCA), Commission on Accreditation of Rehabilitation Facilities (CARF), Centers for Medicare & Medicaid Services (CMS) and Joint Commission policies for all Residents, visitors, and staff of NEFSH.

B.3. SERVICE AREA/LOCATIONS/TIMES

- B.3.1.** Services shall be provided at the Department of Children and Families, Northeast Florida State Hospital, located at 7487 South State Road 121, Macclenny, Florida 32063.
- B.3.2.** Services shall be rendered for 25 Resident Living Areas (including Dining Rooms), and an additional 61 Office and Support Area buildings (inclusive of Recovery Centers and Dining Facilities). See **Attachment 1**.
- B.3.3.** Two areas of NEFSH used for on-campus staff housing require detailed cleaning periodically between occupants, as requested by the NEFSH Facilities Manager or Contract Manager. These include: The Hospitality House apartments and Doctors Circle houses.
- B.3.4.** The total number of buildings requiring Housekeeping Services may vary throughout the term of the contract; however, the total will not increase unless mutually agreed upon by both parties and formalized by a contract amendment. Additionally, the usage for each building is subject to change around the Campus based on needs of the Department. Changes in building usage/function may change service locations but will not increase the overall service level required.
- B.3.5.** The Provider shall be responsible for the daily provision of all Environmental Housekeeping Services at NEFSH for eight (8) hours per day, Monday through Friday, between the standard

hours of 7:00 AM and 3:30 PM, inclusive of a 30-minute lunch, and four (4) hours per day on Saturdays, Sundays, and on State Holidays.

B.3.6. Services shall be provided Monday through Sunday, including holidays, as indicated in **EXHIBIT C** and **EXHIBIT C1**.

B.3.7. Service plans shall allow for emergency responses to disinfect after flooding, and/or cleanup anywhere on campus within 30 minutes of initial notification of the event during ordinary hours of operation (7:00 AM to 3:30 PM). For incidents reported outside ordinary hours, the Provider must respond within **60 minutes**, unless otherwise directed by the Department. Emergency request shall be a written email, or verbal request from the NEFSH Facilities Manager, the Department's Contract Manager, or a named delegate. The Provider shall notify the Contract Manager, in writing, fifteen (15) calendar days prior to any changes in their administrative offices that would affect the Department's ability to contact the Provider relative to providing housekeeping services.

B.4. CLIENTS TO BE SERVED

N/A

B.5. CLIENT ELIGIBILITY

N/A

B.6. CLIENT DETERMINATION

N/A

B.7. EQUIPMENT

B.7.1. The Provider shall deliver all necessary equipment for the provision of Environmental Housekeeping Services at NEFSH. All computer hardware and software, tools, and miscellaneous ancillary equipment owned by the Provider, or licensed to the Provider by third parties and that may be used by the Provider to perform Housekeeping Services, if any, will remain the property of the Provider. The Provider shall repair, maintain, and replace such computer hardware and software, tools, and ancillary equipment at no additional cost to the Department.

B.7.1.1. If the Provider utilizes any proprietary or specialized software in the performance of services under this Contract, the Provider shall, at no additional cost to the Department, provide the Department with adequate access, user credentials, and reporting capability necessary to monitor performance, verify compliance, and administer the Contract. No separate licensing fees or additional compensation shall be charged to the Department for such access.

B.7.2. Equipment Health and Safety Requirements

B.7.2.1. As a safety measure, all Housekeepers must have lockable compartments within their cleaning carts to store chemicals, so that chemicals are not exposed or accessible to Residents.

B.7.2.2. For health and safety measures, to prevent cross-contamination, and ensure compliance with health and safety standards, NEFSH requires the use of separate, clean mop heads for all patient rooms or defined areas. The use of disposable microfiber mop heads is highly recommended to prevent cross-contamination. All mop heads and equipment must be clean and properly maintained. High-touch and high traffic zones may require more frequent cleaning.

- B.7.2.3.** Any equipment required to fulfill this Contract that becomes inoperable shall be repaired or replaced within seventy-two (72) hours. Provider shall maintain backup equipment sufficient to avoid service interruption.

B.8. CONTRACT LIMITS

Services must be provided within the financial limits of the contract and contingent upon annual appropriation by the Legislature.

EXHIBIT C – TASK LIST

The Provider shall perform all functions necessary for the proper delivery of services including, but not limited to, the following:

C.1. SERVICE TASKS

Refer to **EXHIBIT C1**, which identifies the Environmental Housekeeping Service Tasks, herein incorporated, for detailed service tasks.

C.2. ADMINISTRATIVE TASKS**C.2.1. Staffing**

- C.2.1.1.** Within thirty (30) calendar days of contract execution, the Department and Provider shall finalize and execute **EXHIBIT C2**. **EXHIBIT C2** shall identify each position, FTE count, assigned service area(s), standard shift hours, and total required monthly service hours. **EXHIBIT C2** shall serve as the basis for measuring compliance with Minimum Performance Measure **E-1.5**. Any modification to **EXHIBIT C2** must be documented through written amendment signed by the Contract Manager.
- C.2.1.2.** The Provider shall employ and maintain staffing in accordance with **EXHIBIT C2**, sufficient to accomplish the performance expectations as described in **EXHIBITS C1** and **D**, for the provision of Environmental Housekeeping Services at NEFSH for the duration of the Contract.
- C.2.1.3.** The Provider shall ensure all deliverables, as described in **EXHIBITS C1** and **D**, are provided for the following areas as shown in **Attachment 1**, in accordance with the frequencies indicated in **EXHIBIT C1**:
 - C.2.1.3.1.** Kitchen/Dining Rooms (Bldg. 11) and the Canteen (Bldg. 2), each day (Monday through Sunday);
 - C.2.1.3.2.** Programming Services Area (34, 35A, 35B, 35C, 35D), John J. Crews Center (Gymnasium), Hair Salon (13-2), Mirage Mall (2A, 2B, and 2C) Shady Oaks Recovery Services Area (31-East), each weekday (Monday through Friday);
 - C.2.1.3.3.** Each Resident Living Area, each weekday (Monday through Friday); each weekend day (Saturday and Sunday) and each day on Holidays; and;
 - C.2.1.3.4.** Each non-Resident Living Area, Office and Support Area building. Holiday staffing coverage is not required for these areas.
- C.2.1.4.** The Provider shall develop an emergency plan to provide necessary staffing to maintain housekeeping services for Resident Living Areas during and after a natural disaster and provide that plan to the Department's Contract Manager with 30 days of contract execution.
- C.2.1.5.** The Provider shall maintain an adequate organizational structure and support staff sufficient to discharge its contractual responsibilities. The Provider shall ensure, at a minimum, the staffing levels required are met and sustained throughout the terms of this contract.
- C.2.1.6.** The Provider shall replace any employee whose continued presence would be detrimental to the provision of services, as reasonably determined by NEFSH, with a mutually agreeable employee of equal or superior qualifications.
- C.2.1.7.** The Provider shall assign an On-site Housekeeping Site Manager (HSM), a weekday supervisor, a weekend supervisor, and all additional personnel necessary to provide Housekeeping Services exclusively at NEFSH. Internal promotion is acceptable with mutually agreeable candidates, and will not be unreasonably withheld, as long as there is no

loss in services delivered while a replacement is found for the vacant position. The HSM will coordinate the management and activities of all Housekeeping Services Department employees. The weekday supervisor and weekend supervisor will provide additional management support in the absence of the HSM. Additionally, all housekeeping personnel will be provided by and will be employees of the Provider. The HSM responsibilities include, but are not limited to the following:

- C.2.1.7.1.** Consult with and make recommendations to NEFSH on housekeeping functions and services.
- C.2.1.7.2.** Review and recommend staffing levels, implement procedures, and utilize resources within the Housekeeping Services Department.
- C.2.1.7.3.** Produce reports related to the operation of the Housekeeping Services Department, as agreed by the Provider and NEFSH.
- C.2.1.7.4.** Work with the NEFSH to develop, implement, and maintain Housekeeping Services that will comply with applicable regulatory standards.
- C.2.1.7.5.** Develop job descriptions and standards of performance for each position under the Provider's management.
- C.2.1.7.6.** Track employment and training; conduct service employee performance/progress evaluations.
- C.2.1.7.7.** Hold team meetings (monthly at a minimum) and seminars as required by NEFSH Infection Control Department to ensure all housekeeping employees are compliant with applicable policies and procedures.
- C.2.1.8.** The Provider will supply a Housekeeping Site Manager exclusive to NEFSH and will provide telephone contact information for this staff member to the Department's Contract Manager.
- C.2.1.9.** The Provider will designate, at minimum, one housekeeping staff member as a supervisor for weekday, weekend shifts and holiday shifts and will provide telephone contact information for those staff members to the Department's Contract Manager.
- C.2.1.10.** The Provider will ensure that all staff contact information is kept current and provided to the Department's Contract Manager immediately following any changes, and immediately upon request by the Department's Contract Manager.

