



**Westchester
Medical Center**

Westchester Medical Center Health Network

REQUEST FOR PROPOSALS

RFP #: WHN - C - 0042

COMPREHENSIVE HOUSEKEEPING & ENVIRONMENTAL SERVICES

FOR

WMC HEALTH NETWORK

- WMC Valhalla Campus
- WMC MHRH Campus
- Bon Secours Charity Health System, Good Samaritan Hospital
- Bon Secours Charity Health System, St. Anthony Hospital (including Mount Alverno Center and Schervier Pavilion)
- Bon Secours Charity Health System, Bon Secours Community Hospital (including St. Joseph's Place)
- Health Alliance Hospital, Mary's Avenue Campus and Broadway Campus
- Margaretville Hospital and Mountainside Residential Care Center
- Advanced Physician Services
- Bon Secours Charity Medical Group

RFP Issue Date: January 23, 2019

Proposal Due Date: March 1, 2019

**WESTCHESTER MEDICAL CENTER HEALTH NETWORK
SUPPORT SERVICES**

**WESTCHESTER MEDICAL CENTER
Executive Offices at Taylor Pavilion
Office of Legal Affairs
100 Woods Road
Valhalla, New York 10595**

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- Attachment D- Disclosure of Prior Non-Responsibility Determinations
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1. Introduction and Background

1.1 Purpose of the Request for Proposals

The WMC Health Network (“WMC Health”) is issuing this Request for Proposals (“RFP”) to identify, select and engage one or more housekeeping and environmental services vendors (each a “Vendor”) capable of providing comprehensive housekeeping and environmental services at Westchester Medical Center, Valhalla campus, MidHudson Regional Hospital of Westchester Medical Center, Bon Secours Charity Health System hospitals, Mount Alverno Center, Schervier Pavilion, St. Joseph’s Place, Health Alliance of the Hudson Valley hospitals, Margaretville Hospital, Mountainside Residential Care Center, and affiliated sites as listed below in this Section 1.1 (each, a “site”, collectively “the sites”). The prospective respondents to this RFP (“Respondents” or “Proposers”) must demonstrate the ability to provide a comprehensive program according to the specifications outlined in this RFP. Each Proposer shall provide the Corporation with a proposal describing in detail, all management staff and hourly staff that will provide services to the Corporation, all required cleaning agents, supplies and equipment for the proper and efficient operation, programmatic specifications, and quality assurance measures of the Corporation’s Housekeeping and Environmental Services (“EVS”) at each site.

Proposer must demonstrate that its management team (the “EVS Management Team”) possesses the unique knowledge and specific skill set necessary to achieve effective and satisfactory management of EVS in a large health network. The EVS Management Team is an extremely important component of housekeeping and environmental services. The EVS Management Team must be professional and knowledgeable in the application of procedures when working in the presence of patients, their families and visitors, and other clinical staff members with whom they interact. The EVS Management Team is integral to ensuring successful operations of EVS and Proposers should describe how their management team is prepared to successfully manage EVS services specifically in a clinical setting. As a part of its responsibilities, the EVS Management Team will be responsible for training the entire EVS staff and continually ensuring adherence to the procedures and processes in which EVS staff are trained and that must be followed during EVS staff’s daily activities.

The EVS Management Team must have stringent and extensive training regarding infection control procedures to understand and know how to protect themselves, their employees, staff, and patients from infection or cross contamination of blood borne and other pathogens. Additionally, an understanding of strict hand hygiene techniques is essential, as proper and frequent hand hygiene is the single most effective method to decrease the spread of infectious disease.

All management personnel must also possess extensive knowledge and training in handling various streams of waste, including Regulated Medical Waste, Hazardous Materials, Pharmaceutical Waste, Universal Waste, and Recyclable Materials. All waste streams are to be handled carefully and properly to avoid exposure and disposed of properly according to strict regulatory requirements and Corporation’s policies. The EVS Management Team must know how to recognize and handle any waste stream which they may encounter in their daily activities.

Part of the Management Team’s responsibility is to interact frequently with patients, their families and visitors, and other staff throughout the facility; therefore, the EVS Management Team must possess a thorough understanding of organizational and interpersonal dynamics in relating to patients and their families, and able to train and demonstrate these skills to the staff they manage.

The EVS Management Team will also be responsible for monitoring the quality of services provided by their staff. It is expected that the EVS Management Team will periodically survey patients and Corporation’s staff and conduct other forms of inspection to determine the level of quality their employees achieve in all areas worked. If the required level of quality is not achieved, the EVS Management Team is then responsible and should be able to coach EVS staff appropriately.

The EVS Management Team must also have a complete understanding of how to work and clean in the various specialty areas such as Operating Suites, Labor and Delivery Suites, MRI Suites, Cardiac Catheterization Suites, Laboratories, Pharmacies, other sterile and semi-sterile areas, and critical ancillary areas of the facility. Each area has special techniques which have to be learned and utilized by the EVS staff to effectively clean these areas. The Management Team overseeing these areas must be well versed in the health and safety precautionary techniques required to work in these areas.

As is clearly demonstrated by this executive summary including the list of requirements unique to the hospital housekeeping environment, this is a field which requires anyone performing this function to have significant experience and

expertise in the techniques utilized to keep a hospital facility clean and sanitized. It is to that end that WMC Health will only accept proposals from qualified Vendors able to demonstrate extensive experience and expertise in major health networks and academic medical centers.

WMC shall retain the right of approval over certain matters, including but not limited to, approval of the selection of all Vendors and subcontractors and approval of any rules and policies regarding housekeeping and environmental services.

All prospective RFP Respondents shall submit proposals to provide services at the following sites:

Site #	Affiliation	Site Name	Site Address	Estimated Square Footage
Site 1	WMC	Ambulatory Care Pavilion- (1 st , 2 nd , 3rd floors)- Opening in April, 2019	100 Woods Road, Valhalla, NY 10595	167,723
Site 2	WMC	Ambulatory Care Pavilion- (Bed Tower Expansion- 4 floors)- Expected Opening Q4, 2019	100 Woods Road, Valhalla, NY 10595	16,060
Site 3	WMC	Beechwood Hall Common Areas	100 Woods Road, Valhalla, NY 10595	5,000
Site 4	WMC	Cedarwood Hall	100 Woods Road, Valhalla, NY 10595	29,104
Site 5	WMC	Elmwood Hall	100 Woods Road, Valhalla, NY 10595	25,000
Site 6	WMC	Maplewood Hall Common Areas	100 Woods Road, Valhalla, NY 10595	5,000
Site 7	WMC	Suite 0250N Bone Marrow & Stem Cell Transplant	19 Bradhurst Avenue, Hawthorne, NY 10532	822
Site 8	WMC	Suite 0300S Lithotripsy	19 Bradhurst Avenue, Hawthorne, NY 10532	5,561
Site 9	WMC	Suite 0500N/0550S	19 Bradhurst Avenue, Hawthorne, NY 10532	5,049
Site 10	WMC	Suite 0540S Peds Pulmonary	19 Bradhurst Avenue, Hawthorne, NY 10532	618
Site 11	WMC	Suite 1000N Advance Imaging & Pre Admission	19 Bradhurst Avenue, Hawthorne, NY 10532	10,507
Site 12	WMC	Suite 1700	19 Bradhurst Avenue, Hawthorne, NY 10532	3,761
Site 13	WMC	Suite 2000N Clinical Research Institute	19 Bradhurst Avenue, Hawthorne, NY 10532	1,704
Site 14	WMC	Suite 2200N Hematology Children/Women	19 Bradhurst Avenue, Hawthorne, NY 10532	2,502
Site 15	WMC	Suite 2300N Advanced Oncology & Infusion	19 Bradhurst Avenue, Hawthorne, NY 10532	5,578
Site 16	WMC	Suite 2600S Advanced Laboratory Services	19 Bradhurst Avenue, Hawthorne, NY 10532	2,055
Site 17	WMC	Suite 3080N HR	19 Bradhurst Avenue, Hawthorne, NY 10532	8,285
Site 18	WMC	Suite 3150N Payroll	19 Bradhurst Avenue, Hawthorne, NY 10532	2,255
Site 19	WMC	Suite 3700S Advanced Women's Imaging Center	19 Bradhurst Avenue, Hawthorne, NY 10532	4,860
Site 20	WMC	Suite 3750S Heart & Vascular Imaging	19 Bradhurst Avenue, Hawthorne, NY 10532	7,137
Site 21	WMC	Suite 3800S Balance Center	19 Bradhurst Avenue, Hawthorne, NY 10532	2,778
Site 22	WMC	Westchester Medical Center (MFCH, Main Hospital, Macy, TCC, BHC)	100 Woods Road, Valhalla, NY 10595	1,382,901
Site 23	MHRH	Residential House- Used as an On-Call Room	7 Cook Street, Poughkeepsie, NY 12601	2,600

Site #	Affiliation	Site Name	Site Address	Estimated Square Footage
Site 24	MHRH	Residential House- Used as an On-Call Room	3 Cook Street, Poughkeepsie, NY 12601	1,712
Site 25	MHRH	Suite 301	19 Baker Ave., Poughkeepsie, NY 12601	4,107
Site 26	MHRH	115 Delafield	115 Delafield Ave, Poughkeepsie, NY 12601	7,055
Site 27	MHRH	4th Floor - 201 South Avenue	201 South Avenue, Poughkeepsie, NY 12601	3,900
Site 28	MHRH	Hyde Park Day Care	4246 Albany Post Road, Suite 1, Hyde Park, NY 12538	6,000
Site 29	MHRH	Martha Lawrence	23 Spackenkill Road, Poughkeepsie, New York 12601	15,433
Site 30	MHRH	MidHudson Regional Hospital Of Westchester Medical Center	241 North Road, Poughkeepsie, NY 12601	307,354
Site 31	MHRH	Panichi Family Center	15 Hastings Drive, Beacon, New York 12508	6,375
Site 32	MHRH	Suite 100	19 Baker Ave., Poughkeepsie, NY 12601	5,561
Site 33	MHRH	Suite 101, 103 & 103a	19 Baker Ave., Poughkeepsie, NY 12601	9,416
Site 34	MHRH	Suite 206	19 Baker Ave., Poughkeepsie, NY 12601	5,112
Site 35	MHRH	Suite 305	19 Baker Ave., Poughkeepsie, NY 12601	5,922
Site 36	MHRH	The Atrium Tower – Hudson Valley Property Holdings	1 Webster Avenue, Poughkeepsie, NY 12601	70,500
Site 37	Health Alliance	Bridge Street Family Medicine	16 West Bridge Street, Saugerties, NY 12477	2,513
Site 38	Health Alliance	Administrative offices	741 Grant Avenue, Lake Katrine, NY 12449	14,267
Site 39	Health Alliance	BridgeBack Extension Clinic	2905-2 Route 9W, Saugerties, NY 12477	960
Site 40	Health Alliance	Bridgeback/Methadone Clinic	2-10 Barbarossa Lane, Kingston, NY 12401	7,536
Site 41	Health Alliance	Education Office/Care Mgmt/Storage/Vacant	394 Hasbrouck Avenue, Kingston, NY 12401	3,500
Site 42	Health Alliance	Foxhall Ambulatory Surgery Center	64 Janssen Avenue, Kingston, NY 12401	4,259
Site 43	Health Alliance	Health Alliance - Broadway Campus	396 Broadway, Kingston, NY 12401	229,259
Site 44	Health Alliance	Health Alliance - Mary's Ave. Campus	105 Mary's Ave, Kingston, NY 12401	40,494
Site 45	Health Alliance	Kingston WoRx	25-35 Barbarossa Lane, Kingston, NY 12401	6,500
Site 46	Health Alliance	Margaretville Hospital	42084 New York 28, Margaretville, NY 12455	43,000
Site 47	Health Alliance	Medical Pavilion - Ste 5	111 Mary's Avenue, Kingston, NY 12401	2,657
Site 48	Health Alliance	Mountainside Residential Care Center	42158 NY-28, Margaretville, NY 12455	50,550
Site 49	Health Alliance	Oncology Support House	80 Mary's Avenue, Kingston, NY 12401	2,274
Site 50	Health Alliance	Palen Building	42082 Route 28, Margaretville, NY 12455	2,808

Site #	Affiliation	Site Name	Site Address	Estimated Square Footage
Site 51	Health Alliance	Physical Therapy	371 Broadway, Kingston NY	7,055
Site 52	Health Alliance	Physician Timeshare Offices/Hospital Office Staff	42080 Route 28, Margaretville, NY 12455	2,269
Site 53	Health Alliance	Sisters House	53 Plymouth Avenue, Kingston , NY 12401	1,728
Site 54	Health Alliance	Ste. 101- Medical Office Space	368 Broadway, Kingston, NY	950
Site 55	Health Alliance	Ste. 302 & 304- Office Space	368 Broadway, Kingston, NY	1900
Site 56	Health Alliance	The Kingston Hospital Dialysis and Diabetes Center	37 Albany Ave., Kingston, NY 12041	11,840
Site 57	Health Alliance	Thrift Store/File Storage/Garage Bays/Bulk Storage	18-32 E. O'Reilly Street, Kingston , NY 12401	9,862
Site 58	Charity Med PC	Cardiology Consultants A (Stony Point)	12 Liberty Square, Stony Point, NY	2,925
Site 59	Charity Med PC	Lafayette Medical	599 State Route 32, Highland Mills, NY 10930	937
Site 60	Charity Med PC	Monroe Primary Care	745 Route 17M, Monroe, NY 10950	1,165
Site 61	Charity Med PC	Primary Medical Care Rockland	124 E Ramapo Road Suite 4, Garnerville, NY	750
Site 62	Charity Med PC	Rockland Pulmonary Medical Associates Stony Point	27 Liberty Sq. Mall, Stony Point, NY 10980	870
Site 63	Charity Med PC	3rd Floor Suites	159/161 E. Main Street ,Port Jervis, NY 12771	6,058
Site 64	Charity Med PC	Alam Internal Medicine	906 Pennsylvania Ave., Matamoras, PA 18336	1,500
Site 65	Charity Med PC	Byadgi Internal Medicine	601 Broad St., Milford, PA 18337	1,575
Site 66	Charity Med PC	Cardiology Consultants	1 Crosfield Ave., West Nyack, NY 10994	2,013
Site 67	Charity Med PC	Evers Internal Medicine	104 Bennett Avenue ,Milford, PA 18337	1,073
Site 68	Charity Med PC	Goshen Primary Care/ Warwick Palliative Care	1 Hatfield Lane, Goshen, NY 10924	1,847
Site 69	Charity Med PC	Hudson Valley Medical	26 Firemans Memorial Drive ,Pomona, NY 10970	5,250
Site 70	Charity Med PC	Lutwak Cardiology	505 Route 208, Monroe, NY 10950	1,645
Site 71	Charity Med PC	Mahwah Medical	10 Franklin Turnpike, Mahwah, NJ 07430	3,750
Site 72	Charity Med PC	Mehta Pulmonary	55 Old Nyack Turnpike, Nanuet, NY 10954	720
Site 73	Charity Med PC	Metropolitan Cardiology	30 Hatfield Lane ,Goshen, NY 10924	2,879
Site 74	Charity Med PC	Neurology	100 Route 59, Suffern, NY 10901	3,472

Site #	Affiliation	Site Name	Site Address	Estimated Square Footage
Site 75	Charity Med PC	North Rockland Medical	71 S. Route 9W, West Haverstraw, NY 10592	1,620
Site 76	Charity Med PC	Por Jervis Cardiology	5 Skinner St ,Port Jervis, NY 12771	1,575
Site 77	Charity Med PC	Ramapo Valley Surgical	70 Hatfield Lane ,Goshen, NY 10924	10,403
Site 78	Charity Med PC	Ramapo Valley Surgical	10 Liberty Square, Stony Point, NY 10980	900
Site 79	Charity Med PC	RHVA	972 Route 45 ,Pomona, NY 10970	1,725
Site 80	Charity Med PC	RHVA	100 Commerce Dr ,New Windsor, NY 12553	1,534
Site 81	Charity Med PC	Rockland Heart Vascular Associates	79 Rt 59 ,Suffern, NY 10901	932
Site 82	Charity Med PC	Rockland Pulmonary	2 Crosfield Ave ,West Nyack, NY 10994	8,338
Site 83	Charity Med PC	Shah Internal Medicine	33 Delaware Street, Port Jervis, NY 12771	1,538
Site 84	Charity	1st Floor - Hospital Suites	159/161 E. Main Street ,Port Jervis, NY 12771	1,775
Site 85	Charity	Bon Secours Community Hospital	160 E. Main Street, Port Jervis, NY 12771	148,933
Site 86	Charity	Frawley Building	3 Campbell Avenue, Suffern, NY 10901	3,800
Site 87	Charity	Good Samaritan Hospital	255 Lafayette Avenue, Suffern, NY 10901	441,219
Site 88	Charity	Good Samaritan Hospital- Charity Foundation Building	255 Lafayette Avenue, Suffern, NY 10901	6,650
Site 89	Charity	Good Samaritan Hospital- Sheehan Building	255 Lafayette Avenue, Suffern, NY 10901	4,000
Site 90	Charity	Good Samaritan Hospital- Weiss Renal Building	255 Lafayette Avenue, Suffern, NY 10901	9,326
Site 91	Charity	Home Care	1 Crosfield Ave., West Nyack, NY 10994	6,689
Site 92	Charity	Imaging	55 Ronald Regan Blvd, Warwick, NY 10990	1,575
Site 93	Charity	Medical Office	32 Canal St, Port Jervis, NY 12771	2,646
Site 94	Charity	Medical Office Building- Common Areas	159/161 E. Main Street ,Port Jervis, NY 12771	6,000
Site 95	Charity	Mt. Alverno Center	20 Grand Street, Warwick, New York 10990	92,225
Site 96	Charity	Physical Therapy	153 S Route 94, Warwick, NY 10990	1,875
Site 97	Charity	Revenue Cycle	28 Orange Street, Port Jervis, NY 12771	2,250
Site 98	Charity	Schervier Pavilion	22 Van Duzer Place, Warwick, New York 10990	63,000
Site 99	Charity	Sleep Center	30 Canal St., Port Jervis, NY 12771	1,200
Site 100	Charity	Sleep Center	74 N Main St, Ground Fl, Florida, NY 10921	1,950
Site 101	Charity	St. Anthony's Community Hospital	15 Maple Avenue, Warwick, New York 10990	97,959
Site 102	APS	2nd Floor	1561 Ulster Avenue, Lake Katrine (Kingston), NY 12449	3,563
Site 103	APS	APS New Windsor	575 Hudson Valley Ave., New Windsor, NY 12553	9,295

Site #	Affiliation	Site Name	Site Address	Estimated Square Footage
Site 104	APS	APS OBGYN	785 Rt 17M ,Monroe, NY	1,350
Site 105	APS	APS OBGYN	974 Route 45,Pomona , NY	2,434
Site 106	APS	APS Ortho	200 Westage Business Center Drive, Fishkill, NY	4,708
Site 107	APS	Carmada Care Center at Putnam Hospital Center	670 Stoneleigh Ave, C-118, Carmel, NY 10512	900
Site 108	APS	Kingston OBGYN	373 Broadway, Kingston NY	2,120
Site 109	APS	Medical Offices- 2nd Floor	689 Mamaroneck Ave, Mamaroneck, NY 10543	3,800
Site 110	APS	OBGYN	673 Route 17M, Monroe NY	975
Site 111	APS	Suite 1300- Orthopedics	19 Bradhurst Avenue, Hawthorne, NY 10532	5,209
Site 112	APS	Suite 1900- Urology	19 Bradhurst Avenue, Hawthorne, NY 10532	3,188
Site 113	APS	Suite 200- Nephrology	19 Bradhurst Avenue, Hawthorne, NY 10532	3,345
Site 114	APS	Suite 2550- Advanced Gastroenterology	19 Bradhurst Avenue, Hawthorne, NY 10532	806
Site 115	APS	Suite 2575S Oncology	19 Bradhurst Avenue, Hawthorne, NY 10532	2,967
Site 116	APS	Suite 2700S Maternal Fetal Medicine	19 Bradhurst Avenue, Hawthorne, NY 10532	7,746
Site 117	APS	Suite 2750S APS GYN/ Oncology	19 Bradhurst Avenue, Hawthorne, NY 10532	2,754
Site 118	APS	Suite 2800- Neurology	19 Bradhurst Avenue, Hawthorne, NY 10532	1,595
Site 119	APS	Suite 2850- Neurology	19 Bradhurst Avenue, Hawthorne, NY 10532	2,300
Site 120	APS	Suite 2900- Brain and Spine Institute	19 Bradhurst Avenue, Hawthorne, NY 10532	1,845
Site 121	APS	Suite 3	111 Mary's Avenue, Kingston , NY 12401	6,587
Site 122	APS	Suite 3040N Rehabilitation Medicine	19 Bradhurst Avenue, Hawthorne, NY 10532	920
Site 123	APS	Suite 3050N Multispecialty	19 Bradhurst Avenue, Hawthorne, NY 10532	2,240
Site 124	APS	Suite 3060N APS Internal Medicine	19 Bradhurst Avenue, Hawthorne, NY 10532	6,551
Site 125	APS	Suite 3070/3090N GYN/Oncology	19 Bradhurst Avenue, Hawthorne, NY 10532	5,502
Site 126	APS	Suite 3100N APS Administrative Office	19 Bradhurst Avenue, Hawthorne, NY 10532	2,529
Site 127	APS	Suite 3850S Heart & Vascular	19 Bradhurst Avenue, Hawthorne, NY 10532	7,444
Site 128	APS	Suite 5	7 Coates Drive, Goshen, NY 10924	1,178
Site 129	APS	The Atrium Tower – Hudson Valley Property Holdings	1 Webster Avenue, Poughkeepsie, NY 12601	14,568

1.2 Background¹

A. WMC Health Network.

WMC Health is comprised of Westchester Medical Center, MidHudson Regional Hospital, Maria Fareri's Children Hospital, Behavioral Health Center at Westchester Medical Center, Good Samaritan Hospital, St. Anthony's Community Hospital, Bon Secours Community Hospital, Health Alliance: Broadway Campus, Health Alliance: Mary's Avenue Campus, and Margaretville Hospital. WMC Health and each of its component entities may be hereinafter be referred to collectively, as "WMC Health" or the "Corporation". WMC Health, is a unique network of care, solely focused on advancing the health and well-being of the residents of the Hudson Valley, and ensuring that the highest level of healthcare is available as close to home as possible in the region. Westchester Medical Center was born and raised, so to speak, in the Hudson Valley. WMC Health brings together a comprehensive network of more than 250 partners, thousands of physicians and a workforce of nearly 10,000 to provide the finest care at all levels for the children and adults of the region.