C.2.2. Professional Qualifications

The Housekeeping Site Manager must possess the following minimum qualifications:

- C.2.2.1.** A minimum of five (5) years administrative, management or supervisory experience providing complete oversight and direction for operations of Environmental Housekeeping Services of a large facility, preferably one that is similar in size and scope of NEFSH.
- C.2.2.2.** A bachelor's degree from an accredited college or university with course of study in Environmental Housekeeping Services, Hospitality, Environmental Services, and/or Occupational Safety and Health Administration (OSHA).
- C.2.2.3.** Defined and demonstrated skills in life-safety, computerized work order management and preventive maintenance systems are required; and at the discretion of NEFSH, appropriate experience may substitute for the degree requirements.

C.2.3. Training

The Provider shall ensure all housekeeping personnel complete initial training prior to independent assignment and annual refresher training thereafter in the following areas: infection prevention and control; OSHA Bloodborne Pathogens; proper use of personal protective equipment (PPE); behavioral health safety and awareness; biohazard waste handling; and facility security and contraband policies. Training documentation shall be maintained and provided to the Contract Manager upon request.

C.2.4. Subcontracting

The Provider may subcontract for the provision of all services under this contract, subject to the provisions of **4.3** of the standard Contract. The subcontract, at any tier level, must comply with the E-Verify clause, and will be subject to the same requirements as the prime contractor. Written requests by the Provider to subcontract for the provision of services under this contract shall be submitted to the Contract Manager for approval. Subcontracting shall in no way relieve the Provider of any responsibilities for performance of its duties under the terms and conditions this contract.

C.2.5. Records and Documentation

The Provider will maintain documentation of services, dates, and types of service provision as indicated in **EXHIBITS C1** and **D**.

C.2.6. Reports (programmatic and to support payment)

C.2.6.1. Monthly Services Report - This report shall indicate services completed during the month. This report shall be included as support documentation with the monthly invoice.

C.2.6.2. Monthly Staff Position Report Roster - This report shall track all positions reflected on the approved Staffing Plans, including those that are vacant. The report must include, at a minimum: position number; position title; employee name; date of birth; number of vacant days (if applicable); hourly rate; daily rate of pay; hire date (first day of New Employee Orientation (NEO)); and daily assigned work area.

Assigned work areas must be recorded in a manner that allows for straightforward reconciliation with time sheets. Any variances in assigned work areas should be documented by date to ensure accuracy and alignment with recorded hours.

C.2.6.3. Monthly New Hire Report - This report shall include the new hires name, date of birth, fingerprint date, background screening approval/fail date, PPD screening pass date, and NEO start date.

C.2.6.4. Emergency Services Report - This report shall outline all Emergency Services requests (as specified in **B.3.7.**) from the Department for the previous month. It should at minimum include a description of the request, Name and Title of the Department Requestor, Date and Time of the request, and Date and Time of Provider Resolution.

C.2.6.5. Monthly Customer Complaints Report - This report shall include the list of Customer Complaints Reported for the previous month and identify which complaints were resolved or unfounded. The report must also detail explanations for complaints listed but not resolved.

C.2.6.6. Monthly General Operating Status Report - The report shall summarize the housekeeping services for the previous month including:

- C.2.6.6.1.** Results of any environmental inspections, whether conducted by NEFSH's Quality Improvement services environmental staff or outside inspection agencies.
- C.2.6.6.2.** Any corrective actions planned/implemented as a result of the inspections and the status of each; and
- C.2.6.6.3.** Operating and Capital Project status/financial reports, if requested by Contract Manager.

- C.2.6.7. Monthly Project Work Report** - This report shall include the schedule of Project Work for the previous month and identify which projects were completed. The report must also detail explanations for projects scheduled but not completed
- C.2.6.8. Monthly Time Sheets** - Provider shall maintain time sheets to ensure accountability for hours of service. Documentation shall be submitted with the monthly invoice.
- C.2.6.9. Monthly Quality Assurance Report** - This report provides ongoing, real-time monitoring of staffing, service delivery, and compliance with the service occurrences required under **EXHIBIT C1**. It tracks staff coverage, hours worked, completion of all assigned service tasks, and any variances, allowing for quick reconciliation with time sheets and timely identification of issues to ensure quality and accountability. At a minimum, the report includes the date and time of each task performed, the building, unit, or area where the service was completed, a description of the task, the name or initials of the staff member performing the task, supervisory verification confirming completion, any variances or missed/partial tasks with explanations, and corrective actions taken for identified deficiencies.
- C.2.6.10. Annual Reports** - At a minimum, these reports shall summarize services provided, management goals planned and accomplished, project status, financial reports on required net savings, and planned budget controls (for initial review by the Department must be provided not later than July 1st of the year preceding the plan year).
- C.2.6.11. Reports Table** - Reports will be submitted within the timeframes indicated below:

REPORTS TABLE			
Title	Section	Frequency	Due Date
Monthly Services Report	C.2.6.1.	Monthly	No later than the 15th of the month following the month of service and submitted with the monthly invoice.
Monthly Staff Position Report Roster	C.2.6.2.		
Monthly New Hire Report	C.2.6.3.		
Emergency Services Report	C.2.6.4.		
Monthly Customer Complaints Report	C.2.6.5.		
Monthly General Operating Status Report	C.2.6.6.		
Monthly Project Work Report	C.2.6.7.		
Monthly Time Sheets	C.2.6.8.		
Monthly Quality Assurance Report	C.2.6.9.		
Invoice	EXHIBIT F2	Annually	July 31st of each fiscal year
Annual Report	C.2.6.10.		

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EXHIBIT C1 – ENVIRONMENTAL HOUSEKEEPING SERVICE TASKS**C1.1. General Conditions:**

- C1.1.1.** All commercially reasonable and necessary measures shall be taken to ensure the health and safety of NEFSH's Residents, staff, and visitors. This includes the use of signage and any other precautions taken for the health and safety of all persons on the NEFSH campus.
- C1.1.2.** Resident Living Areas will be inspected daily by the Provider's management staff to further support a clean and healthy environment by ensuring all deliverables and performance measures are met.
- C1.1.3.** The hours of operation for environmental housekeeping services will be from 7:00 A.M. to 3:30 P.M. each day, including holidays. Some services (i.e., floor care, window cleaning, etc.) may be performed outside of normal hours of operation with prior coordination and approval from the Department's Contract Manager, which shall not be unreasonably withheld.
- C1.1.4.** All Provider supplied cleaning chemicals and supplies must be approved by the Department prior to use within the Facility. A Safety Data Sheet for each such material must be filed with the Department's Contract Manager, which shall not be unreasonably withheld.
- C1.1.5.** The Department will supply Paper Towels, Toilet Paper, Hand Soap, Hand Sanitizer, and Trash Liners. The Provider will use NEFSH's inventory to replenish each item.
- C1.1.6.** The Facility and its contents shall be kept free from dust, dirt, debris, and noxious odors. Provider shall ensure the source of any noxious odor is removed, and the affected area is thoroughly cleaned and sanitized. Any issues causing a noxious odor that are outside the scope of work as defined herein shall be communicated to the nearest Department staff and to the Housekeeping Site Manager.
- C1.1.7.** All rooms and corridors shall be maintained in a clean, safe, and orderly condition, and shall be properly ventilated to prevent condensation, mold growth, and noxious odors;
- C1.1.8.** Fire access and exit doors shall be left clear and unhindered.
- C1.1.9.** Except as otherwise set forth in the Contract, the Provider is responsible for supplying all equipment needed to complete the scope of services.
- C1.1.10.** Provision, maintenance, cleaning, storage, and replacement of all cleaning equipment is to be kept by Provider in a manner consistent with health, safety, and industry best practices. Additionally, all cleaning equipment is subject to inspection by the Department. Immediate removal and prompt repair/replacement must be made for any equipment or product determined to be unacceptable by the Department.
- C1.1.11.** Cleaning areas are to be kept clean and organized.
- C1.1.12.** Environmental Housekeeping services are to be provided in a manner that does not interfere with patient care.
- C1.1.13.** All furniture should be returned to its original position if moved while providing services, unless otherwise directed by the Department.
- C1.1.14.** No damage is to be caused to the building, furnishings, fixtures, or equipment.
- C1.1.15.** When possible, cleaning products should be environmentally friendly.
- C1.1.16.** All equipment and products used in the performance of Environmental Housekeeping Services must remain in good working order and in such condition as not to pose a threat to the health and safety of NEFSH Residents.

- C1.1.17.** All housekeeping duties shall be in accordance with the Hospital's Infection Control Policies and Procedures, and operational standards as defined herein. Copies of the NEFSH's current Infection Control Policies and Procedures are available upon request to the Department's Contract Manager.
- C1.1.18.** The Provider must maintain a clean and sanitary environment at NEFSH. This includes, but is not limited to, the overall appearance and smell of each area covered within the scope of this contract.
- C1.1.19.** In the event of a medical outbreak and at no additional cost to the Department, all surfaces in the affected room/area, as determined by the Hospital's Infection Control Department, shall be thoroughly cleaned and disinfected. Temporary reallocation of staff from other assigned areas is acceptable to address the situation if the need is beyond the capacity of the assigned staff to manage. The Provider is responsible to address such requests during the hours of operation each day.
- C1.1.20.** For health and safety measures and to minimize the potential spread of hazardous waste, NEFSH mandates the use of clean and separate mop heads and fresh cleaning solution from one room to another, depending on the size of the space. The use of disposable microfiber mop heads is highly recommended to prevent cross-contamination. All mop heads and equipment must be clean and properly maintained.
- C1.1.21.** Provider shall perform such other related tasks as may be reasonably requested by NEFSH in connection with the overall goals of the Contract.
- C1.1.22.** Terminal cleaning of resident rooms shall include cleaning and disinfecting of all low-touch and high-touch surfaces, including those that may not be accessible when the room/area was occupied (e.g., patient mattress, bedframe/bed, tops of shelves/ledges, vents), and floors. Terminal cleaning requires cleaning from the cleanest to dirtiest areas to prevent potential pathogen spread.

C1.2. Resident Living Areas:

(25 Living Areas) – **Seven (7) days per week** – 7:00 A.M. to 3:30 P.M (including holidays). Resident Living Areas will receive: 8 hours of cleaning per weekday; a minimum of 4 hours of cleaning on weekend days and on each day of a holiday.

Includes Buildings: 7, 8, 9, 10, 12-2M, 12-3A, 12-3C, 13-1E, 13-1W, 13-2E, 13-2W, 13-3E, 13-3W, 15, 17, 32N, 32S, 36A, 36B, 36C, 36D, 57E, 57W, 58E, and 58W.

C1.2.1. Daily Tasks – Weekdays (Monday through Friday) – each day per Resident Living Area:

- C1.2.1.1.** Clean all Bathrooms/Restrooms: Clean and mop floors with approved disinfectant solution using a fresh solution mixture and mop pad for each restroom. Floors shall be clean of all dirt, debris, mildew, and stains. Brush clean urinals and inside of the toilets with an approved cleaning product. Wipe and disinfect toilet seats on both sides with an approved disinfectant. Scrub sinks, sink faucets, adjacent counters, and fixtures with an approved disinfectant solution. Spot clean doors and walls using an approved disinfectant and mildew retardant solution. All mirrors, metal surfaces/fixtures and enamel surfaces will be cleaned and polished to a high luster. Remove any spots, stains, and splashes from walls adjacent to sinks, toilets, urinals, and showers. Clean, scrub and disinfect showers ensuring that all mildew and soap residue is removed from shower walls and that shower curtains are free of mildew and soap residue. Replenish soap, paper towels, and toilet tissue in appropriate dispensers from the Department's stock.

- C1.2.1.2.** Damp wipe all dispensers with an approved disinfectant solution.

- C1.2.1.3.** Sweep or dust mop Lobby, Hallway, and Common Areas.
- C1.2.1.4.** Perform terminal cleaning of rooms upon discharge, transfer, isolation clearance (e.g., MRSA, C-Diff, etc.), or as otherwise directed by the Department's designated representative.
- C1.2.1.5.** Following a Resident accident (feces, urine spillage, or spillage of other bodily fluids), clean all affected areas and disinfect/deodorize.
- C1.2.1.6.** Spot clean all doors, walls, glass, inserts, mirrors, and cabinets.
- C1.2.1.7.** Clean all water fountains, sinks, and faucets with an approved disinfectant.
- C1.2.1.8.** Clean and disinfect Seclusion Room and furniture.
- C1.2.1.9.** Clean and disinfect Quiet Room and furniture.
- C1.2.1.10.** Clean and sanitize the Nurses' Station.
- C1.2.1.11.** Living Area Dining Rooms: Clean and damp mop floors using a fresh solution mixture and mop pad for each space. Damp wipe counters, tables and furniture after each meal.
- C1.2.1.12.** Lobby, Dayrooms, and Common Areas: Dust all counters, tables, chairs, ledges, shelves, and cabinets.
- C1.2.1.13.** Damp wipe phones, doorknobs, counters, treatment surfaces, and furniture with approved disinfectant solution.
- C1.2.1.14.** Empty all trash into designated refuse containers. Clean and disinfect all waste containers and replace trash liners.
- C1.2.1.15.** Resident Rooms: Clean and damp mop all Resident rooms using a fresh solution mixture and mop pad for each room. Damp wipe ledges, beds, nightstands, and windowsills.
- C1.2.1.16.** Exterior: Sweep front and rear entry/exit ways and patio. Empty, clean, and disinfect outside waste containers and replace trash liners. Remove trash from grounds at entry/exit ways and on patio. Clean entrance doors and frames at all entrances/exits including glass where applicable.
- C1.2.2. Daily Tasks – Weekend Days** (Saturday through Sunday)– each day per Resident Living Area:
 - C1.2.2.1.** Clean all Bathrooms/Restrooms: Clean and mop floors with approved disinfectant solution using a fresh solution mixture and mop pad for each restroom. Floors shall be clean of all dirt, debris, mildew, and stains. Brush clean urinals and inside of the toilets with an approved cleaning product. Wipe and disinfect toilet seats on both sides with an approved disinfectant. Scrub sinks, sink faucets, adjacent counters, and fixtures with an approved disinfectant solution. Spot clean doors and walls using an approved disinfectant and mildew retardant solution. All mirrors, metal surfaces/fixtures and enamel surfaces will be cleaned and polished to a high luster. Remove any spots, stains, and splashes from walls adjacent to sinks, toilets, urinals, and showers. Clean, scrub, and disinfect showers ensuring that all mildew and soap residue is removed from shower walls and that shower curtains are free of mildew and soap residue. Replenish soap, paper towels, and toilet tissue in appropriate dispensers from the Department's stock.
 - C1.2.2.2.** Damp wipe all dispensers with an approved disinfectant solution.

- C1.2.2.3.** Following a Resident accident (feces, urine spillage, or spillage of other bodily fluids), clean all affected areas and disinfect/deodorize.
- C1.2.2.4.** Resident Living Area Dining Rooms: Clean and mop floors with approved disinfectant solution using a fresh solution mixture and mop pad for each space. Damp wipe tables and furniture after each meal.
- C1.2.2.5.** Empty all trash into designated refuse containers. Clean and disinfect all waste containers and replace trash liners.

C1.2.3. Weekly Tasks – Minimum 1x per Week

- C1.2.3.1.** Damp mop floors with approved disinfectant solution using a fresh solution mixture and mop pad for each area.
- C1.2.3.2.** Buff floors in lobby, common rooms, and all high traffic areas. Remove wax residue on baseboards and furniture.
- C1.2.3.3.** Dust all ledges, counters, tables, chairs, desks, ledges, shelves, and cabinets.
- C1.2.3.4.** Perform high dusting and remove any cobwebs.
- C1.2.3.5.** Sweep and damp mop floors in Med Room, Chart Room, Group/Treatment Room, Entrance Lobby, and Exam Room. Damp wipe all windowsills, counters, treatment surfaces and furniture with an approved disinfectant solution.
- C1.2.3.6.** Vacuum any carpeted rooms/areas.
- C1.2.3.7.** Dust and damp mop floors, and clean basins in the Housekeeping Closet and Mop Closet. Empty mop buckets after each use and remove any waste material.
- C1.2.3.8.** Clean baseboards and corners.
- C1.2.3.9.** Clean behind day room chairs and furniture
- C1.2.3.10.** Clean and dust appliances and surfaces in Laundry Room. Sweep and Damp mop floors using a fresh solution mixture and mop head.
- C1.2.3.11.** Sweep and damp mop floors in Linen Room using a fresh solution mixture and mop head. Dust shelves and damp wipe windowsill and ledges.