WMC Health is expanding care with a new network spanning 6,200 square miles and totaling ten hospitals on five campuses with nearly 1,500 beds, including trauma centers, community hospitals and the region's only children's hospital, dozens of specialized institutes and centers, homecare, assisted living and one of the largest mental health systems in New York— with the flagship Westchester Medical Center providing the most advanced care when the residents of the region need it most.

In just over a decade, Westchester Medical Center has grown from a single campus and the advanced-care lifeline for the residents of our region, to a \$2.1 billion network with partners at every level of the healthcare continuum. And, as the healthcare and wellness needs for the Hudson Valley continue to grow, WMC Health will grow with them.

B. Westchester Medical Center Valhalla Campus (WMC) & MidHudson Regional Hospital of Westchester Medical Center (MHRH).

i. Overview

Westchester Medical Center is operated by Westchester County Health Care Corporation, a public benefit corporation established by the New York State Legislature pursuant to Article 10-C of the New York Public Authorities Law. On January 1, 1998, the facilities and operations of the Westchester County Department of Hospitals were transferred to Westchester County Health Care Corporation, which is now responsible for the programs, services, and operations of the medical center.

WMC is a regional, tertiary level academic medical center, composed of University Hospital, Maria Fareri Children's Hospital at Westchester Medical Center, and the Behavioral Health Center in Valhalla, New York as well as MidHudson Regional Hospital of Westchester Medical Center in Poughkeepsie, New York. WMC serves as the Hudson Valley's most advanced medical care and referral hospital, serving a population of more than 3.5 million people. WMC's Valhalla campus is licensed to operate with a total of 652 patient beds, including 415 beds in University Hospital; 136 beds in the Maria Fareri Children's Hospital at Westchester Medical Center; and 101 beds in the Behavioral Health Center that provides inpatient and outpatient psychiatric care. MHRH is licensed to operate 243 patient beds.

With more than 1,200 attending physicians and 7,000 healthcare professionals, WMC delivers industry-leading advanced medical care in specialties and services ranging from, but not limited to: cardiovascular diagnostics; cardiothoracic surgery; vascular surgery; vein treatment; neurosciences; neurosurgery; neuro-psychology; neurovascular intervention; heart, liver, and kidney transplants; advanced obstetrics and gynecology; and robotic surgery. WMC is a Level I Trauma & Burn Center and a nationally recognized bariatric surgery center. WMC is also home to one of the most technologically and clinically proficient advanced imaging centers in the region.

In 2019, Westchester Medical Center will complete construction on their new Ambulatory Care Pavilion. The Pavilion will include 185,000 square feet of ambulatory care service space, including an Advanced Imaging Center, Ambulatory Surgery Center and Heart and Vascular Institute, and a 20,000-square-foot private-room expansion for Westchester Medical Center, plus another 75,000 square feet for physician offices.

¹ The financial and volume data provided herein is for informational purposes only and is no guarantee of future volume or performance.

In addition to a full range of specialized care services, WMC offers nine (9) Centers of Excellence, which include:

1. Heart Center
2. Trauma Care
3. Maria Fareri Children’s Hospital
4. Transplantation
5. Cancer Center
6. Neuroscience Center
7. Hybrid OR
8. Interventional Radiology
9. Cell and Tissue Engineering Laboratory (CTEL)

C. Bon Secours Charity Health System.

i. Overview

Bon Secours Charity Health System (BSCHS) is a multi-state healthcare provider serving nearly a million people in the lower Hudson Valley, New Jersey and Pennsylvania. BSCHS has received national recognition, rankings and numerous awards for the level of care it provides including Distinguished Hospital Award for the top 100 hospitals by Health Grades and Truven’s Top 100 Hospitals for Cardiac Surgery.

BSCHS is comprised of Good Samaritan Hospital in Suffern, NY; Bon Secours Community Hospital in Port Jervis, NY; St. Anthony Community Hospital in Warwick, NY; a certified home health agency; two long-term care facilities; an assisted living/adult home facility and several other medical programs located throughout the region. Mount Alverno Center is a New York State-licensed Adult Home with an Assisted Living Program serving 85 residents. Schervier Pavilion is a 120-bed, skilled nursing facility dedicated to the highest standard of healthcare excellence.

D. Health Alliance of the Hudson Valley

i. Overview

Health Alliance of the Hudson Valley (HAHV) is an integrated health care system committed to providing quality and compassionate medical care for patients, their families and the community. HAHV is dedicated to offering a full range of services and medical options, while strengthening the quality of your health care.

The HealthAlliance of the Hudson Valley system is comprised of Mary’s Ave Campus, Broadway Campus, Margaretville Hospital and Mountainside Residential Care Center.

Health Alliance of the Hudson Valley is planned to undergo a consolidation, whereby a new bed tower will be constructed on its Mary’s Avenue campus. The Broadway campus will transform into a medical village that will focus on outpatient services. The tower expansion is expected to be completed, tentatively, by Q1 2021.

2. RFP Instructions

2.1 General Instructions

Prospective Respondents should read this entire document. The Respondent must complete all sections of this RFP and sign where indicated. Submission of this RFP represents acceptance of all terms, conditions and prices contained herein.

2.2 Letter of Intent

Vendors interested in responding to the RFP must submit a Letter of Intent to Propose to the Designated Contact(s) by **January 29, 2019**. Letters of Intent to Propose shall be non-binding.

2.3 RFP Questions and Clarifications

All questions or requests for clarification concerning the RFP shall be submitted in writing or via e-mail to the Designated Contact(s) by **February 13, 2019 at 4PM**. No questions or requests for clarification will be accepted by telephone. Questions submitted by vendors and all Corporation’s responses will be distributed to all prospective proposers.

2.4 Key Events/Timeline

Event		Date
RFP Release		January 23, 2019
Mandatory RFP Conferences		
Monday, February 4, 2019	9 AM	Westchester Medical Center, Valhalla, NY- Main Lobby
	2 PM*	Good Samaritan Hospital, Suffern, NY- Main Lobby
Tuesday, February 5, 2019	11 AM	Bon Secours Community Hospital- Port Jervis, NY- Main Lobby
	2 PM*	St. Anthony’s Community Hospital- Warwick, NY- Main Lobby
Wednesday, February 6, 2019	11 AM	Health Alliance of the Hudson Valley, Broadway Campus, Kingston, NY- Main Lobby
	1 PM*	Health Alliance of the Hudson Valley, Mary’s Ave Campus, Kingston, NY- Main Lobby
	4 PM*	MidHudson Regional Hospital, Poughkeepsie, NY- Main Lobby
Thursday, February 7, 2019	11:30 PM	Margaretville Hospital, Margaretville, NY- Main Lobby
	1 PM*	Mountainside Residential Care Center, Margaretville, NY- Main Lobby
Questions and Requests for Clarification Due		Wednesday, February 13, 2019
Questions and Answers Distributed		Friday, February 22, 2019
Proposal Due Date		Friday, March 1, 2019
Finalist Presentations		Wednesday, March 6, 2019
Anticipated Notice(s) of Tentative Award		Friday, March 15, 2019

*Time subject to change

2.5 Mandatory Pre-Proposal Conferences

MANDATORY PRE-PROPOSAL CONFERENCES and walkthrough inspections of the Corporation’s campuses will be held as set forth above. PROPOSALS WILL NOT BE ACCEPTED FROM THOSE PROSPECTIVE PROPOSERS WHO DO NOT ATTEND ALL THE CONFERENCES AND WALKTHROUGH INSPECTIONS. Each vendor may bring no more than three (3) representatives to each conference and walkthrough inspection.

2.6 Submission of Proposal

PROPOSERS MUST SUBMIT FIVE (5) HARD COPIES AND ONE (1) ELECTRONIC COPY OF THEIR PROPOSAL NO LATER THAN 4:00 PM EASTERN STANDARD TIME ON FRIDAY, MARCH 1, 2019 TO THE ADDRESS AND EMAIL STATED BELOW. Proposals received after this time and date will not be considered. The Corporation is not responsible for any internal or external delivery delays that may cause a proposal to arrive at the prescribed address after the deadline.

All proposals shall be enclosed in sealed envelopes or boxes bearing labels that clearly state: (i) the name of the proposer; (ii) the proposer's address; and (iii) the title of the RFP. Proposals may be delivered by hand, by U.S. mail, or by express mail via a nationally-known overnight service.

Proposals must be submitted to:

**Westchester Medical Center
Executive Offices at Taylor Pavilion
Office of Legal Affairs
100 Woods Road
Valhalla, New York 10595
Elissa.Chessari@wmchealth.org**

2.7 Designated Contacts

WMC Health will require all vendors submitting proposals in response to this RFP to comply with State Finance Law Sections 139-j and 139-k (the "Procurement Requirements") concerning restricted communications between vendors and public purchasers during the procurement of goods and services. **EXCEPT AS OUTLINED BELOW, FROM THE DATE THIS RFP ISSUED UNTIL THE TENTATIVE AWARD AND APPROVAL OF ANY CONTRACT (THE "RESTRICTED PERIOD") ALL COMMUNICATIONS BETWEEN VENDORS AND WMC Health REGARDING THIS RFP, MUST BE CONDUCTED ONLY WITH THE "DESIGNATED CONTACT" LISTED BELOW.**

The Designated Contact(s) for this RFP are:

1. Elissa Chessari Vice President, Operations Westchester Medical Center Taylor Care Pavilion C-341 100 Woods Road Valhalla, NY 10595 Elissa.Chessari@wmchealth.org	2. James Crecco Manager, Professional and Support Services Westchester Medical Center Taylor Care Pavilion C-355 100 Woods Road Valhalla, NY 10595 James.Crecco@wmchealth.org
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A. Exceptions: Permissible Contacts.

In certain limited circumstances, it is permissible for vendors to communicate with CORPORATION representatives other than the Designated Contacts about the RFP. These Permissible Contacts include:

- Submission of written proposals;
- Written complaints by a prospective vendor to Corporation's General Counsel regarding the failure of Corporation to timely respond to authorized contacts by vendors;
- Participation in RFP conferences or interviews;
- Negotiations following the tentative award of a contract;
- Requests to review the award of a contract; and
- Legal or administrative proceedings regarding the award of a contract.

B. Record of Contacts.

As required by § 139-k of the State Finance Law, CORPORATION will record information about contacts with vendors during

the Restricted Period. Information recorded by Corporation will include but not be limited to the name, address, telephone number, place of principal employment and occupation of the person or entity making the contact. All recorded information concerning contacts made during the Restricted Period will become part of the procurement record for this RFP.

C. Responsibility of Proposer.

The Corporation will review whether vendors' contacts with Corporation were made in accordance with the terms of this Section 2.7 or otherwise qualify as a Permissible Contact under the State Finance Law. A finding that a vendor has knowingly and willfully violated the terms of State Finance Law §§ 139-j and 139-k may result in a determination that such vendor is not a "responsible" proposer. Such a determination will be considered by Corporation in its assessment of whether a vendor is qualified to perform the services described in this RFP.

D. Disclosure of Non-Responsibility.

All proposers must disclose to Corporation, on the Disclosure of Prior Non-Responsibility Determinations Form attached hereto as **Attachment D**, any finding of non-responsibility made by a governmental entity within the previous four (4) years based on either impermissible contacts under § 139-j of the State Finance Law or the intentional provision of false or incomplete information to a governmental entity. Failure of any proposer to timely disclose a finding of non-responsibility or the submission of any intentionally false or incomplete information may result in the rejection of a proposal, the cancellation of a contract award, or if such contract has been executed, the immediate termination of the contract.

E. Written Affirmation.

Each proposer must submit a written affirmation, in the form attached hereto as **Attachment E**, as to the proposer's understanding and agreement to comply with Corporation's procedures relating to Permissible Contacts. The affirmation must be completed and signed by a corporate officer or Principal of the proposer. Proposals that do not contain a signed original affirmation will be rejected.

2.8 Addenda to RFP

In the event it becomes necessary to revise any part of this RFP or extend any deadline listed herein, the Corporation will issue an addendum to the RFP and distribute it to all known prospective proposers.

2.9 Proposal Format and Content

Proposals should provide a straightforward complete and concise description of the vendor's capabilities to satisfy the requirements of the RFP. Proposals must state the assumptions made when preparing the proposal. Proposals must include the following sections:

- Title Page: The title page should show the proposed title, name of the proposer, its address, the name and title of the contact person, the name and title of the person authorized to represent the proposer and the date.
- Table of Contents: The table of contents in the proposal should clearly identify all items of the proposal by question number and page number.
- Proposal Information: Proposals must contain, at a minimum, the following:
 - A. Firm Profile: Please provide a profile of the firm including:
 1. Name, Address, and Telephone number and Fax number of firm.
 2. Contact person and rationale for selection.
 3. The location of the office(s) from which the services to be provided under this engagement are to be managed and the number of senior management and staff employed at the office(s).
 4. A brief history of the firm and its delivery of comprehensive housekeeping and environmental services in the healthcare context.
 5. Include a copy of firm's most recent annual financial statement and quarterly financial statements for the immediately preceding twelve month period.

- B. Experience: Please provide details of your Firm's experience including:
1. A description of your latest five projects.
 2. Any other projects of similar scope and complexity as this project.
 3. Specific experience in healthcare projects including a description of the size and nature of the project.
 4. References, with the names of the contact person, address, and telephone numbers for at least three of the projects listed in your answer above.
 5. A list of all lost accounts in which its service, for whatever reason, were ended within the last two years and provide the names, business persons, addresses, telephone numbers, years of service and reason for termination for each of its clients.
 6. The Proposer shall provide evidence of prior experience in consistently achieving Gallop, Press Ganey, NRC Picker, HCAHPS or comparable measurement tool scores over a two year period in providing such services as described in this RFP.
- C. Approach: Please provide the following information on your approach for this project
1. Describe details on service model proposed for each campus.
 2. Describe your approach of project management for this project.
 3. Define the proposed team and resources to meet the scope of services.
 4. Describe the process from start to finish that you will utilize to bring our facility goals to reality.
 5. Provide an example(s) of the various reports you would provide to the Corporation for this type of engagement.
- D. Proposed Team. Please provide the following information on the Team and Team Structure
1. Names, Title, brief description of key management personnel's experience and a description of what their role will be for this engagement
 2. Provide a chart illustrating team structure, project role, and responsibilities
 3. A list and resumes of the key management personnel to be assigned to this engagement and/or to be assigned to WMC Health facilities to perform the services
 4. List Proposer personnel to be assigned to provide Services at the Corporation's facilities, including resumes and copies of appropriate certifications and licenses
 5. An organizational chart identifying all managerial staff to be involved in servicing the Corporation both directly or indirectly
 6. Proposed staffing plan, by shift, for providing comprehensive housekeeping and environmental services for the patients and residents at the sites
- E. Transition Plan. Please provide a written Implementation and Operation Plan for providing Services on commencement date of the Agreement. The Implementation and Operation Plan shall be phased and shall include, but not be limited to the following:
1. Proposed transition plan identifying all the resources to be utilized by the Proposer in effecting a smooth and efficient changeover from the current vendor while meeting all requirements of and providing for all the Services set forth in this RFP include all resources and personnel that are to be assigned during the transition
 2. Any expenses accrued and/or costs incurred as a result of the transition shall be the responsibility of the Respondent. Expenses include but are not limited to: asset/equipment retirement and/or removal; phase-out of contracted staff; etc.

3. Transition plan schedules, time frames and timelines
 4. Written strategic and operational plan for the Hospitality Program
 5. Written implementation plan for incorporating the WMC Health mission and standards and behavior into operations and strategic plans
 6. Housekeeping and Environmental Services Program to be utilized
 7. Methodologies for setting assignment schedules, designing routines/cycles for cleaning, cleaning standards and implementing service
 8. Proposed equipment, and software to be used in providing the Services
 - a. The software program shall enhance the Vendor's ability to manage people, staffing, work assignments, training and quality to improve patient experience. The program shall include but not be limited to quality assurance inspections, staff training, space and room inventory, cleaning standards and frequencies, duty lists and work assignments, employee scheduling, project/cycle cleaning, operational planning, etc.
 - b. List all equipment (include software program) to be utilized to provide the Services to the Corporation, including make, model, brand, and serial numbers. The Corporation reserves the right to reject any equipment and such equipment shall be replaced with equipment that does meet the approval of the Corporation.
 - c. List all cleaning supplies to be utilized to provide the Services to the Corporation, including Safety Data Sheets (SDS) sheets for all cleaning and chemical agents that are intended for use to accomplish the scope of services as outlined in this RFP. The Corporation reserves the right to reject any supply, cleaning and chemical agents and such supplies and agents shall be replaced with products that meet the approval of the Corporation.
 - d. Include proposed down time procedures for the software program
 9. Proposer expertise in managing all aspects of housekeeping and environmental services
 10. A detailed description of the sanitation, recycling and waste disposal program
 11. A detailed description of Proposer's educational and training programs for its personnel
 12. A detailed description of Proposer's safety training program for its personnel
 13. A detailed description of customer service program for personnel
 14. A detailed description of Proposer's strategy to incorporate and encourage the meaningful and significant participation of MWBE and/or SVDDB business enterprises.
- F. Conflicts of Interest.
1. A statement describing any financial interest of any employee, officer, or director of, and no physician or physician practice affiliated with, any WMC Health entity in proposer's firm. A financial interest" shall include the following transactions or relationships: (a) payment of fees including consulting fees, royalty fees, honoraria, or other emoluments or "in kind" compensation; (b) any gift of more than nominal value; (c) service as an officer or director of vendor whether or not remuneration is received for such service; or (d) an ownership interest in vendor, except that a shareholder owning less than a majority of shares of a publicly traded entity shall not be deemed to have a financial interest.
 2. A statement describing any potential conflict of interest or appearance of impropriety, relating to other clients of proposer's firm, or employees of any WMC Health entity or New York Medical College, that could be created by providing services to any WMC Health entity.
 3. Indicate whether any owner, officer, or employee of proposer's firm has served as an officer of, or has been employed by any WMC Health entity or its affiliates during the previous twelve (12)

month period.

4. Indicate what procedures will be followed to detect and notify the Corporation of, and to resolve any conflicts of interest.
 5. Indicate any pending litigation and/or regulatory action brought by any oversight body or entity that could have an adverse material impact on the proposing firm's ability to serve the Corporation.
 6. Indicate if the firm has ever had a contract with any governmental entity terminated for any reason, and if so, provide an explanation.
- G. Other Attached Forms. All proposals must include completed copies of the forms annexed hereto as Attachments C, D, E, F, G, and H.
- H. Fee Proposal Requirements: Please provide a description of means of compensation for your services in accordance with the Fee Proposal Requirements attached to this RFP as **Attachment H**. The Corporation will not consider any arrangement under which any member of the team is proposed to be in the direct employ of the Corporation. Fee Proposals must contain a clear explanation of any and all supplies, materials and equipment or in-kind services which you anticipate will be provided by the Corporation.

2.10 Cost of Proposals

Proposers shall not be reimbursed for any costs or expenses incurred in the preparation or submission of proposals or the attendance of RFP conference or interview. All costs associated with a proposer's response to this RFP shall be borne by the proposer.

3. RFP Award

3.1 Method of Award

The award will be made on the basis of best value (the proposal which optimizes, quality, cost, and efficiency) to the most responsive and responsible proposer as determined in the evaluation process. The contract will not be awarded solely on the basis of lowest cost. Instead, the award will be made to the Respondent(s) whose proposal receives the highest overall evaluation score based on the criteria stated herein. The Corporation reserves its right to award contracts to more than one successful proposer.

All proposals received in accordance with Section 2.6 will be reviewed and evaluated. Incomplete proposals and proposals that do not meet the minimum requirements will be rejected.

Proposers may be requested by the Corporation to clarify contents of their proposals. Other than to provide such information as may be requested by the Corporation, including but not limited to best and final offers, no proposer will be allowed to alter its proposal or add new information after the final submission date and time.