C1.2.4. Monthly Tasks – Minimum 1x per Month

- C1.2.4.1.** Clean interior windows and inside window screens.
- C1.2.4.2.** On multi-level buildings, 12 and 13, sweep all stairwells.
- C1.2.4.3.** Pressure wash shower walls and floor tiles.
- C1.2.4.4.** Buff all Resident room floors. Remove wax residue on baseboards and furniture
- C1.2.4.5.** Dust HVAC vents.

C1.2.5. Quarterly Tasks – Minimum 4x per Year

- C1.2.5.1.** Clean and sanitize ice machines.
- C1.2.5.2.** Completely wash partitions and spot clean walls to remove graffiti and associated marks.
- C1.2.5.3.** Deep clean day room and lobby chairs.

C1.2.6. Yearly Tasks – Minimum 1x per Year

- C1.2.6.1.** Clean exterior windows on single story buildings.
- C1.2.6.2.** Strip and refinish all floors using a minimum of 4 coats of wax each year. Remove wax residue on baseboards and furniture. Top Scrubbing and recoating are acceptable when appropriate to maintain a clean, durable, and glossy appearance. NEFSH desires a minimum of 6 coats of wax in high traffic areas.

C1.3. Kitchen/Dining Rooms, and Canteen:

Seven (7) days per week – 7:00 A.M. to 3:30 P.M. (Monday through Sunday), including holidays

Includes Buildings: Building 11 – Kitchen/Dining, and Building 2 – Canteen

C1.3.1. Daily Tasks – (Monday through Sunday):

- C1.3.1.1.** Clean and mop floors with approved disinfectant solution using a fresh solution mixture and mop pad for each area. Floors shall be clean of all dirt, debris, mildew, and stains. Damp wipe counters, tables, and furniture after meals at Breakfast and Lunch with approved disinfectant solution.
- C1.3.1.2.** Empty all trash into designated refuse containers. Clean and disinfect all waste containers and replace trash liners.
- C1.3.1.3.** Clean and disinfect all water fountains, sinks, and faucets with an approved disinfectant immediately following meals at Breakfast and Lunch.
- C1.3.1.4.** Clean all Bathrooms/Restrooms: Clean and mop floors with approved disinfectant solution using a fresh solution mixture and mop pad for each restroom. Floors shall be clean of all dirt, debris, mildew, and stains. Brush clean urinals and inside of the toilets with an approved cleaning product. Wipe and disinfect toilet seats on both sides with an approved disinfectant. Scrub sinks, sink faucets, adjacent counters, and fixtures with an approved disinfectant solution. Spot clean doors and walls using an approved disinfectant and mildew retardant solution. All mirrors, metal surfaces/fixtures and enamel surfaces will be cleaned and polished to a high luster. Remove any spots, stains, and splashes from walls adjacent to sinks, toilets, and urinals. Replenish soap, paper towels, and toilet tissue in appropriate dispensers from the Department's stock
- C1.3.1.5.** Exterior: Sweep entry/exit ways. Empty, clean, and disinfect outside waste containers and replace trash liners. Remove trash from grounds at entry/exit ways. Clean entrance doors and frames at all entrances/exits including glass where applicable.

C1.3.2. Weekly Tasks – Minimum 1x per Week

- C1.3.2.1.** Dust, and Damp wipe walls, windowsills, ledges, doorknobs, counters, and tabletops (and legs) in dining areas and with approved disinfectant solution.
- C1.3.2.2.** Perform high dusting and remove any cobwebs.
- C1.3.2.3.** Clean and mop floors with approved disinfectant solution using a fresh solution mixture and mop pad for each area and vacuum mats as applicable.

C1.3.3. Monthly Tasks – Minimum 1x per Month

- C1.3.3.1.** Clean interior windows.
- C1.3.3.2.** Buff all applicable floors. Remove wax residue on baseboards and furniture.
- C1.3.3.3.** Dust HVAC vents.

C1.3.3.4. Spot clean walls to remove graffiti and associated marks.

C1.3.4. Yearly Tasks – Minimum 1x per Year

C1.3.4.1. Clean exterior windows on single story buildings.

C1.3.4.2. Strip and refinish all applicable floors using a minimum of 4 coats of wax each year. Remove wax residue on baseboards and furniture. Top Scrubbing and recoating are acceptable when appropriate to maintain a clean, durable, and glossy appearance. NEFSH desires a minimum of 6 coats of wax in high traffic areas.

C1.4. Programming Services, Staff Development, and Nursing Education Areas:

Five (5) days per week – (Monday through Friday);

Includes Buildings: 33, 34, 35A, 35B, 35C, 35D, 31E, and 43

Two (2) days per week

Includes Building: 13-2, Room #69 Hair Salon

*Special Note: Each of the following four (4) areas can be grouped separately as indicated below to maximize housekeeping staff coverage needs, provided all deliverables for each area are met:

- Adult Recovery Services (Bldgs. 34, 35A, 35B, 35C, 35D, 43);
- Staff Development & Nursing Education (Bldg. 33);
- Shady Oaks Recovery Services (31E); and
- Hair Salon (13-2 Room #69).

C1.4.1. Daily Tasks - Weekdays (Monday through Friday)

C1.4.1.1. Clean all Bathrooms/Restrooms: Clean and mop floors with approved disinfectant solution using a fresh solution mixture and mop pad for each restroom. Floors shall be clean of all dirt, debris, mildew, and stains. Brush clean urinals and inside of the toilets with an approved cleaning product. Wipe and disinfect toilet seats on both sides with an approved disinfectant. Scrub sinks, sink faucets, adjacent counters, and fixtures with an approved disinfectant solution. Spot clean doors and walls using an approved disinfectant and mildew retardant solution. All mirrors, metal surfaces/fixtures and enamel surfaces will be cleaned and polished to a high luster. Remove any spots, stains, and splashes from walls adjacent to sinks, toilets, and urinals. Replenish soap, paper towels, and toilet tissue in appropriate dispensers from the Department's stock

C1.4.1.2. Sweep or dust mop Lobby, Hallway, and Common Areas.

C1.4.1.3. Vacuum mats/rugs.

C1.4.1.4. Empty all trash into designated refuse containers. Clean and disinfect all waste containers and replace trash liners.

C1.4.1.5. Clean and disinfect all water fountains, sinks, and faucets with an approved disinfectant.

C1.4.2. Weekly Tasks – Minimum 1x per Week

C1.4.2.1. Clean and mop hallways, lobbies, and classrooms with approved disinfectant solution using a fresh solution mixture and mop pad for each area.

C1.4.2.2. Dust and damp wipe walls, windowsills, ledges, doorknobs, counters, and tabletops (and legs) in classrooms and lobbies with approved disinfectant solution.

- C1.4.2.3.** Damp wipe walls, doors and door frames, chairs, and furniture in classrooms and lobbies with approved disinfectant solution

C1.4.3. Monthly Tasks – Minimum 1x per Month

- C1.4.3.1.** Spot clean walls to remove graffiti and associated marks.
- C1.4.3.2.** Buff all classroom, hallway, and lobby floors. Remove wax residue from baseboards and furniture.

C1.4.4. Quarterly Tasks – Minimum 4x per Year

- C1.4.4.1.** Perform high dusting and remove any cobwebs.
- C1.4.4.2.** Dust HVAC vents.
- C1.4.4.3.** Deep clean day room chairs.
- C1.4.4.4.** Dust and damp mop floors, and clean sinks in the Housekeeper Closet and/or Mop Closet.

C1.4.5. Yearly Tasks – Minimum 1x per Year

- C1.4.5.1.** Clean exterior windows on single story buildings.
- C1.4.5.2.** Strip and refinish all floors using a minimum of 4 coats of wax each year. Remove wax residue on baseboards and furniture. Scrubbing/Top Scrubbing and recoating is acceptable when appropriate to maintain a clean, durable, and glossy appearance. NEFSH desires a minimum of 6 coats of wax in high traffic areas.

C1.5. Mirage Mall Areas:

Five (5) days per week -- (Monday through Friday)

Includes Buildings 2A, 2B, 2C: (2A – Hair Nest & Sand Dollar Boutique; 2B -- Krafty Kritters & Library; 2C – Game Room & Weight Room).

C1.5.1. Daily Tasks - Weekdays (Monday through Friday)

- C1.5.1.1.** Empty all trash into designated refuse containers. Clean and disinfect all waste containers and replace trash liners.
- C1.5.1.2.** Clean and disinfect all water fountains, sinks, and faucets with an approved disinfectant.
- C1.5.1.3.** Clean all Bathrooms/Restrooms: Clean and mop floors with approved disinfectant solution using a fresh solution mixture and mop pad for each restroom. Floors shall be clean of all dirt, debris, mildew, and stains. Brush clean urinals and inside of the toilets with an approved cleaning product. Wipe and disinfect toilet seats on both sides with an approved disinfectant. Scrub sinks, sink faucets, adjacent counters, and fixtures with an approved disinfectant solution. Spot clean doors and walls using an approved disinfectant and mildew retardant solution. All mirrors, metal surfaces/fixtures and enamel surfaces will be cleaned and polished to a high luster. Remove any spots, stains, and splashes from walls adjacent to sinks, toilets, and urinals. Replenish soap, paper towels, and toilet tissue in appropriate dispensers from the Department's stock

C1.5.2. Weekly Tasks – Minimum 2x per Week

- C1.5.2.1.** Sweep/vacuum floors, mats, and rugs as applicable throughout mall area. Request access to any locked areas.

C1.5.2.2. Damp wipe tabletops with an approved disinfectant solution.

C1.5.3. Monthly Tasks – Minimum 1x per Month

C1.5.3.1. Damp mop rooms and accessible office floors (request access to any locked areas) with approved disinfectant solution using a fresh solution mixture and mop pad for each area.

C1.5.3.2. Buff all applicable floors.

C1.5.3.3. Dust HVAC vents.

C1.5.4. Quarterly Tasks – Minimum 4x per Year

C1.5.4.1. Spot clean walls to remove graffiti and associated marks.

C1.5.4.2. Perform high dusting and remove any cobwebs.

C1.5.4.3. Dust and damp wipe windowsills, ledges, doors and door frames, chairs, doorknobs, counters, tabletops (and legs), and other furniture in lobbies and offices with approved disinfectant solution.

C1.5.5. Yearly Tasks – Minimum 1x per Year

C1.5.5.1. Strip and refinish applicable floors using a minimum of 4 coats of wax each year. Remove wax residue from baseboards and furniture. Scrubbing/Top Scrubbing and recoating is acceptable when appropriate to maintain a clean, durable, and glossy appearance. NEFSH desires a minimum of 6 coats of wax in high traffic areas.

C1.5.5.2. Shampoo/Clean applicable carpeted areas.

C1.6. Gymnasium (John J. Crews Center):

Three (3) days per week and upon request for events -- (Monday through Friday),

Includes Building: 38

C1.6.1. Weekly Tasks – Minimum 3x per Week

C1.6.1.1. Clean all Bathrooms/Restrooms: Clean and mop floors with approved disinfectant solution using a fresh solution mixture and mop pad for each restroom. Floors shall be clean of all dirt, debris, mildew, and stains. Brush clean urinals and inside of the toilets with an approved cleaning product. Wipe and disinfect toilet seats on both sides with an approved disinfectant. Scrub sinks, sink faucets, adjacent counters, and fixtures with an approved disinfectant solution. Spot clean doors and walls using an approved disinfectant and mildew retardant solution. All mirrors, metal surfaces/fixtures and enamel surfaces will be cleaned and polished to a high luster. Remove any spots, stains, and splashes from walls adjacent to sinks, toilets, and urinals. Replenish soap, paper towels, and toilet tissue in appropriate dispensers from the Department's stock.

C1.6.1.2. Empty all trash into designated refuse containers. Clean and disinfect all waste containers and replace trash liners.

C1.6.1.3. Clean and disinfect all water fountains, sinks, and faucets with an approved disinfectant.

C1.6.1.4. Sweep or Dust mop Lobby, Hallway, Offices, and Common Areas, gymnasium floor, bleachers, and under the bleachers.

C1.6.1.5. Sweep Entry/Exit ways, including mats.

C1.6.2. Weekly Tasks – Minimum 1x per Week

C1.6.2.1. Sweep/vacuum floors, mats, and rugs as applicable. Request access to any locked areas.

C1.6.2.2. Damp wipe tabletops with an approved disinfectant

C1.6.3. Monthly Tasks – Minimum 1x per Month

C1.6.3.1. Clean and damp mop rooms, stage, and accessible office floors (request access to any locked areas) with approved disinfectant solution using a fresh solution mixture and mop pad for each area.

C1.6.3.2. Buff Floors and remove wax residue on baseboards or furniture.

C1.6.4. Quarterly Tasks – Minimum 4x per Year

C1.6.4.1. Spot clean walls to remove graffiti and associated marks.

C1.6.4.2. Perform high dusting and remove any cobwebs.

C1.6.4.3. Dust, and Damp wipe HVAC vents, windowsills, ledges, doors and door frames, chairs, doorknobs, counters, tabletops (and legs), and other office furniture in classrooms, lobbies, and offices with approved disinfectant solution.

C1.6.5. Yearly Tasks – Minimum 1x per Year

C1.6.5.1. Strip and refinish applicable floors using a minimum of 4 coats of wax each year. Remove wax residue on baseboards and furniture. Scrubbing/Top Scrubbing and recoating is acceptable when appropriate to maintain a clean, durable, and glossy appearance. NEFSH desires a minimum of 6 coats of wax in high traffic areas.

C1.7. Office and Support Areas:

Five (5) days per week - 7:00 A.M. to 3:30 P.M. – (Monday through Friday); three (3) days per week -- (Monday through Friday); two (2) days per week – (Monday through Friday).

5 days per week -- Includes Buildings: 1; 12 – 1st floor (Legal, Radiology, Lab, Dental, Pharmacy, MTA, and Doctors on Call); 12 - 2nd floor (Infection Control). 4 (Customer Relations/Grace Place); 6 (Admissions/Discharge); 46 (Records/Storage/Offices); and Building 22 - #106 (Guest House- Family Visits)

3 days per week -- Includes Buildings: 3, 5, Offices/Areas in Connector between Building 12 & 13, 13-1st floor offices, 16, 18, 30, 31W, 59, Building 14 (Eagle's Nest), and Building 22 Visitation Center rooms 110 and 111.

2 day per week -- Includes Buildings: 37 (Chapel); 104 (Welcome Center - front gate); Modular 101 (Transportation); and Modular 102 (Property), Modular 103 (Print Shop).

C1.7.1. Daily Tasks - Weekdays (Monday through Friday)

C1.7.1.1. Empty all trash into designated refuse containers. Clean and disinfect all waste containers and replace trash liners.

C1.7.1.2. Clean and disinfect all water fountains, sinks, and faucets with an approved disinfectant solution.

C1.7.1.3. Clean all Bathrooms/Restrooms: Clean and mop floors with approved disinfectant solution using a fresh solution mixture and mop pad for each restroom. Floors shall be clean of all dirt, debris, mildew, and stains. Brush clean urinals and inside of the

toilets with an approved cleaning product. Wipe and disinfect toilet seats on both sides with an approved disinfectant. Scrub sinks, sink faucets, adjacent counters, and fixtures with an approved disinfectant solution. Spot clean doors and walls using an approved disinfectant and mildew retardant solution. All mirrors, metal surfaces/fixtures and enamel surfaces will be cleaned and polished to a high luster. Remove any spots, stains, and splashes from walls adjacent to sinks, toilets, and urinals. Replenish soap, paper towels, and toilet tissue in appropriate dispensers from the Department's stock

- C1.7.1.4.** Damp wipe all dispensers with approved disinfectant solution.
- C1.7.1.5.** Doctor on call area (12-1): In addition to the other daily tasks, change linens, make bed, and place soiled linens in laundry chute.
- C1.7.1.6.** Guest House/Family Visits (22 #106): In addition to other tasks, change linens, make bed, and place soiled linens in designated container. This must be done after each family visit.
- C1.7.1.7.** Clean and mop hallways and lobbies with approved disinfectant solution using a fresh solution mixture and mop pad for each room
- C1.7.1.8.** Spot clean all doors, walls, glass, inserts, mirrors, and cabinets
- C1.7.1.9.** Damp wipe phones, doorknobs, counters, treatment surfaces, and furniture with approved disinfectant solution.
- C1.7.1.10.** Entry/Exit and Exterior: Sweep front and rear entry/exit ways, and patio. Empty, clean, and disinfect outside waste containers and replace trash liners. Remove trash from grounds at entry/exit ways and on patio. Clean entrance doors and frames at all entrances/exits including glass where applicable.