3.2 Minimum Qualifications

Each proposer must demonstrate (and include in proposal):

- That it has performed Environmental Services at no fewer than two (2) acute care hospitals of comparable size to the Corporation's largest facility for a minimum of two (2) years within the immediately preceding five (5) year period.
- Prior experience in consistently achieving Gallop, Press Ganey, HCAHPS (or comparable measurement tool) scores above the 90th Percentile or the New York State averages, whichever is higher, over a two year period in providing such services as described in this RFP. The Proposer shall attach evidence of such experience to its proposal.

3.3 Evaluation Factors for Awards

Corporation's evaluation of proposals and ultimate selection of a short-list of proposers with whom Corporation will

negotiate with will be based on the demonstration of:

A. Respondent must, at a minimum, meet the following requirements:	
The Respondent has no conflicts of interest	(Pass) or (Fail)
The Respondent is licensed and registered to provide services required as per the scope of this RFP in the State of New York	(Pass) or (Fail)
The Respondent successfully adhered to the instructions of this RFP	(Pass) or (Fail)
B. If all A requirements are met, Respondents will be scored based upon the following methodology:	
Technical Qualifications	20 points
Hospital Experience & Key Personnel	20 points
Quality	25 points
Cost	20 points
Strategic Fit	15 points
Total Points	100 points

**Note: the Corporation reserves the right to modify the evaluation criteria. The Corporation may at its sole discretion disclose evaluation scores.*

4. Scope of Services

The successful Proposer will perform the following comprehensive housekeeping and environmental services:

4.1 WMC & MHRH SCOPE OF SERVICES

The Vendor, through Vendor’s personnel at WMC, and through Corporation’s personnel at MHRH, shall provide for the Housekeeping and Environmental Services requirements for WMC & MHRH. This shall include but not be limited to furnishing all appropriate staff, cleaning agents, supplies and equipment for the proper and efficient operation of the Corporation’s Environmental Services program. The Vendor shall maintain sufficient supplies at each Site to sustain 96-hours of operations as dictated by the scope of this RFP. Accordingly, the Vendor shall manage, operate and provide the Housekeeping and Environmental Services program, which shall include but not be limited to:

- A. Supervise, manage, and operate WMC’s EVS services as set forth in these specifications
- B. Provide all equipment and related supplies to operate all functions as related to this program
- C. Provide a Hospitality Program at WMC
- D. Provide for Sanitation, Recycling, and General Regulated Medical Waste (RMW) removal program at WMC; work with existing WMC waste hauling and disposal Vendors to ensure the waste removal programs are coordinated and managed properly, sign, receive, process, store, and maintain all RMW manifests appropriately
- E. Provide a Safety and OSHA/PESH Compliance Program at WMC
- F. Attend and participate in WMC meetings and Committees
- G. Provide reports and documentation of Division’s operations
- H. Provide a comprehensive “Green” Cleaning Program at WMC
- I. Provide an evidence-based and Comprehensive Infection Prevention and Control Program at WMC

4.1.1 WMC & MHRH Operating Procedures

1) Cleaning Specifications

- a. The Vendor shall ensure that in providing the housekeeping services to WMC, the following minimum cleaning specifications are followed by area and frequency.
- b. All cleaning solutions and supplies must be approved by the corporation.

- c. Cleaning Specifications will be maintained seven (7) days per week, three-hundred sixty-five (365) days per year unless otherwise noted.
- A) Patient Care Areas
- a. Defined as any portion of a health care facility where patients are intended to be examined/ treated or any ancillary area/department which aids in the diagnosis/ treatment of a patient.
 - (1) For purposes of this document this includes but is not limited to inpatient rooms, corridors within patient care areas, nursing stations, clean/ soiled utility rooms, medication rooms, equipment storage rooms, treatment rooms, the laboratory, and central sterile.
1. General Requirements:
- a. Floor Care:
 - (1) General Notes:
 - (a) All Floors must be maintained in a clean state, free of dust and debris.
 - (b) Baseboards are to be maintained in a clean state free of dust, splash marks, old finish, and seal.
 - (c) All spills must be cleaned on request, twenty-four (24) hours per day, (7) days per week, three-hundred sixty-five (365) days per year.
 - (d) All spills must be addressed within a ten (10) minute response time. A wet floor caution sign must be placed adjacent to all spill areas.
 - i. EVS is responsible for cleaning all hazardous/ cytotoxic and chemotherapy spills with the appropriate solution.
 - (2) Hard Surfaces
 - (a) Dust/Microfiber Mop – Address all hard-surfaced floors using a dust control tool. Microfiber mopping to include corners, baseboards, and hard-to-reach areas and shall be performed once (1) daily, seven (7) days per week, three-hundred sixty-five (365) days per year or as visibly soiled. The morning sweep in all high traffic area’s (hallway’s, nurse’s station) must be completed by 7:30AM.
 - (b) Wet Mop - All hard-surfaced floors, once daily, seven (7) days per week, three-hundred sixty-five (365) days per year.
 - (c) Spot Mop - As required seven (7) days per week, three-hundred sixty-five (365) days per year.
 - (d) Burnish/ Spray Buff - All high traffic floors (e.g. corridors, nurse’s station) twice (2) per week. All other area’s once (1) per week. The Vendor will provide the Corporation with a master schedule detailing the expected dates and times for these cleanings on a quarterly basis. The Corporation may at its sole discretion adjust and/or increase this frequency. Floors will be maintained in a clean state, free of build-up, dirt, and/or black marking, and with a gloss acceptable to the Corporation.
 - (e) Strip and Refinish- Strip old finish from hard-surfaced floors, apply suitable non-slip floor finish twice per year in all patient areas, including patient care hallways, corridors, and patient rooms. This frequency is a minimum. The Corporation may at its sole discretion adjust and/or increase this frequency. The frequency of stripping and/or refinishing will be such as to maintain the hard-surfaced floors in a clean state, free of build-up, dirt or black marking, and with a gloss acceptable to the corporation. A strip and refinish schedule must be provided to the Corporation on a quarterly basis. Strip and refinish activities are to be scheduled during times that minimize effect on patient care.
 - (f) Apply Finish- Wash or light scrub hard-surfaced floors, apply non-slip floor finish, twice per year (between strip and refinishing). This frequency is a minimum. The Corporation may at its sole discretion adjust and/or increase this frequency. The frequency of stripping and/or refinishing will be such as to maintain the hard-surfaced floors in a clean state, free of build-up, dirt or black marking, and with a gloss acceptable to WMC.
 - (3) Carpet
 - (a) Vacuum - All carpeted floor areas using a HEPA- filtered vacuum once (1) daily.
 - (b) Carpet Cleaning- Shampoo all carpet’s using an unscented, cleaning solution four (4) times per year.
 - b. Dusting:
 - (1) Low-level dust all ledges, furniture and fittings, excluding technical equipment, to a height of six (6)

- feet from the floor once (1) daily.
- (2) High dust all ledges and fittings above six (6) feet from the floor, three (3) times per week.
- c. Housekeeping Surfaces:
- (1) Clean/Disinfect – All Housekeeping (horizontal) surfaces (e.g. countertops, railings, window sills, head/foot/side rails of beds, bedside tables, television sets and telephones) daily or when surfaces are visibly soiled. Cleaning frequency for long-term patient beds shall be established and approved by Nursing.
- d. Vertical Surfaces – Spot clean as required (e.g. walls, cabinets, millwork, doors, door jams) once (1) daily.
- (1) Ensure that all door frames are free and clear for dust and debris. This shall include but not be limited to electrical and data closets, patient room doors, bathroom doors, etc.
- e. Stainless Steel - Damp wipe, clean, and polish stainless steel and other metal, railings, wall corner coverings, door handles, door frames, and footplates, three (3) days per week.
- f. Polish Furniture - Apply appropriate furniture polish and rub to high shine on all wood furniture, as required.
- g. Wash Walls - Wash interior wall surface, as required.
- h. Vents– all exterior air exchange vents must be cleaned once (1) per week. If vents require a detailed interior cleaning, EVS is to inform the Corporation's Facilities department via a work order.
- i. Water fountains- clean with approved disinfectant once daily or as visibly soiled.
- j. Hand Sanitizer/ Soap Receptacles- Police hand sanitizer/soap receptacles once (1) daily. Replenish product as necessary and ensure product is not expired.
- k. Waste Receptacles:
- (1) Empty waste receptacles and replace liners three (3) times daily (morning, evening, night and as needed).
- (2) Garbage receptacles – the exterior portion of all garbage receptacles must be cleaned daily, three-hundred sixty-five (365) days per year. The inside of all garbage receptacles must be cleaned once weekly.
- (3) Large garbage trucks- large trucks located in soiled utility rooms must be maintained in a clean state at all times. Interior/ exterior portion must be wiped down a minimum of once (1) weekly.
- l. Linen- Poughkeepsie Campus only:
- (1) Refresh linen carts/storage locations three (3) times daily (morning, evening, night). Vendor is responsible for maintaining appropriate par levels on each unit including the scrub machines.
- m. Soiled Linen Hampers:
- (1) Empty soiled linen hampers three (3) times daily (morning, evening, night), seven (7) days per week, three-hundred sixty-five (365) days per year and as needed.
- n. Sharps Containers:
- (1) Sharps containers are collected and replaced up by a 3rd party vendor. Vendor is responsible to remove and replace sharps containers in off hours and weekends as needed. All full sharps containers are to be deposited in a designated, secure area.
- o. Regulated Medical Waste:
- (1) Remove all regulated medical waste from soiled utility rooms once (1) daily or as needed.
- (2) Remove all regulated medical waste from patient rooms once (1) daily or as needed.
- p. Clean/ Soiled Utility Rooms
- (1) Vendor is responsible to maintain clean/ soiled utility rooms in a clean state including:
- (a) Emptying large garbage collection trucks daily
- (b) Emptying soiled linen collection trucks daily
- (c) Wet Mopping the floor daily
- (d) Flushing Hopper once (1) per week
- q. Restrooms (includes common area restrooms on inpatient and BHC units):
- (1) Clean bathroom fittings and high touch areas - Thoroughly clean and disinfect hand basin, bath, commode, seat cover (both sides), and towel/ paper fitting, seven (7) days per week, three-hundred sixty-five (365) days per year or as visibly soiled. High touch area's include but is not limited to light switches, handles, soap dispensers and hand rails.

- (2) Low- level dust once (1) daily.
- (3) Restroom Floor Care:
 - (a) Dust/Microfiber Mop - All hard-surfaced floors with dust control tool. Microfiber mopping to include corners, baseboards, and hard-to-reach areas and shall be performed once daily seven (7) days per week, three-hundred sixty-five (365) days per year or as visibly soiled.
 - (b) Wet Mop - All hard-surfaced floors with approved germicidal solution, once daily, seven (7) days per week, and three-hundred sixty-five (365) days per year.
- (4) Replenish Supplies - Hand soap, paper towels, toilet tissue, and toilet seat covers, once daily, seven (7) days per week, three-hundred sixty-five (365) days per year or as necessary. Toilet paper shall be replenished with a hotel fold upon each bathroom service; toilet strips shall be applied each time the toilet is cleaned in both private and semi-private rooms. Color changing tablet shall be placed in toilet each time the toilet is cleaned in both private and semi-private rooms.
- (5) Scrub shower floors, wipe clean shower walls and damp dust pipes; once daily, seven (7) days per week, three-hundred sixty-five (365) days per year or as needed.
- (6) Audit Shower curtain once daily, seven (7) days per week, three-hundred sixty-five (365) days per year and replace as needed. At a minimum, curtains must be cleaned and rehung every 3 months. Vendor is responsible for maintaining schedule and purchasing curtains.
- r. Low-Level Glass - Clean and remove finger marks from low-level interior glass partitions, door panels, mirrors, etc. once daily, seven (7) days per week, three-hundred sixty-five (365) days per year.
- s. Windows - Spot clean interior of outside windows, as required.
- t. Equipment:
 - (1) Stretchers, Wheelchairs, and IV Poles- Clean stretchers, wheelchairs and IV poles that are kept in patient rooms daily. IV poles in all areas are to be maintained clean and free of debris and dust.
 - (2) Base of Workstation's on Wheels (WOW's) must be cleaned once (1) weekly.
- u. Pantries:
 - (1) Microwave must be cleaned once (1) daily
 - (2) Ice machine must be cleaned once (1) daily
 - (3) Cabinets/ exterior of refrigerator must be wiped clean once (1) per week
- v. Inpatient Discharge/ Transfer cleaning:
 - (1) *NOTE: Such discharge and transfer cleaning will be carried out on request twenty-four (24) hours per day. Discharge and terminal cleans must be completed on average less than sixty (60) minutes from the time of request. Staffing levels must be adjusted to meet this metric.*
 - (2) Bed –
 - (a) Strip bed of soiled linen.
 - (b) Thoroughly wash bed, springs, and mattress with germicidal solution including the head and foot boards.
 - (c) Make the bed with fresh linen, which shall include linen inspection and compliance with Corporation's rejected linen program
 - (3) Furniture – Wipe/ polish all furniture in the room. Scrub the inside of the clothes closet.
 - (4) Bathroom – Thoroughly clean bathroom as outlined in subsection (p) and replenish supplies.
 - (5) Waste – Empty, wash, and place fresh liner in waste container.
 - (6) Floors – Sweep, damp mop, and spray buff hard-surfaced floors. Scrub shower floors. Remove spots and stains.
 - (7) Walls – Clean as necessary all painted and tiled walls.
 - (8) Curtains- Assess cubicle curtains for cleanliness daily; if visibly soiled, curtain is to be wiped down or replaced. If patient is not in in the room, curtains should be tied to indicate room cleanliness. Curtains are replaced on a quarterly basis by a 3rd party vendor. Vendor to oversee the replacement program and ensure compliance.
 - (9) Windows – Check/clean interior window surfaces.
 - (10) Room Assessment – all personnel are responsible for assessing room for any physical environment deficiencies and are to report any and all deficiencies to respective department through appropriate reporting system.

- w. Ultraviolet Disinfection Cleaning Program:
 - (1) Vendor to include the price of the following equipment in the Fee Proposal.
 - i. Valhalla Campus: 3 Machines
 - ii. Poughkeepsie Campus: 2 Machine
 - (2) Required for the following Valhalla campus in-patient units:
 - (a) All discharges from Arts/ Literature
 - (b) Discharges from Burn, MICU, SICU, TICU, PICU, CCU, CTICU, Neuro ICU, 4S, 7S and vacant rooms based on availability of machines.
 - (c) Patients housed in the same room for prolonged periods of time (30 days) on the ARTS/LITERATURE in-patient units in MFCH in coordination with bed placement, infection control and nursing
 - (d) In each operating room as part of the end of day cleaning.
 - (e) Each Inpatient restroom once (1) weekly
 - (f) CTEL unit once (1) weekly
 - (g) Cycle cleans for 7 South and 4 South once (1) weekly
 - (h) As requested by infection control.
 - (3) Required for the following Poughkeepsie campus in-patient units:
 - (a) All discharges from the Cooke building
 - (b) Common shared rest rooms and showers daily
 - (c) Bathrooms throughout 6 Cook and ICU weekly
 - (d) As requested by infection control
- x. Notification and communication – a mechanism must be provided and approved by the Corporation to inform patients that their room has been serviced.
- y. Legionella Prevention- Valhalla campus only
 - (1) Upon discharge EVS is responsible to run hot water in patient room showers and sinks for 5 minutes.
- 2. Specialty Area's:
 - (1) Requirement's listed below are in addition to the guidelines noted in section A. Patient Care Area's.
 - a. Isolation rooms/ Protective Environment (i.e. 7 South/ Arts):
 - (1) Employees must don the appropriate PPE in compliance with Hospital's Infection Control guidelines which includes:
 - (a) Airborne isolation rooms
 - (b) Contact isolation rooms
 - (c) Droplet isolation rooms
 - (d) Protective environment rooms
 - (2) All reusable equipment (ex: mop handle) must be thoroughly wiped down upon room completion.
 - (3) Ultraviolet disinfection cleaning must be performed on all rooms upon room discharge of an isolation patient.
 - b. NICU/ Nursery:
 - (1) Wash all walls, ceilings, doors and ledges; when the Nursery is available, but no less than every three months
 - (2) Wash all internal glass; when the Nursery is available, but no less than every three months
 - (3) Wash all light fixtures; when the Nursery is available, but no less than every three months
 - (4) Wash all ventilator ducts thoroughly; when the Nursery is available, but no less than every three months
 - (5) Machine scrub all floors with special attention to corners and difficult access areas; when the Nursery is available, but no less than every three months
 - (6) *Note: It is understood that most nurseries are difficult areas to vacate. However, the Director of Environmental Services will liaise closely with the Nurse Manager of the unit in making every effort to keep with this schedule. If unit is made available due to patient census, Vendor is to make every effort in good faith to address the aforementioned requirements.*
 - c. Intensive Care Units (ICU):
 - (1) Wash all walls, ceilings, doors and ledges; when the ICUs are available, but no less than every three months

- (2) Wash all internal glass; when the ICUs are available, but no less than every three months
 - (3) Wash all light fixtures; when the ICUs are available, but no less than every three months
 - (4) Wash all ventilator ducts thoroughly; when the ICUs are available, but no less than every three months
 - (5) Machine scrub all floors with special attention to corners and difficult access areas; when the ICUs are available, but no less than every three months
 - (6) *Note: It is understood that some ICUs are difficult areas to vacate. However, the Director of Environmental Services will liaise closely with the Nurse Manager of the unit in making every effort to keep with this schedule. If unit is made available due to patient census, Vendor is to make every effort in good faith to address the aforementioned requirements.*
- d. Burn Unit:
- (1) Wash all walls, ceilings, doors and ledges; when a room is available, but no less than every three months.
 - (2) Wash all internal glass; when a room is available, but no less than every three months.
 - (3) Wash all light fixtures; when a room is available, but no less than every three months
 - (4) Wash all ventilator ducts thoroughly; when a room is available, but no less than every three months
 - (5) Machine scrub all floors with special attention to corners and difficult access areas; when a room is available, but no less than every three months
 - (6) *Note: It is understood that Burn unit rooms are difficult areas to vacate. However, the Director of Environmental Services will liaise closely with the Nurse Manager of the unit in making every effort to keep with this schedule. If unit is made available due to patient census, Vendor is to make every effort in good faith to address the aforementioned requirements.*
- e. Emergency Department
- (1) The rest rooms will be police cleaned twice per shift all shifts in addition to the daily cleaning.
 - (2) All examination tables to be cleaned after each use.
 - (3) Ceramic walls will be spot washed daily and as necessary, using specified germicidal solution.
 - (4) Sinks, soap dispensers, and paper towel dispensers will be cleaned daily and replenished.
 - (5) All IV poles, and gurneys will be cleaned daily.
 - (6) All stretchers and wheelchairs will be cleaned upon discharge.
 - (7) Toilets to be washed and cleaned at least 6x daily using germicidal solution, including both sides of toilet seats.
 - (8) *Note: Emergency Department shall be cleaned on a 24-hour basis, 7 days per week and police cleaned, as necessary.*
- f. Procedural Areas
- (1) Cleaning specifications must meet or exceed the latest recommended guidelines
 - (2) The rest rooms will be policed and cleaned twice per shift all shifts in addition to the daily cleaning.
 - (3) All examination tables must be cleaned between cases and at the end of the day.
 - (4) Walls will be spot cleaned daily and as necessary.
 - (5) Sinks, soap dispensers, hand sanitizer and paper towel dispensers will be cleaned daily and replenished as necessary.
 - (6) All stretchers wheelchairs, IV poles, and gurneys will be cleaned between cases and at the end of the day.
- g. Radiology Department
- (1) The inpatient Radiology Department shall be cleaned on a 24-hour basis, 7 days per week. Wall washing will be done as necessary throughout the department.
- h. Operating Room and Perioperative Area's
- (1) General notes:
 - (a) Personnel must be dedicated to these areas and may not be pulled to other areas throughout the day.
 - (b) Appropriate attire must be worn in accordance with hospital policy. This includes but is not limited to scrubs, cap, surgical mask, gloves, shoe covers and beard covers as applicable.
 - (c) All cleaning procedures must meet or exceed the latest AORN recommended guidelines and practices.