C1.7.2. Weekly Tasks – Minimum 1x per Week

- C1.7.2.1.** Sweep/vacuum floors, mats, and rugs as applicable. Request access to any locked areas.
- C1.7.2.2.** Damp wipe tabletops with an approved disinfectant solution mixture.

C1.7.3. Monthly Tasks – Minimum 1x per Month

- C1.7.3.1.** Damp mop rooms and accessible office floors (request access to any locked areas) with approved disinfectant solution using a fresh solution mixture and mop pad for each room.
- C1.7.3.2.** Buff Floors. Remove wax residue on baseboards and furniture.

C1.7.4. Quarterly Tasks – Minimum 4x per Year

- C1.7.4.1.** Spot clean walls to remove graffiti and associated marks.
- C1.7.4.2.** Perform high dusting and remove any cobwebs.
- C1.7.4.3.** Dust, and Damp wipe HVAC vents, windowsills, ledges, doors and door frames, chairs, doorknobs, counters, tabletops (and legs), and other office furniture in classrooms, lobbies, and offices with approved disinfectant solution.

C1.7.5. Yearly Tasks – Minimum 1x per Year

- C1.7.5.1.** Strip and refinish applicable floors using a minimum of 4 coats of wax each year. Remove wax residue on baseboards and furniture. Scrubbing/Top Scrubbing and

recoating is acceptable when appropriate to maintain a clean, durable, and glossy appearance. NEFSH desires a minimum of 6 coats of wax in high traffic areas.

C1.7.5.2. Shampoo/Clean applicable carpeted areas.

C1.8. Warehouse Area and Laundry:

Two (2) Days per week -- (Monday through Friday).

Includes Building: 19 (Warehouse/Purchasing/Maintenance/Engineering -- office spaces, office space floors, and bathrooms only) and 20 (Laundry)

C1.8.1. Daily Tasks – Minimum 2x per Week

- C1.8.1.1.** Empty all trash into designated refuse containers. Clean and disinfect all waste containers and replace trash liners.
- C1.8.1.2.** Clean and disinfect all water fountains, sinks, and faucets with an approved disinfectant.
- C1.8.1.3.** Clean all Bathrooms/Restrooms: Clean and mop floors with approved disinfectant solution using a fresh solution mixture and mop pad for each restroom. Floors shall be clean of all dirt, debris, mildew, and stains. Brush clean urinals and inside of the toilets with an approved cleaning product. Wipe and disinfect toilet seats on both sides with an approved disinfectant. Scrub sinks, sink faucets, adjacent counters, and fixtures with an approved disinfectant solution. Spot clean doors and walls using an approved disinfectant and mildew retardant solution. All mirrors, metal surfaces/fixtures and enamel surfaces will be cleaned and polished to a high luster. Remove any spots, stains, and splashes from walls adjacent to sinks, toilets, and urinals. Replenish soap, paper towels, and toilet tissue in appropriate dispensers from the Department's stock
- C1.8.1.4.** Damp wipe all dispensers with approved disinfectant solution
- C1.8.1.5.** Sweep or dust mop Lobby, Hallway, and Common Areas.
- C1.8.1.6.** Damp wipe phones, doorknobs, counters, and furniture with approved disinfectant solution.

C1.8.2. Weekly Tasks – Minimum 1x per Week

- C1.8.2.1.** Sweep/vacuum floors, mats, and rugs as applicable. Request access to any locked areas.
- C1.8.2.2.** Entry/Exit way: Sweep front and rear entry/exit ways. Empty, clean, and disinfect outside waste containers and replace trash liners. Remove trash from grounds at entry/exit ways and on patio. Clean entrance doors and frames at all entrances/exits including glass where applicable.

C1.8.3. Monthly Tasks – Minimum 1x per Month

- C1.8.3.1.** Damp mop rooms and accessible office floors (request access to any locked areas) with approved disinfectant solution using a fresh solution mixture and mop pad for each area.
- C1.8.3.2.** Buff Floors. Remove wax residue on baseboards and furniture.

C1.8.4. Quarterly Tasks – Minimum 4x per Year

- C1.8.4.1.** Spot clean walls to remove graffiti and associated marks.

- C1.8.4.2.** Clean / Wash interior of windows.
- C1.8.4.3.** Perform high dusting and remove any cobwebs.
- C1.8.4.4.** Dust, and Damp wipe windowsills, ledges, doors and door frames, chairs, doorknobs, counters, tabletops (and legs), and other office furniture.

C1.8.5. Yearly Tasks – Minimum 1x per Year

- C1.8.5.1.** Strip and refinish applicable floors using a minimum of 4 coats of wax each year. Remove wax residue on baseboards and furniture. Scrubbing/Top Scrubbing and recoating is acceptable when appropriate to maintain a clean, durable, and glossy appearance. The NEFSH desires a minimum of 6 coats of wax in high traffic areas.
- C1.8.5.2.** Clean / Wash exterior of windows (1st floor only, as applicable).

C1.9. Upon Request Only Areas:

These requests shall be at no additional cost to the Department – approximately 1x per Quarter (will coincide with transition of occupants/interns)

Includes the Following: Doctor's Circle Houses (#2, #4, #7, #8, #9, #10, and #11); Hospitality House (Building 22) #102, #105, #107, #202, #205, #206, #207, #208A, #208B, #210, and #211)

C1.9.1. Upon Request Tasks:

- C1.9.1.1.** Clean and dust exterior surfaces of (and behind) furniture and appliances.
- C1.9.1.2.** Clean and damp wipe inside of refrigerator and kitchen cabinets.
- C1.9.1.3.** Wash interior of windows.
- C1.9.1.4.** Dust Walls.
- C1.9.1.5.** Sweep and clean stairwells in multi-story buildings.
- C1.9.1.6.** Vacuum fabric seats and carpeted areas as applicable.
- C1.9.1.7.** Spot clean walls to remove graffiti and associated marks.
- C1.9.1.8.** Perform high dusting and remove any cobwebs.
- C1.9.1.9.** Clean all Bathrooms/Restrooms: Clean and mop floors with approved disinfectant solution using a fresh solution mixture and mop pad. Floors shall be clean of all dirt, debris, mildew, and stains. Wipe and disinfect toilet seats on both sides with an approved disinfectant. Scrub sinks, sink faucets, adjacent counters, and fixtures with an approved disinfectant solution. Spot clean doors and walls using an approved disinfectant and mildew retardant solution. All mirrors, metal surfaces/fixtures and enamel surfaces will be cleaned and polished to a high luster. Remove any spots, stains, and splashes from walls adjacent to sinks, toilets, and showers. Clean, scrub, and disinfect showers ensuring that all mildew and soap residue is removed from shower walls and that shower curtains are free of mildew and soap residue.

C1.9.2. Annual Tasks – Upon Request

- C1.9.2.1.** Strip and refinish applicable floors using a minimum of 4 coats of wax each year. Remove wax residue on baseboards and furniture. Scrubbing/Top Scrubbing and recoating is acceptable when appropriate to maintain a clean, durable, and glossy appearance. NEFSH desires a minimum of 6 coats of wax in high traffic areas.
- C1.9.2.2.** Shampoo/Clean applicable carpeted areas.

C1.10. Medical Waste Collection:

Seven (7) days per week - 7:00 A.M. to 3:30 P.M. – (Monday through Sunday), and each holiday for Building 12 – 1st floor Lab/Dentist/MTA/Pharmacy, Building 12 – 2nd Floor Infection Control, Building 4- Admissions & Discharge, Building 12 & 13 Resident Living Areas: 12-3A, 12-3C, 13-1 East, 13-1 West, 13-2 East, 13-2W, 13-3E, and 13-3W.

One (1) day per week: – 7:00 A.M. to 3:30 P.M. – on a designated weekday as scheduled by the Department. Medical waste collection services shall be performed between 7:00 A.M. and 3:30 P.M. on a designated weekday scheduled by the Department for Buildings 7, 8, 9, 10, 15, 17, 32N, 32S, 36A, 36B, 36C, 36D, 57E, 57W, 58E, and 58W. When the designated collection day falls on a State holiday, services shall still be performed on that holiday. The Department shall provide the designated collection day for the one (1) day per week buildings, and the Provider shall maintain that schedule unless revised in writing by the Contract Manager.

*Special Note: Daily Tasks for Medical Waste Collection are to be added to each of the indicated areas. Housekeeping Staff assigned to these areas are responsible for performing these tasks.

C1.10.1. Daily Tasks - Weekdays (Monday through Friday), per weekend day (Saturday and Sunday), and each holiday.

C1.10.1.1. The Provider, in cooperation with the Hospital's Infection Control Department and in compliance with OSHA regulations, shall be responsible for the collection of medical waste deposited in containers provided by the Department; transportation of full medical waste storage containers to the designated medical waste storage room located at the loading dock area of building 13; and the replenishment of empty storage containers in each area. Medical waste will include the following:

C1.10.1.1.1. Blood, which means human blood, human blood components, and products made from human blood.

C1.10.1.1.2. Contaminated Sharps, which means any contaminated object that can penetrate the skin including, but not limited to, needles, scalpels, broken glass, broken capillary tubes and exposed ends of dental wires.

C1.10.1.1.3. Other Potentially Infectious Materials, which means (1) The following human body fluids: semen, vaginal secretions, cerebrospinal fluid, synovial fluid, pleural fluid, pericardial fluid, peritoneal fluid, amniotic fluid, saliva in dental procedures, any bodily fluid that is visibly contaminated with blood, and all body fluids in situations where it is difficult or impossible to differentiate between body fluids; (2) Any unfixed tissue or organ (other than intact skin) from a human (living or dead); and (3) HIV-containing cell or tissue cultures, organ cultures, and HIV - or HBV - containing culture medium or other solutions; and blood, organs, or other tissues from experimental animals infected with HIV or HBV as defined by Occupational Safety & Health Administration

C1.10.2. The items listed below represent examples of chemicals and supplies currently approved by the Department. Department approval is required prior to the use of any chemicals or supplies.

#	PRODUCT	SDS #
1	BNC-15 Disinfectant for high touch surfaces	1056, 4857

#	PRODUCT	SDS #
2	CLEAN ON THE GO BIORENEWABLES GLASS CLEANER [18] Cleaning agent for glass	4835C
3	CLEAN ON THE GO DAMP MOP [8] Cleaning agent for floors	4736
4	CONTEMPO H202 SPOTTING SOLUTION Cleaning agent for carpet	3037, 3138
5	ISHINE Floor finish for tile floors	4055, 4059
6	RJ8 Cleaning agent for walls, doors, and showers	7110
7	SHINELINE BASEBOARD STRIPPER Stripping solution for floors	6097
8	SHINELINE EMULSIFIER PLUS Stripping solution for floors	0084
9	SPARCREME Cleaning agent for sinks, and inside toilets	135
10	SUPER HDQ NEUTRAL Disinfectant for high touch surfaces	1204

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EXHIBIT C2 – STAFFING PLAN

EXHIBIT D – DELIVERABLES

- D.1.** The service units for this contract shall be defined as one (1) month of service delivery for the tasks outlined in **EXHIBIT C**, including the submission and the Department's approval/acceptance of all reports/deliverables scheduled for each month. The deliverables must be received and accepted by the Contract Manager in writing prior to payment and are subject to subsequent audit, review, and satisfaction of the Department.
- D.1.1.** The Provider shall provide all functions associated with the daily provision of Housekeeping/Janitorial services at the Facilities as detailed in **EXHIBIT C** to the following Areas:
- D.1.1.1.** Monday through Friday, including holidays occurring on a weekday
- D.1.1.2.** Saturday, Sunday, including holidays occurring on a weekend day
- D.1.2.** At a minimum, the Provider will deliver Housekeeping/Janitorial services in accordance with the frequencies and specifications required in **EXHIBIT C** to the Administrative and Ancillary Areas.
- D.1.3. Emergency services** (i.e., cleanup of chemical spills or disinfectant after flood cleanups) shall be delivered in a timely manner as specified in **B.3.7.** no later than 30 minutes following request by the Hospital Facilities Manager or the Department's Contract Manager, during the hours of 7:00 am to 3:30 pm and within sixty (60) minutes outside ordinary hours, unless otherwise directed by the Department.

EXHIBIT E – MINIMUM PERFORMANCE MEASURES

E.1. MINIMUM PERFORMANCE MEASURES

The following performance measures are subject to periodic review by the Department and adjustments to the targets or the measures may be made by mutual agreement. Performance measures may be reviewed monthly or annually as noted below:

- E.1.1.** The Provider shall have no more than three (3) repeat deficiencies per contract year as noted by Hospital Infection Control and NEFSH Environmental personnel. A repeat deficiency is defined as the same type of deficiency occurring in the same service area within thirty (30) calendar days of written notice of a prior deficiency. Deficiencies not under the control of the Provider (i.e., medical outbreak, natural disaster, etc.) shall not be included in this measure.
- E.1.2.** The Provider shall maintain a minimum **Semi-annual Satisfaction Survey** rating of 80% for the Environmental Housekeeping Services provided to Office and Support Areas. Semi-annual ratings will come from a survey provided by the Contract Manager and approved by the Department.
- E.1.3.** The Provider shall maintain a minimum monthly **Quality of Life (QOL) rating** of 80% for the Environmental Housekeeping Services provided to each Resident Living Area per fiscal year. The Department's goal is for the minimum QOL rating on each living area to be at 90% or higher. Monthly ratings will come from the inspection data that is reported on the Quality-of-Life Tool referenced herein.
- E.1.4.** The Provider shall maintain a minimum **Monthly Accountability Survey** rating of 80% for Environmental Housekeeping Services provided to each Resident Living Area. Monthly ratings will come from a survey provided by the Contract Manager, approved by the Department, and given to a direct care representative from each Resident Living Area. The direct care representative from each Resident Living Area will be determined by the Resident Living Area's Senior Registered Nurse Supervisor or delegate.
- E.1.5.** The Provider shall deliver and maintain sufficient staffing to achieve no less than 95% of the required monthly service hours (calculated as the total budgeted hours reflected in the Department-approved staffing plan) and no less than 95% of scheduled service occurrences (defined as each required cleaning session per building based on the assigned frequency in **Exhibit C1**) in the following areas:
 - **Resident Living Areas:** Eight (8) hours of cleaning per weekday and a minimum of four (4) hours per day on Saturdays, Sundays, and State holidays.
 - **Office and Support Areas:** Services shall be provided in accordance with the assigned service frequency in **Exhibit C1**—five (5) days per week, three (3) days per week, or two (2) days per week, Monday through Friday, between 7:00 a.m. and 3:30 p.m., as applicable.

Compliance shall be verified monthly via the Monthly Staff Position Roster (**C.2.6.2.**), Monthly Time Sheets (**C.2.6.8**), Monthly Quality Assurance Report (**C.2.6.9**), task completion logs required under **C.2.5**, and other applicable reports required under this Contract. Tasks documented as incomplete, missed, or not performed during inspections will be deducted from the weekly completion percentage. Both thresholds (required monthly service hours and scheduled service occurrences) must be met independently to achieve compliance."

E.2. PERFORMANCE ADJUSTMENTS

- E.2.1.** In the event the Provider fails to meet Minimum Performance Measures **E-1.3** and **E-1.4** stated above for three consecutive months, or fewer if performance so warrants in the Contract Manager's sole discretion, the Provider shall develop a Corrective Action Plan (CAP), for

Department approval, detailing how it intends to attain the targets in the following month and on a continuous basis throughout the remaining term of the contract. The Department, in its sole discretion, will determine whether the Provider's monthly payment will be adjusted for insufficient progress towards the Corrective Action Plan, or failure to meet the performance measure targets after the Corrective Action Plan expiration date. Details related to monthly payment adjustments are defined as Financial Consequences provided in **6.1** and in **EXHIBIT F-1** of this Contract.

- E.2.2.** Following a 30-calendar day start-up period from the execution date of the contract, if the Provider fails to meet *either threshold of* Minimum Performance Measure **E-1.5** (95% of required monthly service hours or 95% of scheduled service occurrences), the Provider shall be immediately subject to financial consequences for each month in which the applicable Minimum Performance Measure is not met. An exception to this reduction will be allowed, as determined by the Department for extenuating circumstances.
- E.2.3.** In the event the Provider fails to meet Minimum Performance Measures in multiple categories, the Financial Consequences provided in **6.1** and in **EXHIBIT F-1** of this Contract will be applied to all deficient categories for each month in which the Minimum Performance Measures are not met, at the sole discretion of the Department. An exception to this reduction will be allowed, as determined by the Department for extenuating circumstances. Repeat deficiencies for three consecutive months, or fewer if performance so warrants in the Contract Manager's sole discretion, will require the Provider to develop a Corrective Action Plan (CAP) for Department approval, detailing how it intends to attain the targets in the following month and on a continuous basis throughout the year(s) of this contract.
- E.2.4.** Nothing in this section shall limit the Contract Manager's discretion to require a Corrective Action Plan in any circumstance deemed appropriate as described in **5.2, 6.1, D-3.2, E-2.1, and E-2.3**.