- (d) All cleaning equipment must be designated for the OR.
 - (e) Cleaning time allotment is determined by the Healthcare facility.
 - (f) All cleaning procedures must be performed in a manner that minimizes employee contact with soiled items.
 - (g) All cleaning procedures must be performed in accordance with hospital infection control policies including but not limited to cleaning from top to bottom, clean to dirty and not double dipping cleaning cloths into disinfectant solution.
 - (h) All regulated medical waste containers must be removed between cases and at the end of the day.
- (2) Start of day requirements:
- (a) All horizontal surfaces in the OR must be damp dusted prior to the first scheduled surgical procedure of the day using a clean, lint free microfiber cloth.
- (3) Between case cleaning requirements:
- (a) All waste receptacles must be emptied and damp wiped.
 - (b) All high touch objects must be cleaned and disinfected including but not limited to surgical light, bed, table, ledges.
 - (c) Spot wash and disinfect all visibly soiled walls.
 - (d) Dry mop the entire floor in a manner to maximize dust containment.
 - (e) Wet mop the entire floor in a manner to maximize dust containment.
- (4) Terminal Cleaning (performed at the end of each day):
- (a) Empty/ disinfect all waste receptacles
 - (b) Disinfect all horizontal surfaces including but not limited to lights, tables, furniture, cabinets, fixtures, ledges, kick buckets and linen stands.
 - (c) Walls and vents must be washed where visibly soiled
 - (d) Floors must be wet mopped and thoroughly scrubbed.
 - (e) Ultraviolet Disinfection Cleaning must occur at the end of each day
- i. Pharmacy:
- (1) Requirements for cleaning the sterile compounding anteroom and buffer room:
- (a) All cleaning procedures must meet or exceed the latest recommended cleaning guidelines and practices.
 - (b) All cleaning tools/products/supplies must be non-shedding and dedicated for these specific rooms. Pharmacy reserves the right to change products at no cost to the corporation.
 - (c) Ceilings must be cleaned at least once weekly.
 - (d) Floors must be cleaned and disinfected daily.
 - (e) Cleanings must occur at times dictated by pharmacy staff.
 - (f) Appropriate PPE must be worn at all times when entering these spaces.
 - (g) EVS Personnel approved to clean sterile compounding areas must have competencies and training approved by Pharmacy.
 - (h) EVS will maintain cleaning logs, training records and competencies. All documentation must be readily accessible and provided to Pharmacy as requested.
- j. Cell and Tissue Engineering Laboratory (CTEL) – Valhalla campus only
- (a) All cleaning procedures must meet or exceed the latest recommended cleaning guidelines and practices.
 - (b) All cleaning tools will be non-shedding and dedicated for these specific rooms.
 - (c) Ceilings must be cleaned at least once weekly.
 - (d) Floors must be cleaned and disinfected daily.
 - (e) Ultraviolet disinfection once (1) per week.
 - (f) Cleanings must occur at times dictated by CTEL staff.
 - (g) Appropriate PPE must be worn at all times when entering these spaces.
 - (h) EVS Personnel approved to clean sterile compounding areas must have competencies and training approved by CTEL.
 - (i) EVS will maintain cleaning logs, training records and competencies. All documentation must be readily accessible and provided to CTEL as requested.

- k. Inpatient Corridors and Nurses Stations:
 - (a) Dust/ microfiber mop cleaning frequency to three (3) times daily (morning, evening, night).
 - l. Play Rooms
 - (a) Toys: Disinfect/sanitize all surfaces and toys using a hospital approved germicidal solution according to hospital policy.
- B) Non-Patient Care Areas
- a. Defined as any portion of a health care facility which does not aid in the diagnosis/ treatment of a patient.
 - (1) For purposes of this document this includes but is not limited to office space, lobbies, gift shops, stairwells, residence halls, waiting rooms and schools.
 - 1. General Requirement's
 - a. Floor Care:
 - (1) General Notes:
 - (a) All Floors must be maintained in a clean state, free of dust and debris.
 - (b) Baseboards are to be free of dust, splash marks, old finish, and seal, seven (7) days per week, three-hundred sixty-five (365) days per year.
 - (c) *Please note: All spills must be cleaned on request, twenty-four (24) hours per day, (7) days per week, three-hundred sixty-five (365) days per year within a ten (10) minute response time. A wet floor caution sign shall be placed adjacent to all spill areas.*
 - i. EVS is responsible for cleaning all hazardous/ cytotoxic and chemotherapy spills with the appropriate solution.
 - (2) Hard Surfaces
 - (a) Dust/Microfiber Mop - All hard-surfaced floors with a dust control tool. Microfiber mopping to include corners, baseboards, and hard-to-reach areas.
 - i. Public areas (e.g. corridors, waiting rooms, gift shops) must be completed once (1) daily, seven (7) days per week. The Corporation may at its sole discretion adjust and/or increase this frequency.
 - ii. Private offices must be completed once (1) per week.
 - (b) Wet Mop - All hard-surfaced floors with approved germicidal solution.
 - i. Public areas (e.g. corridors, waiting rooms, gift shops) must be completed once (1) daily, seven (7) days per week.
 - ii. Private offices must be completed once (1) per week.
 - (c) Spot Mop - As requested (7) days per week, three-hundred sixty-five (365) days per year.
 - (d) Burnish/ Spray Buff – All public areas (e.g. corridors, waiting rooms, gift shops) three (3) times per week. Private area's (e.g. offices) must be completed once (1) per week. Floors will be maintained in a clean state, free of build-up, dirt, and/or black marking, and with a gloss acceptable to the Corporation. The Corporation may at its sole discretion adjust and/or increase this frequency.
 - (e) Strip and Refinish- Strip old finish from hard-surfaced floors, apply suitable non-slip floor finish twice per year. The Corporation may at its sole discretion adjust and/or increase this frequency. The frequency of stripping and/or refinishing will be such as to maintain the hard-surfaced floors in a clean state, free of build-up, dirt or black marking, and with a gloss acceptable to the corporation. A strip and refinish schedule must be provided to the Corporation on a quarterly basis. Strip and refinish activities are to be scheduled during times that minimize effect on patient care.
 - (f) Apply Finish- Wash or light scrub hard-surfaced floors, apply non-slip floor finish, twice per year (between strip and refinishing). This frequency is a minimum. The Corporation may at its sole discretion adjust and/or increase this frequency. The frequency of stripping and/or refinishing will be such as to maintain the hard-surfaced floors in a clean state, free of build-up, dirt or black marking, and with a gloss acceptable to corporation.
 - (3) Carpet
 - (a) Vacuum - All carpeted floor areas using a HEPA- filtered vacuum. Public areas (e.g. corridors, waiting rooms, gift shops) must be completed once (1) daily, seven (7) days per week. Private

- area's (e.g. offices) must be completed twice (2) per week.
- (b) Carpet Cleaning- Shampoo all carpet's using an unscented, approved cleaning solution four (4) times per year.
- b. Dusting:
- (1) Dust all low-level ledges, furniture and fittings, excluding technical equipment, to a height of six (6) feet from the floor five (5) times per week.
 - (2) High dust all ledges and fittings above six (6) feet from floor, once (1) weekly.
- c. Housekeeping Surfaces:
- (1) Clean/Disinfect – All Housekeeping surfaces (e.g. furniture, countertops, railings, window sills) once (1) daily seven (7) days per week, three-hundred sixty-five (365) days per year or when surfaces are visibly soiled.
- d. Vertical Surfaces - Remove finger marks and smears from vertical surfaces (e.g. walls, cabinets, millwork, doors, door jams) as necessary.
- (1) Ensure that all door frames are free and clear for dust and debris.
- e. Stainless Steel - Damp wipe, clean, and polish stainless steel and other metal, railings, wall corner coverings, door handles, door frames, and footplates, once (1) per week.
- f. Polish Furniture - Apply appropriate furniture polish and rub to high shine on all wood furniture, as required.
- g. Wash Walls - Wash completely interior wall surface, as required.
- h. Vents – clean exterior of air exchange vents once (1) weekly. If inside the vent requires cleaning, EVS staff is to inform the Corporation's Facilities department.
- i. Water fountains- clean with approved disinfectant once (1) daily or as visibly soiled.
- j. Hand sanitizer/soap Receptacles- Police hand sanitizer/soap receptacles once (1) daily. Replenish supplies as necessary and ensure product is not expired.
- k. Waste Receptacles:
- (1) Public Areas'- Empty waste receptacles and replace liners three (3) times daily (morning, evening, night), seven (7) days per week and as needed.
 - (2) Private Offices- Empty waste receptacles and replace liners once (1) daily, five (5) days per week.
 - (3) Garbage receptacles – the interior/exterior portion of all garbage receptacles must be cleaned once (1) weekly.
- l. Restrooms:
- (1) Clean bathroom fittings and high touch area's - Thoroughly clean and disinfect hand basin, seat covers (both sides), and towel/ paper fitting and high touch area's seven (7) days per week or as visibly soiled.
 - (2) Low-level dust once five (5) days per week.
 - (3) Restroom Floor Care:
 - (a) Dust/Microfiber Mop - All hard-surfaced floors with dust control tool. Microfiber mopping to include corners, baseboards, and hard-to-reach areas and shall be performed once five (5) days per week, three-hundred sixty-five (365) days per year or as visibly soiled.
 - (b) Wet Mop - All hard-surfaced floors with approved germicidal solution once daily, five (5) days per week.
 - (4) Restroom waste receptacles:
 - (a) Empty waste receptacles and replace liners three (3) times daily (morning, evening, night and as needed.
 - (b) Garbage receptacles – the interior/exterior portion of all garbage receptacles must be cleaned once (1) daily, five (5) days per week.
 - (5) Replenish Supplies - Hand soap, hand sanitizer, paper towels, toilet tissue, and toilet seat covers, once daily, five (5) days per week, three-hundred sixty-five (365) days per year or as necessary. Toilet paper shall be replenished with a hotel fold upon each bathroom service; toilet strips shall be applied each time the toilet is cleaned in both private and semi-private rooms. Color changing tablet shall be placed in toilet each time the toilet is cleaned in both private and semi-private rooms.
 - (6) Shower (if applicable):

- (a) Scrub shower floors, wipe clean shower walls and damp dust pipes; once daily, seven (7) days per week, three-hundred sixty-five (365) days per year or as needed.
 - (b) Audit Shower curtain once daily, seven (7) days per week, three-hundred sixty-five (365) days per year and replace as needed. Curtain must be cleaned every 3 months at minimum. Vendor is responsible for maintaining schedule and purchasing curtains.
 - m. Low-Level Glass - Clean and remove finger marks from low-level interior glass partitions, door panels, mirrors, etc. once daily, five (5) days per week, three-hundred sixty-five (365) days per year or as visibly soiled.
 - n. Windows - Spot clean interior and exterior of outside windows, as required.
 - o. Stairs and Stairwells
 - (1) Dust/ Microfiber Mop- All stairs and landings once (1) daily.
 - (2) Damp mop once (1) weekly.
 - (3) Wipe down rails and ledges with approved disinfectant at least once (1) daily, seven (7) days per week, and three-hundred sixty-five (365) days per year.
 - p. Elevator Cleaning (Includes both service and visitor elevators):
 - (1) Wash and polish walls and doors daily
 - (2) Sweep and mop floors daily. Tracks must be clean and free of dust and debris.
 - (3) Clean ceilings monthly.
 - (4) Police area three (3) times daily, three-hundred sixty-five (365) days per year.
 - (5) Terminally clean post construction use
- 2. Specialty Area's:
 - (1) Requirement's listed below are in addition to the guidelines noted in section B. Non-Patient Care Areas
 - a. On Call Rooms/ Family Sleep Rooms:
 - (1) Beds must be cleaned and refreshed daily.
 - (2) *Note: Notification shall be provided to the Corporation upon completion of daily cleaning. If room is occupied at time of cleaning, room must be addressed at another time during a twenty-four (24) hour period.*
 - b. Public Restrooms:
 - (1) Area to be policed minimum of three (3) times per shift.
 - (2) Restroom cleaning frequency to occur a minimum of twice (2) per shift.
 - c. Maplewood & Beechwood Residence Halls – Valhalla only
 - (1) Dispose of all items left in hallways once (1) daily.
 - (2) Provide personnel to terminally clean and empty apartments and cages annually upon termination of resident's lease and as requested by Corporation.
 - (3) Trash removal – once (1) daily.
 - (4) Maintain all common areas including but not limited to lobbies, hallways, elevators, stairs, laundry rooms.
 - (a) All hard surfaces must be mopped once (1) daily, five (5) times per week.
 - i. All tiled floors must be burnished quarterly.
 - (b) All carpets must be vacuumed once (1) daily, five (5) times per week.
 - i. All carpeted floors must be shampooed quarterly.
 - (c) All windows must be wiped once (1) weekly.
 - (d) All walls, ledges, furniture, doors must be wiped clean once (1) weekly.
 - d. Main Concourse & MFCH Lobby – Valhalla only
 - (1) Windows – spot clean interior windows reachable from floor once (1) daily and as requested. Windows must be maintained clean and streak free at all times.
 - (2) Spray Buff/ Burnish - (7) days per week, three-hundred sixty-five (365) days per year. The Corporation may at its sole discretion adjust and/or increase this frequency. Floors will be maintained in a clean state, free of build-up, dirt, and/or black marking, and with a gloss acceptable to the Corporation. Hand machines must be used to prevent damage to wall paneling.
 - e. Lobby Restrooms:

- (1) Area to be policed a minimum of six (6) times daily.
 - (2) Bathroom fittings cleaning frequency increased to at least six (6) times minimum daily.
 - (3) Floor care cleaning frequency increased to at least six (6) times minimum daily.
 - (4) Waste receptacle pick up frequency increased to at least six (6) times minimum daily.
 - f. Building Entrances:
 - (1) Vestibule Mat- Vendor is responsible to maintain the vestibule mat (with facility logo) in a clean state, free of build-up, dirt and dust.
- C) Miscellaneous Services
1. Conference and Meeting Rooms
 - a. Set up conference and meeting rooms, as requested by the Corporation. Vendor is responsible to track and schedule all conference room layouts as requested by the corporation.
 2. Event coverage- Vendor is responsible for providing staff for exclusive events as required (e.g. Annual Employee Barbeque)
 3. Assist with managing moves and relocating furniture as requested by the corporation.
 4. Patient Care Furniture - Supervise central storage and movement of patient care furniture and beds. Arrange for repairs and replacement as required.
 5. Exterminator- Liaise with outside pest extermination services as required.
 6. Waste Disposal
 - a. Empty waste containers, remove waste and take to designated areas. Keep designated areas clean and free of litter, seven days a week. Liaise with waste hauling and disposal firms.
 - b. Implementation of waste minimization system and recycling program for facility
 - c. Vendor is responsible for timely notifications on the downtime for the compactors
 7. Exterior Windows
 - a. Liaise with outside Vendor for exterior window cleaning services.
 8. Outside Grounds – Vendor is responsible to maintain area outside (20 ft.) all entrances. Area must be policed a minimum of twice (2) daily for debris and cigarette butts.
 9. Cubicle Curtains and Drapes - Supervise ordering, cleaning, alteration, and central storage of cubicle curtains and drapes. Establish a formal Cycle cleaning system for all curtains to be changed four (4) times per year at minimum. Spot clean and change soiled curtains as needed.
 10. Respiratory Hygiene Stations – Vendor is responsible to monitor and provide supplies for all respiratory hygiene/ flu stations throughout the campus. Stations are to be stocked with a hand sanitizer dispenser, surgical masks (The Children’s Hospital must have pediatric masks), and tissues. Stations and Supplies are to be provided at the sole cost of the Vendor. The Corporation reserves the right to change the type and quantity of any and all supplies. Stations must be kept clean and free of dust, dirt and debris at all times.
 11. Terminal cleanings following construction completion.
 12. Change sharp containers as needed and requested by the Corporation.
 13. Empty confidential bins as needed and requested by the Corporation.
 14. Place work orders in the Facilities Work Order System for all repair needs (i.e. any property damage or non-conformity to applicable environment of care and/or life safety standards) identified in a timely manner
 15. Implement and maintain a Fly Mitigation Program.
 16. Code Triage - Support any declared Code Triage with requested staffing and supplies as directed by the Corporation at no additional expense to the Corporation.
 17. Germicidal Residue - Germicidal cleaners must dwell for respective time to ensure efficacy. Any germicidal residue that remains post appropriate dwell time is to be wiped from any surface with water.
 18. Compliance and participation with any emerging infectious diseases program (e.g. Ebola) – training and cost of related supplies is to be provided by Vendor.
 19. Utilization of task automation system as directed by the Corporation
 20. Changes of shift – employees who are scheduled to receive relief from their respective assignment(s) are to exchange coverage onsite at the respective assignment location. Vendor is to provide appropriate staffing to accommodate change of shift procedures.
 21. Stimulate positive behaviors of Department personnel to maximize the provision of high quality services to the Corporation
 22. Provide a vendor feedback recording process for staff, patients and visitors to improve the overall experience

for the corporation.

23. Jointly participate and cooperate in the defense or resolution of housekeeping and environmental services associated claims or litigation.
24. EVS must provide support to control any infectious disease outbreaks as directed by the infection control department.
25. Portable Sinks- Vendor is responsible to maintain portable sinks in a clean state at all times.

D) Hospitality Program

1. The Vendor shall develop, institute, administer and provide for a Hospitality Program that is patient experience driven, which shall include, but not be limited to:
 - a. Monitoring coverage to ensure the cleanliness
 - b. Tools to measure patient, client and staff satisfaction including performance improvement initiatives
 - c. Stimulate positive behaviors of Vendor personnel to maximize the provision of high quality Services to the Corporation
 - d. Provide a process to resolve such complaints and grievances by the Corporation, patients, staff, and visitors at WMC.
2. The Vendor shall provide the Corporation with a written plan for the Hospitality Program, which shall be submitted no later than thirty (30) days from the commencement of the Agreement for approval by the Corporation.
 - a. Monitor patient floor coverage to ensure the efficient and satisfactory provision of services to the Corporation
 - b. Utilize improvement tools for measuring client and patient satisfaction including performance improvement initiatives
 - c. Perform routine internal audits of staff practices
3. The Hospitality Program shall be administered and operated by the Vendor and aim to meet and exceed the previous months Press Ganey, HCAHPS (or comparative survey) scores related to room cleanliness and courtesy of housekeeper cleaning the room during the term of the Agreement. Vendor shall provide for an incentive/disincentive program for achieving scores to be agreed to by both Corporation and Vendor. All costs associated with achieving and maintaining scores shall be at the sole expense of the Vendor.
4. The Corporation, at times, may request enhancements to the Hospitality Program to meet the needs of the Corporation at no additional cost.
5. The Corporation and/or authorized persons reserve the right to inspect and/or audit the Vendor's books, and other financial records. The Vendors shall turn over its books and all other financial information as it pertains to the Licensed Sites within 24 hours of request. This shall be deemed a material element of the award and subsequent agreement.

E) Safety and OSHA/PESH Compliance Program at WMC

1. Vendor shall provide a comprehensive safety training program for all employees in compliance with OSHA/PESH requirements.
2. All Vendor employees shall have documented safety and accident prevention training as required by OSHA and/or PESH and all regulatory agencies including Det Norske Veritas (DNV) and New York State Department of Health (NYSDOH).
3. As part of this specification it is understood and agreed that workplace and site safety is a joint responsibility for both contracting parties.
 - a. Vendor will develop an inspection protocol acceptable to the contracting entity that will address environmental safety issues applicable to, though not limited to, their contracted responsibilities (i.e. housekeeping, landscaping, snow removal, property maintenance). Vendor will submit the inspection protocol to the appropriate Facility Department Manager.
 - b. Additionally, Vendor will report immediately any environmental safety issues observed on or about the facility to the contracting officer representative including but not limited to such conditions as damaged pavement, sidewalk, tiles, fall, trip and/or slip hazards, sharp hazards, improperly barricaded areas, lighting, and other such issues which pose a safety risk to employees, visitors and/or patients.
 - c. Any such issues observed during the course of the Vendor's daily and/or routine inspection/duties which pose a risk to employees, visitors and/or patients is to be addressed preliminarily by the Vendor to secure

- the area and, if within their duties, address the issue to resolution.
- d. If the observed issue is unable to be resolved by the handling Vendor notification to the appropriate Facility Department Manager or Facility Call Center for further handling is required with appropriate documentation maintained by Vendor.
 - e. Vendor will provide a summary of reported issues with any required periodic reports specified elsewhere but at least no less than quarterly.
- F) Comprehensive Infection Prevention and Control Program
1. Vendor must provide Corporation evidence of viable and successful compliance with all applicable Infection Control guidelines including AORN, CDC and SHEA protocols for cleaning, and their utilization to ensure cleanliness and disinfection in patient care areas, surgical suites, etc. Compliance must be as demonstrated by Vendor performance at comparable sites.
 2. Vendor must provide Corporation proof that their program for cleaning meets the standards as set forth above.
- G) Comprehensive “Green” Cleaning Program
1. The Program shall include all applicable cleaning agents which shall be considered “green” as determined by the Green Seal Certification process, chemical usage reduction, and a process to develop manufacturer partnerships for sustainability.
 2. All cleaning agents used by the Vendor, as much as possible, shall be considered and classified as “green” by the Green Seal certification method; as much as possible chemical usage shall be reduced to protect sanitary waste disposal systems from over disposal of chemicals into the system; and Vendor shall demonstrate to the Corporation partnerships with chemical manufacturers and other organizations focused on providing alternative methods and operations to promote sustainability of the environment.
- H) Corporation Meetings and Committees
1. Vendor must actively attend and participate in all required meetings and Committees which shall include but not be limited to:
 - a. Safety Huddles (daily)
 - b. Vital Gatherings (monthly)
 - c. Staff meetings
 - d. Environment of Care Rounds
 - e. Corporate Compliance
 - f. Infection Control Committee
 - g. Environmental Health and Safety Committee
 - h. Department Director’s Meeting
 - i. Customer Service Initiative
 - j. Performance Improvement Committee
 - k. Employee Satisfaction Committee
 - l. Administrative Rounds
 - m. Nursing Partnership Meetings (weekly)
 - n. Support Services Team Meetings (weekly)
 - o. MFCH Management Meetings (monthly)
 - p. Infection Prevention and Control (monthly)
 - q. Environment of Care Quality Council (monthly)
 - r. Emergency Preparedness Committee (monthly)
 - s. Regulatory Preparedness (weekly)
 - t. Behavioral Health Center Management Meeting (monthly)
 - u. Behavioral Health Center Quality council Meeting (monthly)
 - v. Behavioral Health Center Nursing Partnership Meeting (monthly)
 - w. Behavioral Health Center Staff and Management Meeting (quarterly)
 - x. Other meetings and committee participation as required

4.1.2 WMC Staff

The Vendor shall provide the Corporation with experienced and trained staff for the following positions to properly supervise, manage and operate the EVS Department and maintain the highest level of housekeeping and cleaning standards so that no evidence of dust, dirt, grime, streaks, spots, stains, oils, scratches, smudges, foreign substances, fingerprints, lines or marks, water drippings, excessive moisture, unsightly discoloration is left after performing the Services and be responsible for and perform the Services at WMC. The Vendor shall provide the Corporation with qualified, experienced and trained staff to properly supervise, manage and operate the Division in furnishing all housekeeping and environmental services at WMC. All management personnel must be provided with a cellular communication device to send and receive communications; devices are to be provided at the sole expense of the Vendor. Division staffing requirements, responsibilities and experience will be determined at the sole discretion of the Corporation. The Corporation reserves the right to interview, reject and/or approve placement of all management and supervisory positions. The Vendor shall propose a staffing model that at a minimum meets the scope of this RFP. The Corporation reserves the right to accept and/or change any and all aspects of the proposed staffing model. The Vendor shall submit to the Corporation certified monthly payroll reports documenting the salaries paid to its employees. The Vendor shall propose a staffing model that shall at a minimum adhere to the following staffing requirements:

1. *Director of Operations* - (one [1] fulltime equivalent) shall be responsible for the overall administration of the Corporation's EVS services at WMC and MHRH. The Director shall attend Corporation meetings, conduct rounds and prepare reports, as appropriate and required by authorized Corporation representatives. The Director shall possess a Bachelor's Degree, from an accredited college/university, in Business Administration, Environmental Sciences, or Institutional Management, or related field and EITHER:
 - a. Five (5) years of professional experience in a large health care facility of comparable size to WMC; Four (4) of the five (5) years must be administrative level experience; OR
 - b. Possess at least thirty (30) credits toward a Master's degree in Public Administration, Business Administration, Environmental Science, Institutional Management, or related field and have two (2) years of administrative level experience.
2. *Assistant Director of Operations* – (one [1] fulltime equivalent)
3. *Manager of Operations* – Vendor to propose total fulltime equivalents for 24 hour coverage
4. *Supervisors* – Vendor to propose total fulltime equivalents for 24 hour coverage
5. *Training Manager*- one [1] fulltime equivalent dedicated to WMC and MHRH
6. *Site Human Resources Manager*- one [1] fulltime equivalent dedicated to WMC and MHRH
7. *Hospitality Managers/EVS Liaisons*- Vendor to propose total fulltime equivalents
8. *Housekeeping, Floor Tech, and Project Tech Associates*- Vendor to propose total fulltime equivalents for 24 hour coverage as required to meet the services outlined in this RFP. Staff shall be fully trained and able to perform the duties and responsibilities set forth in this specification. The Vendor shall provide personnel with sufficient experience to efficiently meet the needs and demands of the Corporation and meet the scope as outlined in this RFP and key performance indicators (KPIs) contained herein. The Corporation does not require a minimum number of full-time equivalents. The following locations require dedicated housekeepers:
 - a. Burn Unit- One (1) dedicated FTE per shift
 - b. Burn OR- One (1) dedicated FTE
 - c. Endoscopy- One (1) dedicated FTE
 - d. Main Concourse Lobby- One (1) dedicated FTE from the hours of 7am to 7pm, seven (7) days per week, three-hundred sixty-five (365) days per year.
 - e. MFCH Lobby- One (1) dedicated FTE from the hours of 7am to 7pm, seven (7) days per week, three-hundred sixty-five (365) days per year.
 - f. Operating Room and Perioperative Areas
 - g. During Corporation events, Vendor shall assign a dedicated FTE to the event. The Corporation, at its sole discretion, may determine what is constituted as an event.
9. *Ultraviolet light room Disinfection Jockey*- three (3) fulltime equivalents for both morning and evening shift.

4.1.3 MHRH Staff

The Vendor shall provide qualified staff to perform the management functions in connection with the Housekeeping and Environmental Services to be delivered at MHRH. The Vendor shall propose a management staffing model that allows for oversight of the EVS department according to the scope of this RFP. The Corporation reserves the right to accept and/or change any and all aspects of the proposed staffing model and may request removal of any Contracted Management Personnel and the Vendor must comply, provided such request is lawful, and in writing. The Vendor shall submit to the Corporation certified monthly payroll reports documenting the salaries paid to its staff.

Certain managerial staff, including housekeepers and all non-managerial Housekeeping and Environmental Services staff shall be Corporation personnel and shall be compensated directly by the Corporation. Corporation reserves the right to adjust these ratios at any time.

4.1.4 WMC & MHRH Facilities, Equipment, Sanitation and Inventories

1. Systems Equipment and Related Supplies

- a. The Vendor shall provide all necessary and required disposable supplies including but not limited to tissues, toilet paper, masks, paper towels, hand sanitizer, hand soap, cleaning products, disposable mop heads, garbage cans, respiratory hygiene stations, surgical masks, OR cleaning kits and trash liners.
- b. The vendor shall provide all equipment and machines required to properly meet the requirements outlined in this RFP.
- c. Any Corporation-owned equipment involved in this agreement shall be purchased by the Vendor in an “as is” condition. The Corporation makes no representation or warranties with respect to the condition of the foregoing equipment. Corporation owned equipment is listed in Attachment A.
- d. The Vendor shall obtain the approval of the Corporation prior to installing and utilizing any software system.
- e. The Vendor shall ensure that all equipment and machines utilized and/or provided to the Corporation for the performance of the Services under the Agreement shall be new or like new working and operating order, meeting and/or exceeding industry standards.
- f. The Vendor shall provide the Corporation with an inventory list of the equipment, machinery, vacuums, etc. to be used at the Corporation’s premises. Such inventory shall include, but limited to, manufacturer, type, serial numbers, and age of such equipment and/or machinery.
- g. The Vendor shall ensure that during the term of the Agreement all the equipment and machines are in proper working and operating order and are being retained according to manufacturer’s recommendations. In the event that any equipment and/or machinery are out of order or not properly operating, the Vendor shall provide for their immediate replacement.
- h. The Vendor, at its own cost, shall maintain and repair any and all equipment and machinery (including Corporation-owned equipment) utilized in the performance of the Services in accordance with the manufacturer’s specifications. The Vendor shall retain repair and preventative maintenance records for each piece of equipment and/or machinery within the Corporation’s premises and make available such records upon the Corporation’s request.
- i. All necessary equipment, machinery, and related supplies shall be provided to the Corporation at the commencement date of this Agreement.
- j. The Corporation reserves the right to modify any disposable product brand or cleaning product at no additional cost to the Corporation.
- k. The Vendor must consult with Infection Control prior to changing any cleaning or disinfection product used in the facility.

A. Sanitation, Recycling and Waste Disposal Program

Vendor shall provide all oversight, equipment, machinery, related supplies, and personnel to provide the Services at all campuses that at a minimum ensures and provides for the following:

1. Maintains the highest level of housekeeping standards
2. Appropriately cleans such that no surfaces shall have any evidence of dust, dirt, grim, streaks, spots, stains, oils, scratches, smudges, foreign substances, fingerprints, lines or marks, water drippings, excessive moisture,

and/or unsightly discoloration.

3. Equipment, materials, premises and areas utilized by the EVS Department shall at all times be clean, sanitary and free from rubbish, refuse, dirt, offensive or unclean materials, flies, insects, rodents and other vermin.
4. All cleaning agents, supplies, and equipment are properly stored in areas designated by the Corporation.
5. Garbage and refuse trucks are to be provided by the Vendor. Vendor must maintain all trucks in good working condition, including the repair and/or replacement of truck wheels. Vendor must provide covers that appropriately cover trucks on all four sides.
6. Garbage and refuse trucks must be power washed daily.
7. Garbage and refuse are placed within closed containers and plastic bags which shall be removed to a waste compaction unit provided by the Corporation (boxes and containers are knocked down whenever possible)
8. All staff who works with or around the compactor must receive appropriate training on an annual basis by the Vendor.
9. Garbage and refuse is taken to a central location as designated by the Corporation
10. Refuse is maintained orderly and in closed containers and such containers are washed daily with disinfectant solutions and are treated with insecticide periodically
11. Refuse area must be washed daily with a disinfectant solution and shall be treated periodically with an insecticide
12. All recycling containers are to be provided by the Vendor and FM approved.
13. All recycling materials are handled and disposed in accordance with all applicable laws, rules and regulations, including applicable recycling laws.
14. All recycling containers are to be lined with a liner that is distinguishable from MSW liners.
15. All RMW and hazardous waste bags are labeled with the name and address of the Corporation.
16. Plastic lined garbage containers are placed in appropriate and required areas of Vendor's operations
17. Vendor's supplies, materials and equipment utilized in providing the Services to the Corporation are used and maintained in a manner to ensure safety of Vendor personnel, Corporation staff, patients and visitors, such that:
 - a. Vendor supplies and equipment are not placed in traffic areas or other locations so as to create safety hazards
 - b. Vendor personnel use appropriate, neat appearing signs indicating the hazard (includes: Danger – Hazardous Area, Walk Left (Right), Caution)
 - c. Electrical cords are plugged in the nearest outlet and kept in sight of machine or equipment operator
18. Vendor shall furnish all the necessary equipment and supplies for its personnel to carry out the Services, Sanitation, Recycling and Waste Removal Program at all campuses. Such equipment and supplies shall include, but not be limited to, all cleaning agents and supplies, such as chemicals and soaps and mops (wet and dry), brooms, sweeping tools and waste receptacles. Vendor shall ensure that:
 - a. Electrical equipment operated by Vendor personnel shall be equipped with quiet monitors and hospital grade plugs
 - b. All electrical equipment shall have proper Underwriter's Laboratory, Inc. approval
 - c. Wheeled and movable equipment must have protective non-marking bumpers or guards to prevent damaging building structure or other objects
19. The Corporation shall determine whether Vendor's services, sanitation, recycling and waste disposal program is satisfactory. The Corporation and/or authorized individuals shall have the right to access any area and

inspect the operation thereof, as well as, the Vendor's work method and procedures, standards, cleanliness, appearance, and conduct of Vendor's personnel, operating hours, general housekeeping, and upkeep of premises and areas and Vendor agrees to comply with such regulations.

20. Vendor shall ensure that the EVS personnel are properly trained and educated in cleaning, recycling, waste disposal and sanitation procedures, regulations and standards so as to affect a high level of competence and effectiveness in critical areas of activity.
21. Vendor shall have ten (10) days from receipt of written notification that a particular area where Vendor provides Housekeeping and Environmental Services under this agreement does not abide by the requirements set forth by the Corporation, to maintain, clean, repair, replace, rebuild and/or repaint such areas at the sole cost of the Vendor. If, in the sole opinion of the Corporation, the failure of Vendor to fulfill the requirements of the program endangers the safety of patients, public, Corporation staff, and visitors, the Corporation may, at its sole opinion, and in addition to other remedies available to it, perform such maintenance functions at the sole cost of the Vendor.

B. Hospital Required Training

1. Management and supervisory personnel will be required to attend WMC Health Organizational and Development (OD&L) managerial and leadership workshops, seminars, and training sessions as indicated by the WMC Health standards and curriculum.
2. Housekeeping Staff and Technicians will be required to attend OD&L workshops, seminars, and training sessions as indicated by WMC Health standards and curriculum to include but not be limited to Life Wings and Foundations of Customer Service.

4.1.5 WMC & MHRH Reporting & Key Performance Indicators

- A. The Vendor shall submit to in a timely fashion reports to the Corporation, as it reasonably may request and promptly comply with all requests for information.
- B. The Vendor shall submit to the Corporation the following reports:
 - a. Monthly reports for Vendor's operations at the Corporation's facilities including:
 - i. Division operations including staffing/FTE report;
 - ii. Housekeeping statistics as specified by the Corporation to include discharge room cleaning time, both receipt-to-complete and response time by housekeeper;
 - iii. Average active cleaning time by building and/or unit
 - iv. Average total cleaning time by building and/or unit
 - v. Ultraviolet light disinfection jobs completion and compliance
 - vi. Total number of ultraviolet light disinfections completed as per SOP
 - vii. Status of Hospitality Program at WMC, including but not limited to number of complaints addressed, complaints outstanding, and associated performance improvement initiatives;
 - viii. Status of Sanitation, Recycling and Waste Disposal, and any outstanding complaints regarding these services;
 - ix. Comparative report of the Press Ganey and HCAPHS scores as related to Room Cleanliness, Courtesy of Person Cleaning the Room, and Room and Bathroom Kept Clean to track each category for purposes of determining incentive/disincentive amount due from Vendor, if any and such a program is established.
 - x. Percent of work time lost due to OTJ Injury- in relation to total department hours worked;
 - xi. Any other reports as requested by the Corporation

- b. The Vendor shall submit to the Corporation certified monthly payroll reports documenting the salaries paid to its staff.
- c. The Vendor will be measured and rated against the KPI's
 - i. Average total discharge room cleaning time. Vendor to provide a proposal for an annual penalty credit/ incentive amount.
 - a. Westchester Medical Center: < Sixty (60) minutes.
 - b. MidHudson Regional Hospital: < sixty (60) minutes.
 - ii. Press Ganey Inpatient Mean Score related to Room Cleanliness. Vendor to provide a proposal for an annual penalty credit/ incentive amount.
 - iii. Press Ganey Inpatient Mean Score related to Courtesy of Person Cleaning Room. Vendor to provide a proposal for an annual penalty credit/ incentive amount.
 - iv. HCAPHS Top box score related to the "Cleanliness of hospital environment" question. Vendor to provide a proposal for an annual penalty credit/ incentive amount.
 - v. ATP or Blacklight monitoring program to measure room cleanliness. Vendor to provide a proposal for an annual penalty credit/ incentive amount.
 - a. Westchester Medical Center: ≥95% compliance
 - b. MidHudson Regional Hospital: ≥95% compliance

4.2 BSCHS SCOPE OF SERVICES

The Vendor, through Corporation's personnel at Good Samaritan Hospital, and through Corporation's personnel at St. Anthony's Community and Bon Secours Community Hospital shall provide for the Housekeeping and Environmental Services requirements for Bon Secours Charity Health System (BSCHS). This shall include not be limited to furnishing all appropriate staff, cleaning agents, supplies and equipment for the proper and efficient operation of the Corporation's Environmental Services program. The Vendor shall maintain sufficient supplies at each site to sustain 96-hours of operations as dictated by the scope of this RFP. Accordingly, the Vendor shall manage, operate and provide the Housekeeping and Environmental Services program, which shall include but not be limited to:

- A. Supervise, manage, and operate BSCHS's services as set forth in these specifications.
- B. Provide all equipment and related supplies to operate all functions as related to this program.
- C. Provide a Hospitality Program at BSCHS
- D. Provide for Sanitation, Recycling, and General Regulated Medical Waste removal program at BSCHS; work with existing BSCHS waste hauling and disposal Vendors to ensure the waste removal programs are coordinated and managed properly, sign, receive, process, store, and maintain all RMW manifests appropriately.
- E. Provide a Safety and OSHA/PESH Compliance Program at BSCHS
- F. Attend and participate in BSCHS meetings and Committees
- G. Provide reports and documentation of Division's operations
- H. Provide a comprehensive "Green" Cleaning Program at BSCHS
- I. Provide an evidence-based and Comprehensive Infection Prevention and Control Program at BSCHS

4.2.1 BSCHS Operating Procedures

A. Cleaning Specifications

- 1) Cleaning Specifications
 - a. The vendor shall ensure that in providing the housekeeping services to BSCHS, the following minimum

- cleaning specifications are followed by Area and Frequency.
- b. All cleaning solutions and supplies must be approved by the Corporation.
 - c. Cleaning specifications will be maintained seven (7) days per week, three-hundred sixty-five (365) days per year unless otherwise noted.
- A) Patient Care Area's
- a. Defined as any portion of a health care facility where patients are intended to be examined/ treated or any ancillary area/department which aids in the diagnosis/ treatment of a patient.
 - (1) For purposes of this document this includes but is not limited to inpatient rooms, corridors within patient care areas, nursing stations, clean/ soiled utility rooms, medication rooms, equipment storage rooms, treatment rooms, the laboratory, and central sterile.
2. General Requirements:
- a. Floor Care:
 - (1) General Notes:
 - (a) All Floors must be maintained in a clean state, free of dust and debris.
 - (b) Baseboards are to be maintained in a clean state free of dust, splash marks, old finish, and seal.
 - (c) All spills must be cleaned on request, twenty-four (24) hours per day, (7) days per week, three-hundred sixty-five (365) days per year within a ten (10) minute response time. A wet floor caution sign must be placed adjacent to all spill areas.
 - i. EVS is responsible for cleaning all hazardous/ cytotoxic and chemotherapy spills with the appropriate solution.
 - (2) Hard Surfaces
 - (a) Dust/Microfiber Mop – Address all hard-surfaced floors using a dust control tool. Microfiber mopping to include corners, baseboards, and hard-to-reach areas and shall be performed once (1) daily, seven (7) days per week, three-hundred sixty-five (365) days per year or as visibly soiled. The morning sweep in all high traffic area's (hallway's, nurse's station) must be completed by 7:30AM.
 - (b) Wet Mop - All hard-surfaced floors with approved germicidal solution, once daily, seven (7) days per week, three-hundred sixty-five (365) days per year.
 - (c) Spot Mop - As required seven (7) days per week, three-hundred sixty-five (365) days per year.
 - (d) Burnish/ Spray Buff - All high traffic floors (e.g. corridors, nurse's station) twice (2) per week. All other area's once (1) per week. The Vendor will provide the Corporation with a master schedule detailing the expected dates and times for these cleanings on a quarterly basis. The Corporation may at its sole discretion adjust and/or increase this frequency. Floors will be maintained in a clean state, free of build-up, dirt, and/or black marking, and with a gloss acceptable to the Corporation.
 - (e) Strip and Refinish- Strip old finish from hard-surfaced floors, apply suitable non-slip floor finish twice per year. The Corporation may at its sole discretion adjust and/or increase this frequency. The frequency of stripping and/or refinishing will be such as to maintain the hard-surfaced floors in a clean state, free of build-up, dirt or black marking, and with a gloss acceptable to the corporation. A strip and refinish schedule must be provided to the Corporation on a quarterly basis. Strip and refinish activities are to be scheduled during times that minimize effect on patient care.
 - (f) Apply Finish- Wash or light scrub hard-surfaced floors, apply non-slip floor finish, twice per year (between strip and refinishing). This frequency is a minimum. The Corporation may at its sole discretion adjust and/or increase this frequency. The frequency of stripping and/or refinishing will be such as to maintain the hard-surfaced floors in a clean state, free of build-up, dirt or black marking, and with a gloss acceptable to Corporation.
 - (3) Carpet
 - (a) Vacuum - All carpeted floor areas using a HEPA- filtered vacuum once daily, seven (7) days per week, three-hundred sixty-five (365) days per year.
 - (b) Carpet Cleaning- Shampoo all carpet's using an unscented, approved cleaning solution four (4) times per year.
 - b. Dusting:

- (1) Low-level dust all ledges, furniture and fittings, excluding technical equipment, to a height of six (6) feet from the floor once (1) daily.
- (2) High dust all ledges and fittings above six (6) feet from the floor, three (3) times per week.
- c. Housekeeping Surfaces:
 - (1) Clean/Disinfect – All Housekeeping (horizontal) surfaces (e.g. countertops, railings, window sills, head/foot/side rails of beds, bedside tables, television sets and telephones) daily or when surfaces are visibly soiled. Cleaning frequency for long-term patient beds shall be established and approved by Nursing.
- d. Vertical Surfaces – Spot clean as required (e.g. walls, cabinets, millwork, doors, door jams) once daily, seven (7) days per week, three-hundred sixty-five (365) days per year.
 - (1) Ensure that all door frames are free and clear for dust and debris. This shall include but not be limited to electrical and data closets, patient room doors, bathroom doors, etc.
- e. Stainless Steel - Damp wipe, clean, and polish stainless steel and other metal, railings, wall corner coverings, door handles, door frames, and footplates, three (3) days per week.
- f. Polish Furniture - Apply appropriate furniture polish and rub to high shine on all wood furniture, as required.
- g. Wash Walls - Wash interior wall surface, as required.
- h. Vents– all exterior air exchange vents must be cleaned once (1) times per week. If vents require a detailed interior cleaning, EVS is to inform the Corporation's Facilities department via a work order.
- i. Water fountains- clean with approved disinfectant once daily or as visibly soiled.
- j. Hand Sanitizer/ Soap Receptacles- Police hand sanitizer/soap receptacles once (1) daily. Replenish product as necessary and ensure product is not expired.
- k. Waste Receptacles:
 - (1) Empty waste receptacles and replace liners three (3) times daily (morning, evening, night) and as needed.
 - (2) Garbage receptacles – the exterior portion of all garbage receptacles must be cleaned daily, three-hundred sixty-five (365) days per year. The inside of all garbage receptacles must be cleaned once weekly.
 - (3) Large garbage trucks- large trucks located in soiled utility rooms must be maintained in a clean state at all times. Interior/ exterior portion must be wiped down a minimum of once (1) weekly.
- l. Linen:
 - (1) Refresh linen carts/storage locations three (3) times daily (morning, evening, night). Vendor is responsible for maintaining appropriate par levels on each unit including scrub machines.
- m. Soiled Linen Hampers:
 - (1) Empty soiled linen hampers three (3) times daily (morning, evening, night) and as needed.
- n. Sharps Containers:
 - (1) Sharps containers are collected and replaced up by a 3rd party vendor. Vendor is responsible to remove and replace sharps containers in off hours and weekends as needed. All full sharps containers are to be deposited in a designated, secure area.
- o. Regulated Medical Waste:
 - (1) Remove all regulated medical waste from soiled utility rooms once (1) daily or as needed.
 - (2) Remove all regulated medical waste from patient rooms once (1) daily or as needed.
- p. Clean/ Soiled Utility Rooms
 - (1) Vendor is responsible to maintain clean/ soiled utility rooms in a clean state including:
 - (a) Emptying large garbage collection trucks daily
 - (b) Emptying soiled linen collection trucks daily
 - (c) Wet Mopping the floor daily
 - (d) Flushing Hopper once (1) per week
- q. Restrooms (includes common area restrooms on inpatient):
 - (1) Clean bathroom fittings and high touch areas - Thoroughly clean and disinfect hand basin, bath, commode, seat cover (both sides), and towel/ paper fitting daily or as visibly soiled. High touch area's include but is not limited to light switches, handles, soap dispensers and hand rails.