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EXHIBIT F1 – METHOD OF PAYMENT**F.1. MINIMUM FINANCIAL SPECIFICATIONS**

F.1.1. This is a multi-year fixed price contract for three (3) years. The total dollar amount for the term shall not exceed **TBD**, subject to an appropriation by the legislature and the availability of funds.

F.1.2. Fixed Price. The Department will pay the Provider for the delivery of services units in accordance with the Payment table below. All payments are associated with the provision of services outlined in **EXHIBITS C** and **C1**, and subject to the Department's acceptance of reports/deliverables as outlined in **EXHIBIT D**.

ORIGINAL CONTRACT TERM				
Term	Service Unit	Monthly Amount	Number of Months	Term Amount (Monthly Amount x Number of Months)
December 1, 2026 – June 30, 2027	One (1) complete month of Housekeeping/Janitorial Services	\$	7	\$
July 1, 2027 – June 30, 2028	One (1) complete month of Housekeeping/Janitorial Services	\$	12	\$
July 1, 2028 – June 30, 2029	One (1) complete month of Housekeeping/Janitorial Services	\$	12	\$
July 1, 2029 – November 30, 2029	One (1) complete month of Housekeeping/Janitorial Services	\$	5	\$
ORIGINAL CONTRACT TOTAL			36	\$

RENEWAL CONTRACT TERM				
Term	Service Unit	Monthly Amount	Number of Months	Term Amount (Monthly Amount x Number of Months)
December 1, 2029 – June 30, 2030	One (1) complete month of Housekeeping/Janitorial Services	\$	7	\$

July 1, 2030 – June 30, 2031	One (1) complete month of Housekeeping/Janitorial Services	\$	12	\$
July 1, 2031 – June 30, 2032	One (1) complete month of Housekeeping/Janitorial Services	\$	12	\$
July 1, 2032 – November 30, 2032	One (1) complete month of Housekeeping/Janitorial Services	\$	5	\$
RENEWAL CONTRACT TOTAL			36	\$

F.2. INVOICE REQUIREMENTS

F.2.1. The Provider shall request payment through submission of a properly completed invoice (**EXHIBIT F-2**) no later than the fifteenth (15th) of the month following the month of service. Each invoice must clearly state the name and address of the Provider, the contract number, the service month for which payment is being requested, the date submitted, and the total dollar amount being requested.

F.2.2. The following applicable reports must be submitted with the invoice:

- F.2.2.1.** Monthly Services Report as referenced in **C.2.6.1**.
- F.2.2.2.** Monthly Staff Position Roster as referenced in **C.2.6.2**.
- F.2.2.3.** Monthly New Hire Report as referenced in **C.2.6.3**
- F.2.2.4.** Emergency Services Report as referenced in **C.2.6.4**
- F.2.2.5.** Monthly Customer Complaints Report as referenced in **C.2.6.5**
- F.2.2.6.** Monthly General Operating Status Report as referenced in **C.2.6.6**
- F.2.2.7.** Monthly Project Work Report as referenced in **C.2.6.7**
- F.2.2.8.** Monthly Time Sheets as referenced in **C.2.6.8**
- F.2.2.9.** Monthly Quality Assurance Report as referenced in **C.2.6.9**
- F.2.2.10.** Any other applicable reports

F.3. ADDITIONAL FINANCIAL CONSEQUENCES

The following financial consequences apply in addition to the Financial Consequences provided in **6.1** of this Contract.

F.3.1. Monthly QOL ratings of below 80% will result in a **5% reduction** on each Residential Living Area each month not to exceed a total of **10%** of the total invoice amount per month.

F.3.2. Monthly Accountability Survey ratings of less than 80% on any Resident Living Area will result in a **5% reduction** of the total invoice amount per month.

F.3.3. Semi-annual Satisfaction Survey ratings of less than 80% will result in a **5% reduction** of the total invoice amount for the applicable invoice month.

F.3.4. Failure to achieve at least 95% of the required monthly staffing hours or at least 95% of scheduled service occurrences as stated in **E.1.5.** shall result in a **5% reduction** of the total invoice amount per month when staffing coverage on Resident Living Areas, Dining/Kitchen and Canteen Areas, and Programming Services Areas is not in accordance with this contract. After the 30- calendar day start-up period from the date of contract execution, this financial consequence will be applied immediately for each deficient service month. An exception to this financial consequence may be allowed, as determined by the Department's Contract Manager, for extenuating circumstances.

F.3.5. Failure to achieve at least 95% of the required monthly staffing hours or at least 95% of scheduled service occurrences as stated in **E.1.5.** shall result in a **5% reduction** of the total invoice amount per month when staffing coverage for Office and Support Areas is not in accordance with this contract. After the 30-calender day start-up period from the date of contract execution, this financial consequence will be applied immediately for each deficient service month. An exception to this financial consequence may be allowed, as determined by the Department's Contract Manager, for extenuating circumstances.

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EXHIBIT F2 – INVOICE

 FLORIDA DEPARTMENT OF CHILDREN AND FAMILIES MYFLFAMILIES.COM		Invoice Number: _____ Date Of Invoice: _____ Service Month: _____ CONTRACT # _____																													
Provider Contact Information: Provider Certification Statement																															
VENDOR NAME Address: Phone: Federal Tax ID: Attn:	I CERTIFY THAT SERVICES HAVE BEEN DELIVERED ACCORDING TO THE TERMS AND CONDITIONS OF THE CONTRACT. Provider Signature: _____ Date: _____																														
DESCRIPTION OF DELIVERABLES / REPORTS AMOUNT																															
A Unit of Service is one month of Environmental Housekeeping Services at the rate of: ○ TBD per month December 1, 2026 thru June 30, 2027 FY27 total: TBD ○ TBD per month July 1, 2027 thru June 30, 2028 FY28 total: TBD ○ TBD per month July 1, 2028 thru June 30, 2029 FY29 total: TBD ○ TBD per month July 1, 2029 thru November 30, 2029 FY30 total: TBD Financial Consequences Deductions: <table style="width: 100%; border-collapse: collapse;"> <tr> <td style="width: 40%;">F.3.1. Monthly QOL (# of LAs below 80%)</td> <td style="width: 10%; text-align: center;">X</td> <td style="width: 10%; text-align: center;">5%</td> <td style="width: 40%;"></td> </tr> <tr> <td>F.3.2. Monthly Accountability Survey</td> <td style="text-align: center;">X</td> <td style="text-align: center;">5%</td> <td></td> </tr> <tr> <td>F.3.3. Semi-Annual Satisfaction Survey</td> <td style="text-align: center;">X</td> <td style="text-align: center;">5%</td> <td></td> </tr> <tr> <td>F.3.4. Staffing Hours in Living Areas</td> <td style="text-align: center;">X</td> <td style="text-align: center;">5%</td> <td></td> </tr> <tr> <td>F.3.5. Staffing Hours in Prog./ Supp.Areas</td> <td style="text-align: center;">X</td> <td style="text-align: center;">5%</td> <td></td> </tr> </table> Other Deductions: <table style="width: 100%; border-collapse: collapse;"> <tr> <td style="width: 40%; text-align: center;">X</td> <td style="width: 10%;"></td> <td style="width: 10%; text-align: center;">X</td> <td style="width: 40%;"></td> </tr> <tr> <td style="text-align: center;">X</td> <td></td> <td style="text-align: center;">X</td> <td></td> </tr> </table>		F.3.1. Monthly QOL (# of LAs below 80%)	X	5%		F.3.2. Monthly Accountability Survey	X	5%		F.3.3. Semi-Annual Satisfaction Survey	X	5%		F.3.4. Staffing Hours in Living Areas	X	5%		F.3.5. Staffing Hours in Prog./ Supp.Areas	X	5%		X		X		X		X		TBD	
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X		X																													
X		X																													
TOTAL INVOICE AMOUNT:		TBD																													
Submit Invoices To: Contract Manager Certification Statement																															
Enjoli Wynn, Contract Manager Northeast Florida State Hospital 7487 South State Road 121 Macclenny, Florida 32063 (850) 756-5740	I CERTIFY THAT SERVICES HAVE BEEN DELIVERED ACCORDING TO THE TERMS AND CONDITIONS OF THE CONTRACT. SUPPORTING DOCUMENTATION IS AVAILABLE IN THE CONTRACT FILE AND RELATED MEDICAL RECORDS. Contract Manager Signature: _____ Date: _____																														

ATTACHMENT 1 – MAP OF NORTHEAST FLORIDA STATE HOSPITAL