- (2) Low-level dust once (1) daily.
- (3) Restroom Floor Care:
 - (a) Dust/Microfiber Mop - All hard-surfaced floors with dust control tool. Microfiber mopping to include corners, baseboards, and hard-to-reach areas and shall be performed once daily or as visibly soiled.
 - (b) Wet Mop - All hard-surfaced floors with approved germicidal solution, once daily or as visibly soiled.
- (4) Replenish Supplies - Hand soap, paper towels, toilet tissue, and toilet seat covers, once daily, seven (7) days per week, three-hundred sixty-five (365) days per year or as necessary. Toilet paper shall be replenished with a hotel fold upon each bathroom service; toilet strips shall be applied each time the toilet is cleaned in both private and semi-private rooms. Color changing tablet shall be placed in toilet each time the toilet is cleaned in both private and semi-private rooms.
- (5) Scrub shower floors, wipe clean shower walls and damp dust pipes; once daily, seven (7) days per week, three-hundred sixty-five (365) days per year or as needed.
- (6) Audit Shower curtain once daily, seven (7) days per week, three-hundred sixty-five (365) days per year and replace as needed. At a minimum, curtains must be cleaned and rehung every 3 months. Vendor is responsible for maintaining schedule and purchasing curtains.
- r. Low-Level Glass - Clean and remove finger marks from low-level interior glass partitions, door panels, mirrors, etc. once daily, seven (7) days per week, three-hundred sixty-five (365) days per year.
- s. Windows - Spot clean interior of outside windows, as required.
- t. Equipment:
 - (1) IV poles in all areas are to be cleaned daily.
 - (2) Base of Workstation's on Wheels (WOW's) must be cleaned once (1) weekly.
- u. Pantries:
 - (1) Microwave must be cleaned once (1) daily
 - (2) Ice machine must be cleaned once (1) daily
 - (3) Cabinets/ exterior of refrigerator must be wiped clean once (1) per week
- v. Inpatient Discharge/ Transfer cleaning:
 - (1) *NOTE: Such discharge and transfer cleaning will be carried out on request twenty-four (24) hours per day. Discharge and terminal cleans must be completed on average less than sixty (60) minutes from the time of request. Staffing levels must be adjusted to meet this metric.*
 - (2) Bed –
 - (a) Strip bed of soiled linen.
 - (b) Thoroughly wash bed, springs, and mattress with germicidal solution including the head and foot boards.
 - (c) Make the bed with fresh linen, which shall include linen inspection and compliance with Corporation's rejected linen program.
 - (3) Furniture – Wipe/ polish all furniture in the room. Scrub the inside of the clothes closet.
 - (4) Equipment – Housekeeping is responsible to remove all portable medical equipment from patient rooms.
 - (5) Bathroom – Thoroughly clean bathroom as outlined in subsection o. Restrooms and replenish supplies.
 - (6) Waste – Empty, wash, and place fresh liner in waste container.
 - (7) Floors – Sweep, damp mop, and spray buff hard-surfaced floors. Scrub shower floors. Remove spots and stains.
 - (8) Walls – Clean as necessary all painted and tiled walls.
 - (9) Curtains- Assess cubicle curtains for cleanliness daily; if visibly soiled, curtain is to be wiped down or replaced. If patient is not in in the room, curtains should be tied to indicate room cleanliness. Curtains are replaced on a quarterly basis by a 3rd party vendor. Vendor to oversee the replacement program and ensure compliance.
 - (10) Windows – Check/clean interior window surfaces.
 - (11) Room Assessment – all personnel are responsible for assessing room for any physical environment

deficiencies and are to report any and all deficiencies to respective department through appropriate reporting.

- w. Ultraviolet Light Disinfection Cleaning:
 - (1) Vendor will liaise with Corporation to develop a standard operating procedure for UV disinfecting patient rooms, restrooms and OR's
 - (a) Vendor to include the price of the following equipment in the Fee Proposal.
 - i. Good Samaritan Hospital: 2 Machines
 - ii. St. Anthony Community Hospital: 1 Machine
 - iii. Bon Secours Community Hospital: 1 Machine
 - x. Notification and communication – a mechanism must be provided and approved by the Corporation to inform patients that their room has been serviced.
3. Specialty Area's:
- (1) Requirement's listed below are in addition to the guidelines noted in section A. Patient Care Area's.
 - a. Isolation rooms/ Protective Environment :
 - (1) Staff must don the appropriate PPE in compliance with Hospital's Infection Control guidelines which includes:
 - (a) Airborne isolation rooms
 - (b) Contact isolation rooms
 - (c) Droplet isolation rooms
 - (d) Protective environment rooms
 - (2) All reusable equipment (ex: mop handle) must be thoroughly wiped down upon room completion.
 - b. NICU/ Nursery:
 - (1) Wash all walls, ceilings, doors and ledges; when the Nursery is available, but no less than every three months
 - (2) Wash all internal glass; when the Nursery is available, but no less than every three months
 - (3) Wash all light fixtures; when the Nursery is available, but no less than every three months
 - (4) Wash all ventilator ducts thoroughly; when the Nursery is available, but no less than every three months
 - (5) Machine scrub all floors with special attention to corners and difficult access areas; when the Nursery is available, but no less than every three months
 - (6) *Note: It is understood that most nurseries are difficult areas to vacate. However, the Director of environmental services will liaise closely with the nurse manager of the unit in making every effort to keep with this schedule. If unit is made available due to patient census, Vendor is to make every effort in good faith to address the aforementioned requirements.*
 - c. Intensive Care Units (ICU):
 - (1) Wash all walls, ceilings, doors and ledges; when the ICUs are available, but no less than every three months
 - (2) Wash all internal glass; when the ICUs are available, but no less than every three months
 - (3) Wash all light fixtures; when the ICUs are available, but no less than every three months
 - (4) Wash all ventilator ducts thoroughly; when the ICUs are available, but no less than every three months
 - (5) Machine scrub all floors with special attention to corners and difficult access areas; when the ICUs are available, but no less than every three months
 - (6) *Note: It is understood that some ICUs are difficult areas to vacate. However, the Director of environmental services will liaise closely with the nurse manager of the unit in making every effort to keep with this schedule. If unit is made available due to patient census, Vendor is to make every effort in good faith to address the aforementioned requirements.*
 - d. Emergency Department
 - (1) The rest rooms will be police cleaned twice per shift all shifts in addition to the daily cleaning.
 - (2) All examination tables to be cleaned after each use.
 - (3) Ceramic walls will be spot washed daily and as necessary, using specified germicidal solution.
 - (4) Sinks, soap dispensers, and paper towel dispensers will be cleaned daily and replenished.
 - (5) All IV poles, and gurneys will be cleaned daily.

- (6) All stretchers and wheelchairs will be cleaned upon discharge.
- (7) Toilets to be washed and cleaned at least 6x daily using germicidal solution, including both sides of toilet seats.
- (8) *Note: Emergency department shall be cleaned on a 24-hour basis, 7 days per week and police cleaned, as necessary.*
- e. Procedural Areas
 - (1) Cleaning specifications must meet or exceed the latest recommended guidelines
 - (2) The rest rooms will be policed and cleaned twice per shift all shifts in addition to the daily cleaning.
 - (3) All examination tables must be cleaned between cases and at the end of the day.
 - (4) Walls will be spot cleaned daily and as necessary.
 - (5) Sinks, soap dispensers, hand sanitizer and paper towel dispensers will be cleaned daily and replenished as necessary.
 - (6) All stretchers wheelchairs, IV poles, and gurneys will be cleaned between cases and at the end of the day.
- f. Radiology Department
 - (1) The inpatient Radiology Department shall be cleaned on a 24-hour basis, 7 days per week. Wall washing will be done as necessary throughout the department.
- g. Operating Room and Perioperative Area's
 - (1) General notes:
 - (a) Personnel must be dedicated to these areas and may not be pulled to other areas throughout the day.
 - (b) Appropriate attire must be worn in accordance with hospital policy. This includes but is not limited to scrubs, cap, surgical mask, gloves, shoe covers and beard covers as applicable.
 - (c) All cleaning procedures must meet or exceed the latest AORN recommended guidelines and practices.
 - (d) All cleaning equipment must be designated for the OR.
 - (e) Cleaning time allotment is determined by the Healthcare facility.
 - (f) All cleaning procedures must be performed in a manner that minimizes employee contact with soiled items.
 - (g) All cleaning procedures must be performed in accordance with hospital infection control policies including but not limited to cleaning from top to bottom, clean to dirty and not double dipping cleaning cloths into disinfectant solution.
 - (h) All regulated medical waste containers must be removed between cases and at the end of the day.
 - (2) Start of day requirements:
 - (a) All horizontal surfaces in the OR must be damp dusted prior to the first scheduled surgical procedure of the day using a clean, lint free microfiber cloth.
 - (3) Between case cleaning requirements:
 - (a) All waste receptacles must be emptied and damp wiped.
 - (b) All high touch objects must be cleaned and disinfected including but not limited to surgical light, bed, table, ledges.
 - (c) Spot wash and disinfect all visibly soiled walls.
 - (d) Dry mop the entire floor in a manner to maximize dust containment.
 - (e) Wet mop the entire floor in a manner to maximize dust containment.
 - (4) Terminal Cleaning (performed at the end of each day):
 - (a) Empty/ disinfect all waste receptacles
 - (b) Disinfect all horizontal surfaces including but not limited to lights, tables, furniture, cabinets, fixtures, ledges, kick buckets and linen stands.
 - (c) Walls and vents must be washed where visibly soiled
 - (d) Floors must be wet mopped and thoroughly scrubbed.
- h. Pharmacy:
 - (1) Requirements for cleaning the sterile compounding anteroom and buffer room:
 - (a) All cleaning procedures must meet or exceed the latest recommended cleaning guidelines and

- practices.
 - (b) All cleaning tools/products/supplies must be non-shedding and dedicated for these specific rooms. Pharmacy reserves the right to change products at no cost to the corporation.
 - (c) Ceilings must be cleaned at least once weekly.
 - (d) Floors must be cleaned and disinfected daily.
 - (e) Cleanings must occur at times dictated by pharmacy staff.
 - (f) Appropriate PPE must be worn at all times when entering these spaces.
 - (g) EVS Personnel approved to clean sterile compounding areas must have competencies and training approved by Pharmacy.
 - (h) EVS will maintain cleaning logs, training records and competencies. All documentation must be readily accessible and provided to Pharmacy as requested.
 - i. Inpatient Corridors and Nurses Stations:
 - (a) Dust/ microfiber mop three (3) times daily (morning, evening, night).
 - j. Play Rooms
 - (a) Toys: Disinfect/sanitize all surfaces and toys using a hospital approved germicidal solution according to hospital policy.
 - k. Mt. Alverno Center & Schervier Pavilion
 - (1) Vendor must liaise with 3rd party linen vendor. EVS is responsible for stocking each floor with linen seven (7) days per week.
 - (2) Resident Personal Laundry Program
 - (a) EVS is responsible to launder, wash and return all personal resident laundry seven (7) days per week. Laundry is to be picked up in a designated area each morning and returned to the resident room the next business day.
 - (3) Cleaning of all wheel chairs upon discharge and as requested by nursing and rehabilitation staff.
 - (4) Daily cleaning of all waiting rooms and lobbies including furniture
 - (5) Dining Rooms
 - (a) Cleaning up after each meal to include sweeping and mopping of floors and tables
 - (b) Assistance in cleaning up large events
 - (6) Vendor is responsible for providing all required NYS DOH requirements including finger print records
- B) Non-Patient Care Areas
- a. Defined as any portion of a health care facility which does not aid in the diagnosis/ treatment of a patient.
 - (1) For purposes of this document this includes but is not limited to office space, lobbies, gift shops, stairwells, and waiting rooms.
 - 1. General Requirement's
 - a. Floor Care:
 - (1) General Notes:
 - (a) All Floors must be maintained in a clean state, free of dust and debris.
 - (b) Baseboards are to be free of dust, splash marks, old finish, and seal, seven (7) days per week, three-hundred sixty-five (365) days per year.
 - (c) *Please note: All spills must be cleaned on request, twenty-four (24) hours per day, (7) days per week, three-hundred sixty-five (365) days per year within a ten (10) minute response time. A wet floor caution sign shall be placed adjacent to all spill areas.*
 - i. EVS is responsible for cleaning all hazardous/ cytotoxic and chemotherapy spills with the appropriate solution.
 - (2) Hard Surfaces
 - (a) Dust/Microfiber Mop - All hard-surfaced floors with a dust control tool. Microfiber mopping to include corners, baseboards, and hard-to-reach areas.
 - i. Public areas (e.g. corridors, waiting rooms, gift shops) must be completed once (1) daily, seven (7) days per week. The Corporation may at its sole discretion adjust and/or increase this frequency.
 - ii. Private offices must be completed once (1) per week.
 - (b) Wet Mop - All hard-surfaced floors with approved germicidal solution.

- i. Public areas (e.g. corridors, waiting rooms, gift shops) must be completed once (1) daily, seven (7) days per week.
 - ii. Private offices must be completed once (1) per week.
- (c) Spot Mop - As requested (7) days per week, three-hundred sixty-five (365) days per year.
- (d) Burnish/ Spray Buff – All public areas (e.g. corridors, waiting rooms, gift shops) three (3) times per week. Private area’s (e.g. offices) must be completed once (1) per week. Floors will be maintained in a clean state, free of build-up, dirt, and/or black marking, and with a gloss acceptable to the Corporation. The Corporation may at its sole discretion adjust and/or increase this frequency.
- (e) Strip and Refinish- Strip old finish from hard-surfaced floors, apply suitable non-slip floor finish twice per year in all patient areas, including patient care hallways, corridors, and patient rooms. This frequency is a minimum. The Corporation may at its sole discretion adjust and/or increase this frequency. The frequency of stripping and/or refinishing will be such as to maintain the hard-surfaced floors in a clean state, free of build-up, dirt or black marking, and with a gloss acceptable to the corporation. A strip and refinish schedule must be provided to the Corporation on a quarterly basis. Strip and refinish activities are to be scheduled during times that minimize effect on patient care.
- (f) Apply Finish- Wash or light scrub hard-surfaced floors, apply non-slip floor finish, twice per year (between strip and refinishing). This frequency is a minimum. The Corporation may at its sole discretion adjust and/or increase this frequency. The frequency of stripping and/or refinishing will be such as to maintain the hard-surfaced floors in a clean state, free of build-up, dirt or black marking, and with a gloss acceptable to corporation.
- (3) Carpet
 - (a) Vacuum - All carpeted floor areas using a HEPA- filtered vacuum. Public areas (e.g. corridors, waiting rooms, gift shops) must be completed once (1) daily, seven (7) days per week. Private area’s (e.g. offices) must be completed once (1) per week.
 - (b) Carpet Cleaning- Shampoo all carpet’s using an unscented, approved cleaning solution quarterly.
- b. Dusting:
 - (1) Dust all low-level ledges, furniture and fittings, excluding technical equipment, to a height of six (6) feet from the floor five (5) times per week.
 - (2) High dust all ledges and fittings above six (6) feet from floor, once (1) weekly.
- c. Housekeeping Surfaces:
 - (1) Clean/Disinfect – All Housekeeping surfaces (e.g. furniture, countertops, railings, window sills) once (1) daily seven (7) days per week, three-hundred sixty-five (365) days per year or when surfaces are visibly soiled.
- d. Vertical Surfaces - Remove finger marks and smears from vertical surfaces (e.g. walls, cabinets, millwork, doors, door jams) as necessary.
 - (1) Ensure that all door frames are free and clear for dust and debris.
- e. Stainless Steel - Damp wipe, clean, and polish stainless steel and other metal, railings, wall corner coverings, door handles, door frames, and footplates, once (1) per week.
- f. Polish Furniture - Apply appropriate furniture polish and rub to high shine on all wood furniture, as required.
- g. Wash Walls - Wash completely interior wall surface, as required.
- h. Vents – clean exterior of air exchange vents once (1) weekly. If inside the vent requires cleaning, EVS staff is to inform the Corporation’s Facilities department.
- i. Water fountains- clean with approved disinfectant once (1) daily or as visibly soiled.
- j. Hand sanitizer/soap Receptacles- Police hand sanitizer/soap receptacles once (1) daily. Replenish supplies as necessary and ensure product is not expired.
- k. Waste Receptacles:
 - (1) Empty waste receptacles and replace liners three (3) times daily (morning, evening, night and as needed).
 - (2) Garbage receptacles – the interior/exterior portion of all garbage receptacles must be cleaned once

- (1) weekly.
- I. Restrooms:
 - (1) Clean bathroom fittings and high touch area's - Thoroughly clean and disinfect hand basin, seat covers (both sides), and towel/ paper fitting and high touch area's seven (7) days per week or as visibly soiled.
 - (2) Low-level dust once five (5) days per week.
 - (3) Restroom Floor Care:
 - (a) Dust/Microfiber Mop - All hard-surfaced floors with dust control tool. Microfiber mopping to include corners, baseboards, and hard-to-reach areas and shall be performed once five (5) days per week, three-hundred sixty-five (365) days per year or as visibly soiled.
 - (b) Wet Mop - All hard-surfaced floors with approved germicidal solution once daily, five (5) days per week.
 - (4) Restroom waste receptacles:
 - (a) Empty waste receptacles and replace liners three (3) times daily (morning, evening, night) and as needed.
 - (b) Garbage receptacles – the interior/exterior portion of all garbage receptacles must be cleaned once (1) daily, five (5) days per week.
 - (5) Replenish Supplies - Hand soap, hand sanitizer, paper towels, toilet tissue, and toilet seat covers, once daily, five (5) days per week, three-hundred sixty-five (365) days per year or as necessary. Toilet paper shall be replenished with a hotel fold upon each bathroom service; toilet strips shall be applied each time the toilet is cleaned in both private and semi-private rooms. Color changing tablet shall be placed in toilet each time the toilet is cleaned in both private and semi-private rooms.
 - (6) Shower:
 - (a) Scrub shower floors, wipe clean shower walls and damp dust pipes; once daily, seven (7) days per week, three-hundred sixty-five (365) days per year or as needed.
 - (b) Audit Shower curtain once daily, seven (7) days per week, three-hundred sixty-five (365) days per year and replace as needed. Curtain must be cleaned every 3 months at minimum. Vendor is responsible for maintaining schedule and purchasing curtains.
- m. Low-Level Glass - Clean and remove finger marks from low-level interior glass partitions, door panels, mirrors, etc. once daily, five (5) days per week, three-hundred sixty-five (365) days per year or as visibly soiled.
- n. Windows - Spot clean interior and exterior of outside windows, as required.
- o. Stairs and Stairwells
 - (1) Dust/ Microfiber Mop- All stairs and landings once (1) daily.
 - (2) Damp mop once (1) weekly.
 - (3) Wipe down rails and ledges with approved disinfectant at least once (1) daily, seven (7) days per week, and three-hundred sixty-five (365) days per year.
- p. Elevator Cleaning (Includes both service and visitor elevators):
 - (1) Wash and polish walls and doors daily
 - (2) Sweep and mop floors daily. Tracks must be clean and free of dust and debris.
 - (3) Clean ceilings monthly.
 - (4) Police area three (3) times daily, three-hundred sixty-five (365) days per year.
 - (5) Terminally clean post construction use
- 2. Specialty Area's:
 - (1) Requirement's listed below are in addition to the guidelines noted in section B. Non-Patient Care Areas
 - a. On Call Rooms/ Family Sleep Rooms:
 - (1) Beds must be cleaned and refreshed daily.
 - (2) *Note: Notification shall be provided to the Corporation upon completion of daily cleaning. If room is occupied at time of cleaning, room must be addressed at another time during a twenty-four (24) hour period.*
 - b. Public Restrooms:

- (1) Area to be policed minimum of three (3) times per shift.
- (2) Restroom cleaning frequency to occur a minimum of twice (2) per shift.
- c. Main Concourse Lobbies:
 - (1) Lobbies must be maintained in a clean state at all times between the hours of 7am to 7pm, seven (7) days per week, three-hundred sixty-five (365) days per year.
 - (2) Windows – spot clean interior windows reachable from floor once (1) daily and as requested. Windows must be maintained clean and streak free at all times.
 - (3) Spray Buff/ Burnish - (7) days per week, three-hundred sixty-five (365) days per year. The Corporation may at its sole discretion adjust and/or increase this frequency. Floors will be maintained in a clean state, free of build-up, dirt, and/or black marking, and with a gloss acceptable to the Corporation. Hand machines must be used to prevent damage to wall paneling.
- d. Lobby Restrooms:
 - (1) Area to be policed a minimum of six (6) times daily.
 - (2) Bathroom fittings cleaning frequency increased to at least six (6) times minimum daily.
 - (3) Floor care cleaning frequency increased to at least six (6) times minimum daily.
 - (4) Waste receptacle pick up frequency increased to at least six (6) times minimum daily.
- e. Building Entrances:
 - (1) Vestibule Mat- Vendor is responsible to maintain the vestibule mat (with facility logo) in a clean state, free of build-up, dirt and dust.
- l) Miscellaneous Services
 - 1. Conference and Meeting Rooms
 - a. Set up conference and meeting rooms, as requested by the Corporation. Vendor is responsible to track and schedule all conference room layouts as requested by the corporation.
 - 2. Event coverage- Vendor is responsible for providing staff for exclusive events as required.
 - 3. Assist with managing moves and relocating furniture as requested by the corporation.
 - 4. Patient Care Furniture - Supervise central storage and movement of patient care furniture. Arrange for repairs and replacement as required.
 - 5. Exterminator- Liaise with outside pest extermination services as required.
 - 6. Waste Disposal
 - a. Empty waste containers, remove waste and take to designated areas. Keep designated areas clean and free of litter, seven days a week. Liaise with waste hauling and disposal firms.
 - b. Implementation of waste minimization system and recycling program for facility
 - c. Vendor is responsible for timely notifications on the downtime for the compactors
 - 7. Exterior Windows
 - a. Liaise with outside Vendor for exterior window cleaning services.
 - 8. Outside Grounds – Vendor is responsible to maintain area outside (20 ft.) all entrances. Area must be policed a minimum of twice (2) daily for debris and cigarette butts.
 - 9. Cubicle Curtains and Drapes - Supervise ordering, cleaning, alteration, and central storage of cubicle curtains and drapes. Establish a formal Cycle cleaning system for all curtains to be changed four (4) times per year at minimum. Spot clean and change soiled curtains as needed.
 - 10. Flu Stations – Vendor is responsible to monitor and provide supplies for all respiratory hygiene/ flu stations throughout the campus. Stations are to be stocked with an antimicrobial disinfectant dispenser, masks, and tissues; supplies are to be provided at the sole cost of the Vendor. The Corporation reserves the right to change the type and quantity of any and all supplies. Stations must be kept clean and free of dust, dirt and debris at all times.
 - 11. Terminal cleanings following construction completion.
 - 12. Change sharp containers as needed and requested by the Corporation.
 - 13. Empty confidential bins as needed and requested by the Corporation.
 - 14. Place work orders in the Facilities Work Order System for all repair needs (i.e. any property damage or non-conformity to applicable environment of care and/or life safety standards) identified.
 - 15. Implement and maintain a Fly Mitigation Program.
 - 16. Code Triage - Support any declared Code Triage with requested staffing and supplies as directed by the Corporation at no additional expense to the Corporation.

17. Germicidal Residue - Germicidal cleaners must dwell for respective time to ensure efficacy. Any germicidal residue that remains post appropriate dwell time is to be wiped from any surface with water.
18. Compliance and participation with any emerging infectious diseases program (e.g. Ebola) – training and cost of related supplies is to be provided by Vendor.
19. Utilization of task automation system as directed by the Corporation
20. Changes of shift – staff who are scheduled to receive relief from their respective assignment(s) are to exchange coverage onsite at the respective assignment location. Vendor is to provide appropriate staffing to accommodate change of shift procedures.
21. Stimulate positive behaviors of Department personnel to maximize the provision of high quality services to the Corporation
22. Provide a vendor feedback recording process for staff, patients and visitors to improve the overall experience for the corporation.
23. Jointly participate and cooperate in the defense or resolution of housekeeping and environmental services associated claims or litigation
24. EVS must provide support to control any infectious diseases as directed by the infection control department.
25. Portable Sinks- Vendor is responsible to maintain portable sinks in a clean state at all times.

J) Hospitality Program

1. The Vendor shall develop, institute, administer and provide for a Hospitality Program that is patient experience driven, which shall include, but not be limited to:
 - a. Monitoring coverage to ensure the cleanliness
 - b. Tools to measure patient, client and staff satisfaction including performance improvement initiatives
 - c. Stimulate positive behaviors of Vendor personnel to maximize the provision of high quality Services to the Corporation
 - d. Provide a process to resolve such complaints and grievances by the Corporation, patients, staff, and visitors.
2. The Vendor shall provide the Corporation with a written plan for the Hospitality Program, which shall be submitted no later than thirty (30) days from the commencement of the Agreement for approval by the Corporation.
 - a. Monitor patient floor coverage to ensure the efficient and satisfactory provision of services to the Corporation
 - b. Utilize improvement tools for measuring client and patient satisfaction including performance improvement initiatives
 - c. Perform routine internal audits of staff practices
3. The Hospitality Program shall be administered and operated by the Vendor and aim to meet and exceed the previous months Press Ganey, HCAHPS (or comparative survey) scores related to room cleanliness and courtesy of housekeeper cleaning the room during the term of the Agreement. Vendor shall provide for an incentive/disincentive program for achieving scores to be agreed to by both Corporation and Vendor. All costs associated with achieving and maintaining scores shall be at the sole expense of the Vendor.
4. The Corporation, at times, may request enhancements to the Hospitality Program to meet the needs of the Corporation at no additional cost.
5. The Corporation and/or authorized persons reserve the right to inspect and/or audit the Vendor's books, and other financial records. The Vendors shall turn over its books and all other financial information as it pertains to the Licensed Sites within 24 hours of request. This shall be deemed a material element of the award and subsequent agreement.

K) Safety and OSHA/PESH Compliance Program

1. Vendor shall provide a comprehensive safety training program for all staff in compliance with OSHA/PESH requirements.
2. All Vendor staff shall have documented safety and accident prevention training as required by OSHA and/or PESH and all accrediting and regulatory agencies including but not limited to Det Norske Veritas (DNV), The Joint Commission (TJC) and New York State Department of Health (NYSDOH).
3. As part of this specification it is understood and agreed that workplace and site safety is a joint responsibility for both contracting parties.
 - a. Vendor will develop an inspection protocol acceptable to the contracting entity that will address

- environmental safety issues applicable to, though not limited to, their contracted responsibilities (i.e. housekeeping, landscaping, snow removal, property maintenance). Vendor will submit the inspection protocol to the appropriate Facility Department Manager.
- b. Additionally, Vendor will report immediately any environmental safety issues observed on or about the facility to the contracting officer representative including but not limited to such conditions as damaged pavement, sidewalk, tiles, fall, trip and/or slip hazards, sharp hazards, improperly barricaded areas, lighting, and other such issues which pose a safety risk to staff, visitors and/or patients.
 - c. Any such issues observed during the course of the Vendor's daily and/or routine inspection/duties which pose a risk to staff, visitors and/or patients is to be addressed preliminarily by the Vendor to secure the area and, if within their duties, address the issue to resolution.
 - d. If the observed issue is unable to be resolved by the handling Vendor notification to the appropriate Facility Department Manager or Facility Call Center for further handling is required with appropriate documentation maintained by Vendor.
 - e. Vendor will provide a summary of reported issues with any required periodic reports specified elsewhere but at least no less than quarterly.
- L) Comprehensive Infection Prevention and Control Program
1. Vendor must provide Corporation evidence of viable and successful compliance with all applicable Infection Control guidelines including AORN, CDC and SHEA protocols for cleaning, and their utilization to ensure cleanliness and disinfection in patient care areas, surgical suites, etc. Compliance must be as demonstrated by Vendor as provided by Vendor in comparable sites.
 2. Vendor must provide Corporation proof that their program for cleaning meets the standards as set forth above.
- M) Comprehensive "Green" Cleaning Program
1. The Program shall include all applicable cleaning agents which shall be considered "green" as determined by the Green Seal Certification process, chemical usage reduction, and a process to develop manufacturer partnerships for sustainability.
 2. All cleaning agents used by the Vendor, as much as possible, shall be considered and classified as "green" by the Green Seal certification method; as much as possible chemical usage shall be reduced to protect sanitary waste disposal systems from over disposal of chemicals into the system; and Vendor shall demonstrate to the Corporation partnerships with chemical manufacturers and other organizations focused on providing alternative methods and operations to promote sustainability of the environment.
- N) Corporation Meetings and Committees
1. Vendor must actively attend and participate in all required meetings and Committees which shall include but not be limited to:
 - a. All sites– Safety Huddle/Patient Report (daily)
 - b. All sites– Multidisciplinary Rounds (daily)
 - c. All sites- QAPI (weekly)
 - d. All sites – Patient Satisfaction Meeting (weekly)
 - e. All sites – Leadership Meeting (bi-weekly)
 - f. All sites – Hand Hygiene Committee (weekly)
 - g. All sites – Joint Commission Readiness (monthly)
 - h. All sites – Quality Management (monthly)
 - i. All sites – Infection Control (monthly)
 - j. All sites – Pharmacy and Therapeutics (monthly)
 - k. All sites– Environment of Care Quality Council (monthly)
 - l. All sites – Pharmacy and Therapeutics (monthly)
 - m. All sites– Fall Prevention (monthly)
 - n. All sites – Emergency Preparedness (monthly)
 - o. GSCH – CEO Meeting (bi-weekly)
 - p. GSCH – ED Throughput (monthly)
 - q. GSCH – Stroke Committee (monthly)
 - r. GSCH –Bariatric Committee (monthly)
 - s. GSCH – Joint Replacement Committee (monthly)

- t. GSCH – Wound Care Champions (monthly)
- u. BSCH –Morning Management Team Meeting (daily)
- v. BSCH –Patient Satisfaction Department Meeting (daily)
- w. BSCH – Patient Satisfaction and Operations Meeting –Facility (daily)
- x. BSCH/St Joseph’s Place + SACH/Schervier – Morning Resident Report (daily)
- y. BSCH – Supervisors Meeting (weekly)
- z. BSCH – Staffing and Union Relations (weekly)
- aa. BSCH/St Joseph’s Place - Medicare Meeting (weekly)
- bb. BSCH/St Joseph’s Place + SACH/Schervier - Wound Care Meeting (weekly)
- cc. BSCH/St Joseph’s Place+ SACH/Schervier – Care Plan Meeting (weekly)
- dd. BSCH/St Joseph’s Place + SACH/Schervier – meeting with Speech Pathology Department ad hoc
- ee. BSCH – Safety Meeting (monthly)
- ff. BSCH/St Joseph’s Place + SACH/Schervier – Resident Satisfaction (monthly)
- gg. BSCH/St Joseph’s Place – Patient Centered Dementia Meeting (monthly)
- hh. BSCH/St Joseph’s Place, SACH/Schervier + Mt. Alverno – Resident Council (monthly)
- ii. SACH – Weekly Nurses Huddle

4.2.2 BSCHS Staff

The Vendor will furnish management personnel (the "Management Personnel") to provide the Contracted Services on-site at BSCHS. The Vendor shall propose a staffing model that at a minimum meets the scope of this RFP. The Corporation reserves the right to accept and/or change any and all aspects of the proposed staffing model and may request removal of any Contracted Management Personnel and the Vendor must comply, provided such request is lawful, and in writing. The Vendor shall submit to the Corporation certified monthly payroll reports documenting the salaries paid to its staff.

A. Good Samaritan Hospital:

1. The Vendor shall provide the Corporation with experienced and trained staff for the following positions to properly supervise, manage and operate the EVS Department and maintain the highest level of housekeeping and cleaning standards so that no evidence of dust, dirt, grime, streaks, spots, stains, oils, scratches, smudges, foreign substances, fingerprints, lines or marks, water drippings, excessive moisture, unsightly discoloration is left after performing the Services and be responsible for and perform the Services. The Vendor shall provide the Corporation with qualified, experienced and trained staff to properly supervise, manage and operate the Division in furnishing all housekeeping and environmental services. All management personnel must be provided with a cellular communication device to send and receive communications; devices are to be provided at the sole expense of the Vendor. Division staffing requirements, responsibilities and experience will be determined at the sole discretion of the Corporation. The Corporation reserves the right to interview, reject and/or approve placement of all management and supervisory positions. The Vendor shall propose a staffing model that at a minimum meets the scope of this RFP. The Corporation reserves the right to accept and/or change any and all aspects of the proposed staffing model. The Vendor shall submit to the Corporation certified monthly payroll reports documenting the salaries paid to its staff. The Vendor shall propose a staffing model that shall at a minimum adhere to the following staffing requirements:
 - i. *Director of Operations* - (one [1] fulltime equivalent) shall be responsible for the overall administration of the Corporation’s EVS services for the Bon Secours system. The Director shall attend Corporation meetings, conduct rounds and prepare reports, as appropriate and required by authorized Corporation representatives. The Director shall possess a Bachelor’s Degree, from an accredited college/university, in Business Administration, Environmental Sciences, or Institutional Management, or related field and EITHER:
 1. Five (5) years of professional experience in a health care facility of comparable size; Four (4) of the five (5) years must be administrative level experience; OR
 2. Possess at least thirty (30) credits toward a Master’s degree in Public Administration, Business Administration, Environmental Science, Institutional Management, or related field and have two (2) years of administrative level experience.
 - ii. *Assistant Director of Operations* – (one (1) fulltime equivalent)
 - iii. *Manager of Operations* – Vendor to propose total fulltime equivalents for 24 hour coverage.

- iv. *Supervisors* –Vendor to propose total fulltime equivalents for 24 hour coverage.
 - v. *Training Manager*- one (1) fulltime equivalent dedicated to the Bon Secours System.
 - vi. *Site Human Resources Manager*- Vendor to propose fulltime equivalents for the Bon Secours System.
 - vii. *Hospitality Managers/EVS Liaisons*- Vendor to propose fulltime equivalents.
 - viii. *Housekeeping, Floor Tech, and Project Tech Associates*:
 - 1. *Good Samaritan Hospital*- Vendor to propose a staffing model that will meet the requirements outlined in this Request for Proposal. The Vendor shall provide personnel with sufficient experience to efficiently meet the needs and demands of the Corporation and meet the scope as outlined in this RFP and key performance indicators (KPIs) contained herein. The Corporation does not require a minimum number of full-time equivalents.
 - ix. During Corporation events, Vendor shall assign dedicated staff to the event. The Corporation, at its sole discretion, may determine what is constituted as an event.
2. **St. Anthony Community Hospital**
 - i. The Vendor shall provide qualified staff to perform the management functions at St. Anthony Community Hospital. The Vendor shall propose a 24/7 management staffing model that allows for oversight of the EVS department according to the scope of this RFP. The Corporation reserves the right to accept and/or change any and all aspects of the proposed staffing model and may request removal of any Contracted Management Personnel and the Vendor must comply, provided such request is lawful, and in writing.
 - ii. Certain managerial staff, including housekeepers and all non-managerial Housekeeping and Environmental Services staff shall be Corporation personnel and shall be compensated directly by the Corporation. Corporation reserves the right to adjust these ratios at any time.
 3. **Bon Secours Community Hospital**
 - i. The Vendor shall provide qualified staff to perform the management functions at Bon Secours Community Hospital. The Vendor shall propose a 24/7 management staffing model that allows for oversight of the EVS department according to the scope of this RFP. The Corporation reserves the right to accept and/or change any and all aspects of the proposed staffing model and may request removal of any Contracted Management Personnel and the Vendor must comply, provided such request is lawful, and in writing.
 - ii. Certain managerial staff, including housekeepers and all non-managerial Housekeeping and Environmental Services staff shall be Corporation personnel and shall be compensated directly by the Corporation. Corporation reserves the right to adjust these ratios at any time.
 4. **Mt. Alverno Center & Schervier Pavilion**
 - i. The Vendor shall provide qualified staff to perform the management functions at Mr. Alverno Center and Schervier Pavilion. The Vendor shall propose a 24/7 management staffing model that allows for oversight of the EVS department according to the scope of this RFP. The Corporation reserves the right to accept and/or change any and all aspects of the proposed staffing model and may request removal of any Contracted Management Personnel and the Vendor must comply, provided such request is lawful, and in writing.

4.2.3 BSCHS Facilities, Equipment, Sanitation and Inventories

1. Systems Equipment and Related Supplies

- a. The Vendor shall provide all necessary and required disposable supplies including but not limited to tissues, toilet paper, masks, paper towels, hand sanitizer, hand soap, cleaning products, disposable mop heads, garbage cans, respiratory hygiene stations, surgical masks, OR cleaning kits and trash liners.
- b. The vendor shall provide all equipment and machines required to properly meet the requirements outlined in this RFP.
- c. Any Corporation-owned equipment involved in this agreement shall be purchased by the Vendor in an “as is” condition. The Corporation makes no representation or warranties with respect to the condition of the foregoing equipment. Corporation owned equipment is listed in Attachment A.

- d. The Vendor shall obtain the approval of the Corporation prior to installing and utilizing any software system.
- e. The Vendor shall ensure that all equipment and machines utilized and/or provided to the Corporation for the performance of the Services under the Agreement shall be new or like new working and operating order, meeting and/or exceeding industry standards.
- f. The Vendor shall provide the Corporation with an inventory list of the equipment, machinery, vacuums, etc. to be used at the Corporation's premises. Such inventory shall include, but limited to, manufacturer, type, serial numbers, and age of such equipment and/or machinery.
- g. The Vendor shall ensure that during the term of the Agreement all the equipment and machines are in proper working and operating order and are being retained according to manufacturer's recommendations. In the event that any equipment and/or machinery are out of order or not properly operating, the Vendor shall provide for their immediate replacement.
- h. The Vendor, at its own cost, shall maintain and repair any and all equipment and machinery (including Corporation-owned equipment) utilized in the performance of the Services in accordance with the manufacturer's specifications. The Vendor shall retain repair and preventative maintenance records for each piece of equipment and/or machinery within the Corporation's premises and make available such records upon the Corporation's request.
- i. All necessary equipment, machinery, and related supplies shall be provided to the Corporation at the commencement date of this Agreement.
- j. The Corporation reserves the right to modify any disposable product brand or cleaning product at no additional cost to the Corporation.
- k. The Vendor must consult with Infection Control prior to changing any cleaning or disinfection product used in the facility.

2. **Sanitation, Recycling and Waste Disposal Program**

Vendor shall provide all oversight, equipment, machinery, related supplies, and personnel to provide the Services at all campuses that at a minimum ensures and provides for the following:

- a. Maintains the highest level of housekeeping standards
- b. Appropriately cleans such that no surfaces shall have any evidence of dust, dirt, grim, streaks, spots, stains, oils, scratches, smudges, foreign substances, fingerprints, lines or marks, water drippings, excessive moisture, and/or unsightly discoloration
- c. Equipment, materials, premises and areas utilized by the EVS Department shall at all times be clean, sanitary and free from rubbish, refuse, dirt, offensive or unclean materials, flies, insects, rodents and other vermin
- d. All cleaning agents, supplies, and equipment are properly stored in areas designated by the Corporation
- e. Garbage and refuse trucks are to be provided by the Vendor. Vendor must maintain all trucks in good working condition, including the repair and/or replacement of truck wheels. Vendor must provide covers that appropriately cover trucks on all four sides.
- f. Garbage and refuse trucks must be power washed daily.
- g. Garbage and refuse are placed within closed containers and plastic bags which shall be removed to a waste compaction unit provided by the Corporation (boxes and containers are knocked down whenever possible)
- h. All staff who works with or around the compactor must receive appropriate training on an annual basis by the Vendor.
- i. Garbage and refuse is taken to a central location as designated by the Corporation
- j. Refuse is maintained orderly and in closed containers and such containers are washed daily with disinfectant solutions and are treated with insecticide periodically
- k. Refuse area must be washed daily with a disinfectant solution and shall be treated periodically with an insecticide
- l. All recycling containers are to be provided by the Vendor and FM approved.
- m. All recycling materials are handled and disposed in accordance with all applicable laws, rules and regulations, including applicable recycling laws.
- n. All recycling containers are to be lined with a liner that is distinguishable from MSW liners.
- o. All RMW and hazardous waste bags are labeled with the name and address of the Corporation.

- p. Plastic lined garbage containers are placed in appropriate and required areas of Vendor's operations
- q. Vendor's supplies, materials and equipment utilized in providing the Services to the Corporation are used and maintained in a manner to ensure safety of Vendor personnel, Corporation staff, patients and visitors, such that:
 - i. Vendor supplies and equipment are not placed in traffic areas or other locations so as to create safety hazards
 - ii. Vendor personnel use appropriate, neat appearing signs indicating the hazard (includes: Danger – Hazardous Area, Walk Left (Right), Caution)
 - iii. Electrical cords are plugged in the nearest outlet and kept in sight of machine or equipment operator
- r. Vendor shall furnish all the necessary equipment and supplies for its personnel to carry out the Services, Sanitation, Recycling and Waste Removal Program at all campuses. Such equipment and supplies shall include, but not be limited to, all cleaning agents and supplies, such as chemicals and soaps and mops (wet and dry), brooms, sweeping tools and waste receptacles. Vendor shall ensure that:
 - i. Electrical equipment operated by Vendor personnel shall be equipped with quiet monitors and hospital grade plugs
 - ii. All electrical equipment shall have proper Underwriter's Laboratory, Inc. approval
 - iii. Wheeled and movable equipment must have protective non-marking bumpers or guards to prevent damaging building structure or other objects
- s. The Corporation shall determine whether Vendor's services, sanitation, recycling and waste disposal program is satisfactory. The Corporation and/or authorized individuals shall have the right to access any area and inspect the operation thereof, as well as, the Vendor's work method and procedures, standards, cleanliness, appearance, and conduct of Vendor's personnel, operating hours, general housekeeping, and upkeep of premises and areas and Vendor agrees to comply with such regulations.
- t. Vendor shall ensure that the EVS personnel are properly trained and educated in cleaning, recycling, waste disposal and sanitation procedures, regulations and standards so as to affect a high level of competence and effectiveness in critical areas of activity.
- u. Vendor shall have ten (10) days from receipt of written notification that a particular area where Vendor provides Housekeeping and Environmental Services under this agreement does not abide by the requirements set forth by the Corporation, to maintain, clean, repair, replace, rebuild and/or repaint such areas at the sole cost of the Vendor. If, in the sole opinion of the Corporation, the failure of Vendor to fulfill the requirements of the program endangers the safety of patients, public, Corporation staff, and visitors, the Corporation may, at its sole opinion, and in addition to other remedies available to it, perform such maintenance functions at the sole cost of the Vendor.

3. Hospital Required Training

- a. Management and supervisory personnel will be required to attend WMC Health Organizational and Development (OD&L) managerial and leadership workshops, seminars, and training sessions as indicated by the WMC Health standards and curriculum.
- b. Housekeeping Staff and Technicians will be required to attend OD&L workshops, seminars, and training sessions as indicated by WMC Health standards and curriculum to include but not be limited to Life Wings and Foundations of Customer Service.

4.2.4 BSCHS Key Performance Indicators

- A. The Vendor shall submit to in a timely fashion reports to the Corporation, as it reasonably may request and promptly comply with all requests for information.
- B. The Vendor shall submit to the Corporation the following reports:
 - a. Monthly reports for Vendor's operations at the Corporation's facilities including:
 - i. Division operations including staffing/FTE report;
 - ii. Housekeeping statistics as specified by the Corporation to include discharge room cleaning time, both receipt-to-complete and response time by housekeeper;

- iii. Average active cleaning time by building and/or unit
 - iv. Average total cleaning time by building and/or unit
 - v. Status of Hospitality Program, including but not limited to number of complaints addressed, complaints outstanding, and associated performance improvement initiatives;
 - vi. Status of Sanitation, Recycling and Waste Disposal, and any outstanding complaints regarding these services;
 - vii. Comparative report of the Press Ganey and HCAPHS scores as related to Room Cleanliness, Courtesy of Person Cleaning the Room, and Room and Bathroom Kept Clean Always to track and ensure scores remain above the 90th percentile ranking for each category for purposed of determining incentive/disincentive amount due from Vendor, if any and such a program is established;
 - viii. Percent of work time lost due to OTJ Injury- in relation to total department hours worked;
 - ix. Any other reports as requested by the Corporation
- b. The Vendor shall submit to the Corporation certified monthly payroll reports documenting the salaries paid to its staff.
- c. The Vendor will be measured and rated against the KPI's
- i. Average total discharge room cleaning time. Vendor to provide a proposal for an annual penalty credit/ incentive amount.
 - a. Good Samaritan Hospital: < 60 minutes
 - b. Bon Secours Community Hospital: < 60 minutes
 - c. St. Anthony Community Hospital: < 60 minutes
 - ii. Press Ganey Inpatient Mean Score related to Room Cleanliness. Vendor to provide a proposal for an annual penalty credit/ incentive amount.
 - iii. Press Ganey Inpatient Mean Score related to Courtesy of Person Cleaning Room. Vendor to provide a proposal for an annual penalty credit/ incentive amount.
 - iv. HCAPHS Top box score related to the "Cleanliness of hospital environment" question. Vendor to provide a proposal for an annual penalty credit/ incentive amount.
 - v. ATP or Blacklight monitoring program to measure room cleanliness. Vendor to provide a proposal for an annual penalty credit/ incentive amount.
 - a. Good Samaritan Hospital: ≥95%
 - b. Bon Secours Community Hospital: ≥95%
 - c. St. Anthony Community Hospital: ≥95%

4.3 HAHV SCOPE OF SERVICES

The Vendor, through Corporation's personnel at HAHV, shall provide for the Housekeeping and Environmental Services requirements for HAHV. This shall include not be limited to furnishing all appropriate staff, cleaning agents, supplies and equipment for the proper and efficient operation of the Corporation's Environmental Services program. The Vendor shall maintain supplies to sustain 96-hours of operations as dictated by the scope of this RFP. Accordingly, the Vendor shall manage, operate and provide the Housekeeping and Environmental Services program, which shall include but not be limited to:

- A. Supervise, manage, and operate HAHV's services as set forth in these specifications.
- B. Provide all equipment and related supplies to operate all functions as related to this program.
- C. Provide a Hospitality Program at HAHV
- D. Provide for Sanitation, Recycling, and General Regulated Medical Waste removal program at HAHV; work

with existing HAHV waste hauling and disposal Vendors to ensure the waste removal programs are coordinated and managed properly, sign, receive, process, store, and maintain all RMW manifests appropriately.

- E. Provide a Safety and OSHA/PESH Compliance Program at HAHV
- F. Attend and participate in HAHV meetings and Committees
- G. Provide reports and documentation of Division's operations
- H. Provide a comprehensive "Green" Cleaning Program at HAHV
- I. Provide an evidence-based and Comprehensive Infection Prevention and Control Program at HAHV

4.3.1 HAHV Operating Procedures

A. Cleaning Specifications

1) Cleaning Specifications

- a. The vendor shall ensure that in providing the housekeeping services to Health Alliance of the Hudson Valley (HAHV), the following minimum cleaning specifications are followed by Area and Frequency.
- b. All Cleaning solutions and supplies must be approved by the corporation
- c. Cleaning Specifications will be maintained seven (7) days per week, three-hundred sixty-five (365) days per year unless otherwise noted.

A) Patient Care Area's

- a. Defined as any portion of a health care facility where patients are intended to be examined/ treated or any ancillary area/department which aids in the diagnosis/ treatment of a patient.
 - (1) For purposes of this document this includes but is not limited to inpatient rooms, corridors within patient care areas, nursing stations, clean/ soiled utility rooms, medication rooms, equipment storage rooms, treatment rooms, the laboratory, and central sterile.

1. General Requirements:

a. Floor Care:

(1) General Notes:

- (a) All Floors must be maintained in a clean state, free of dust and debris.
- (b) Baseboards are to be maintained in a clean state free of dust, splash marks, old finish, and seal.
- (c) All spills must be cleaned on request, twenty-four (24) hours per day, (7) days per week, three-hundred sixty-five (365) days per year within a ten (10) minute response time. A wet floor caution sign must be placed adjacent to all spill areas.
 - i. EVS is responsible for cleaning all hazardous/ cytotoxic and chemotherapy spills with the appropriate solution.

(2) Hard Surfaces

- (a) Dust/Microfiber Mop – Address all hard-surfaced floors using a dust control tool. Microfiber mopping to include corners, baseboards, and hard-to-reach areas and shall be performed once (1) daily, seven (7) days per week, three-hundred sixty-five (365) days per year or as visibly soiled. The morning sweep in all high traffic area's (hallway's, nurse's station) must be completed by 7:30AM.
- (b) Wet Mop - All hard-surfaced floors with approved germicidal solution, once daily, seven (7) days per week, three-hundred sixty-five (365) days per year.
- (c) Spot Mop - As required seven (7) days per week, three-hundred sixty-five (365) days per year.
- (d) Burnish/ Spray Buff - All high traffic floors (e.g. corridors, nurse's station) twice (2) per week. All other area's once (1) per week. The Vendor will provide the Corporation with a master schedule detailing the expected dates and times for these cleanings on a quarterly basis. The Corporation may at its sole discretion adjust and/or increase this frequency. Floors will be maintained in a clean state, free of build-up, dirt, and/or black marking, and with a gloss acceptable to the Corporation.
- (e) Strip and Refinish- Strip old finish from hard-surfaced floors, apply suitable non-slip floor finish

twice per year. The Corporation may at its sole discretion adjust and/or increase this frequency. The frequency of stripping and/or refinishing will be such as to maintain the hard-surfaced floors in a clean state, free of build-up, dirt or black marking, and with a gloss acceptable to the corporation. A strip and refinish schedule must be provided to the Corporation on a quarterly basis. Strip and refinish activities are to be scheduled during times that minimize effect on patient care.

- (f) Apply Finish- Wash or light scrub hard-surfaced floors, apply non-slip floor finish, twice per year (between strip and refinishing). This frequency is a minimum. The Corporation may at its sole discretion adjust and/or increase this frequency. The frequency of stripping and/or refinishing will be such as to maintain the hard-surfaced floors in a clean state, free of build-up, dirt or black marking, and with a gloss acceptable to Corporation.
- (3) Carpet
 - (a) Vacuum - All carpeted floor areas using a HEPA- filtered vacuum once daily, seven (7) days per week, three-hundred sixty-five (365) days per year.
 - (b) Carpet Cleaning- Shampoo all carpet's using an unscented, approved cleaning solution quarterly.
- b. Dusting:
 - (1) Low-level dust all ledges, furniture and fittings, excluding technical equipment, to a height of six (6) feet from the floor once (1) daily.
 - (2) High dust all ledges and fittings above six (6) feet from the floor, three (3) times per week.
- c. Housekeeping Surfaces:
 - (1) Clean/Disinfect – All Housekeeping (horizontal) surfaces (e.g. countertops, railings, window sills, head/foot/side rails of beds, bedside tables, television sets and telephones) daily or when surfaces are visibly soiled. Cleaning frequency for long-term patient beds shall be established and approved by Nursing.
- d. Vertical Surfaces – Spot clean as required (e.g. walls, cabinets, millwork, doors, door jams) once daily, seven (7) days per week, three-hundred sixty-five (365) days per year.
 - (1) Ensure that all door frames are free and clear for dust and debris. This shall include but not be limited to electrical and data closets, patient room doors, bathroom doors, etc.
- e. Stainless Steel - Damp wipe, clean, and polish stainless steel and other metal, railings, wall corner coverings, door handles, door frames, and footplates, three (3) days per week.
- f. Polish Furniture - Apply appropriate furniture polish and rub to high shine on all wood furniture, as required.
- g. Wash Walls - Wash interior wall surface, as required.
- h. Vents– all exterior air exchange vents must be cleaned once (1) times per week. If vents require a detailed interior cleaning, EVS is to inform the Corporation's Facilities department.
- i. Water fountains- clean with approved disinfectant once daily or as visibly soiled.
- j. Hand Sanitizer/ Soap Receptacles- Police hand sanitizer/soap receptacles once (1) daily. Replenish product as necessary and ensure product is not expired.
- k. Waste Receptacles:
 - (1) Empty waste receptacles and replace liners three (3) times daily (morning, evening, night and as needed).
 - (2) Garbage receptacles – the exterior portion of all garbage receptacles must be cleaned daily, three-hundred sixty-five (365) days per year. The inside of all garbage receptacles must be cleaned once weekly.
 - (3) Large garbage trucks- large trucks located in soiled utility rooms must be maintained in a clean state at all times. Interior/ exterior portion must be wiped down a minimum of once (1) weekly.
- l. Linen:
 - (1) Refresh linen carts/storage locations three (3) times daily (morning, evening, night). Vendor is responsible for maintaining appropriate par levels on each unit including scrub machines.
- m. Soiled Linen Hampers:
 - (1) Empty soiled linen hampers three (3) times daily (morning, evening, night) and as needed.
- n. Sharps Containers:

- (1) Police all sharps containers daily seven (7) days per week, three-hundred sixty-five (365) days per year or as needed. Remove and replace sharps containers as necessary. All full sharps containers are to be deposited in a designated, secure area.
- o. Regulated Medical Waste:
 - (1) Remove all regulated medical waste from soiled utility rooms once (1) daily or as needed.
 - (2) Remove all regulated medical waste from patient rooms once (1) daily or as needed.
- p. Clean/ Soiled Utility Rooms
 - (1) Vendor is responsible to maintain clean/ soiled utility rooms in a clean state including:
 - (a) Emptying large garbage collection trucks daily
 - (b) Emptying soiled linen collection trucks daily
 - (c) Wet Mopping the floor daily
 - (d) Flushing Hopper once (1) per week
- q. Restrooms (includes common area restrooms on inpatient):
 - (1) Clean bathroom fittings and high touch areas - Thoroughly clean and disinfect hand basin, bath, commode, seat cover (both sides), and towel/ paper fitting, or as visibly soiled. High touch area's include but is not limited to light switches, handles, soap dispensers and hand rails.
 - (2) Low- level dust once (1) daily.
 - (3) Restroom Floor Care:
 - (a) Dust/Microfiber Mop - All hard-surfaced floors with dust control tool. Microfiber mopping to include corners, baseboards, and hard-to-reach areas and shall be performed once daily or as visibly soiled.
 - (b) Wet Mop - All hard-surfaced floors with approved germicidal solution, once daily or as visibly soiled.
 - (4) Replenish Supplies - Hand soap, paper towels, toilet tissue, and toilet seat covers, once daily, seven (7) days per week, three-hundred sixty-five (365) days per year or as necessary. Toilet paper shall be replenished with a hotel fold upon each bathroom service; toilet strips shall be applied each time the toilet is cleaned in both private and semi-private rooms. Color changing tablet shall be placed in toilet each time the toilet is cleaned in both private and semi-private rooms.
 - (5) Scrub shower floors, wipe clean shower walls and damp dust pipes; once daily, seven (7) days per week, three-hundred sixty-five (365) days per year or as needed.
 - (6) Audit Shower curtain once daily, seven (7) days per week, three-hundred sixty-five (365) days per year and replace as needed. At a minimum, curtains must be cleaned and rehung every 3 months. Vendor is responsible for maintaining schedule and purchasing curtains.
- r. Low-Level Glass - Clean and remove finger marks from low-level interior glass partitions, door panels, mirrors, etc. once daily, seven (7) days per week, three-hundred sixty-five (365) days per year.
- s. Windows - Spot clean interior of outside windows, as required.
- t. Equipment:
 - (1) Stretchers, Wheelchairs, and IV Poles- Clean stretchers, wheelchairs and IV poles that are kept in patient rooms daily. IV poles in all areas are to be maintained clean and free of debris and dust.
 - (2) Base of Workstation's on Wheels (WOW's) must be cleaned once (1) weekly.
- u. Pantries:
 - (1) Microwave must be cleaned once (1) daily
 - (2) Ice machine must be cleaned once (1) daily
 - (3) Cabinets/ exterior of refrigerator must be wiped clean once (1) per week
- v. Inpatient Discharge/ Transfer cleaning:
 - (1) *NOTE: Such discharge and transfer cleaning will be carried out on request twenty-four (24) hours per day. Discharge and terminal cleans must be completed on average less than sixty (60) minutes from the time of request. Staffing levels must be adjusted to meet this metric.*
 - (2) Bed –
 - (a) Strip bed of soiled linen.
 - (b) Thoroughly wash bed, springs, and mattress with germicidal solution including the head and foot boards.

- (c) Make the bed with fresh linen, which shall include linen inspection and compliance with Corporation's rejected linen program.
 - (3) Furniture – Wipe/ polish all furniture in the room. Scrub the inside of the clothes closet.
 - (4) Bathroom – Thoroughly clean bathroom as outlined in subsection o. Restrooms and replenish supplies.
 - (5) Waste – Empty, wash, and place fresh liner in waste container.
 - (6) Floors – Sweep, damp mop, and spray buff hard-surfaced floors. Scrub shower floors. Remove spots and stains.
 - (7) Walls – Clean as necessary all painted and tiled walls.
 - (8) Curtains- Assess cubicle curtains for cleanliness daily; if visibly soiled, curtain is to be wiped down or replaced. If patient is not in in the room, curtains should be tied to indicate room cleanliness. Curtains are replaced on a quarterly basis by a 3rd party vendor. Vendor to oversee the replacement program and ensure compliance.
 - (9) Windows – Check/clean interior window surfaces.
 - (10) Room Assessment – all personnel are responsible for assessing room for any physical environment deficiencies and are to report any and all deficiencies to respective department through appropriate reporting.
 - w. Notification and communication – a mechanism must be provided and approved by the Corporation to inform patients that their room has been serviced.
2. Specialty Area's:
- (1) Requirement's listed below are in addition to the guidelines noted in section A. Patient Care Area's.
 - a. Isolation rooms/ Protective Environment :
 - (1) Staff must don the appropriate PPE in compliance with Hospital's Infection Control guidelines which includes:
 - (a) Airborne isolation rooms
 - (b) Contact isolation rooms
 - (c) Droplet isolation rooms
 - (d) Protective environment rooms
 - (2) All reusable equipment (ex: mop handle) must be thoroughly wiped down upon room completion.
 - b. NICU/ Nursery:
 - (1) Wash all walls, ceilings, doors and ledges; when the Nursery is available, but no less than every three months
 - (2) Wash all internal glass; when the Nursery is available, but no less than every three months
 - (3) Wash all light fixtures; when the Nursery is available, but no less than every three months
 - (4) Wash all ventilator ducts thoroughly; when the Nursery is available, but no less than every three months
 - (5) Machine scrub all floors with special attention to corners and difficult access areas; when the Nursery is available, but no less than every three months
 - (6) *Note: It is understood that most nurseries are difficult areas to vacate. However, the Director of environmental services will liaise closely with the nurse manager of the unit in making every effort to keep with this schedule. If unit is made available due to patient census, Vendor is to make every effort in good faith to address the aforementioned requirements.*
 - c. Intensive Care Units (ICU):
 - (1) Wash all walls, ceilings, doors and ledges; when the ICUs are available, but no less than every three months
 - (2) Wash all internal glass; when the ICUs are available, but no less than every three months
 - (3) Wash all light fixtures; when the ICUs are available, but no less than every three months
 - (4) Wash all ventilator ducts thoroughly; when the ICUs are available, but no less than every three months
 - (5) Machine scrub all floors with special attention to corners and difficult access areas; when the ICUs are available, but no less than every three months
 - (6) *Note: It is understood that some ICUs are difficult areas to vacate. However, the Director of environmental services will liaise closely with the nurse manager of the unit in making every effort to*

keep with this schedule. If unit is made available due to patient census, Vendor is to make every effort in good faith to address the aforementioned requirements.

- d. Emergency Department
 - (1) The rest rooms will be police cleaned twice per shift all shifts in addition to the daily cleaning.
 - (2) All examination tables to be cleaned after each use.
 - (3) Ceramic walls will be spot washed daily and as necessary, using specified germicidal solution.
 - (4) Sinks, soap dispensers, and paper towel dispensers will be cleaned daily and replenished.
 - (5) All IV poles, and gurneys will be cleaned daily.
 - (6) All stretchers and wheelchairs will be cleaned upon discharge.
 - (7) Toilets to be washed and cleaned at least 6x daily using germicidal solution, including both sides of toilet seats.
 - (8) *Note: Emergency department shall be cleaned on a 24-hour basis, 7 days per week and police cleaned, as necessary.*
- e. Procedural Areas
 - (1) Cleaning specifications must meet or exceed the latest recommended guidelines
 - (2) The rest rooms will be policed and cleaned twice per shift all shifts in addition to the daily cleaning.
 - (3) All examination tables must be cleaned between cases and at the end of the day.
 - (4) Walls will be spot cleaned daily and as necessary.
 - (5) Sinks, soap dispensers, hand sanitizer and paper towel dispensers will be cleaned daily and replenished as necessary.
 - (6) All stretchers wheelchairs, IV poles, and gurneys will be cleaned between cases and at the end of the day.
- f. Radiology Department
 - (1) The inpatient Radiology Department shall be cleaned on a 24-hour basis, 7 days per week. Wall washing will be done as necessary throughout the department.
- g. Operating Room and Perioperative Area's
 - (1) General notes:
 - (a) Personnel must be dedicated to these areas and may not be pulled to other areas throughout the day.
 - (b) Appropriate attire must be worn in accordance with hospital policy. This includes but is not limited to scrubs, cap, surgical mask, gloves, shoe covers and beard covers as applicable.
 - (c) All cleaning procedures must meet or exceed the latest AORN recommended guidelines and practices.
 - (d) All cleaning equipment must be designated for the OR.
 - (e) Cleaning time allotment is determined by the Healthcare facility.
 - (f) All cleaning procedures must be performed in a manner that minimizes employee contact with soiled items.
 - (g) All cleaning procedures must be performed in accordance with hospital infection control policies including but not limited to cleaning from top to bottom, clean to dirty and not double dipping cleaning cloths into disinfectant solution.
 - (h) All regulated medical waste containers must be removed between cases and at the end of the day.
 - (2) Start of day requirements:
 - (a) All horizontal surfaces in the OR must be damp dusted prior to the first scheduled surgical procedure of the day using a clean, lint free microfiber cloth.
 - (3) Between case cleaning requirements:
 - (a) All waste receptacles must be emptied and damp wiped.
 - (b) All high touch objects must be cleaned and disinfected including but not limited to surgical light, bed, table, ledges.
 - (c) Spot wash and disinfect all visibly soiled walls.
 - (d) Dry mop the entire floor in a manner to maximize dust containment.
 - (e) Wet mop the entire floor in a manner to maximize dust containment.
 - (4) Terminal Cleaning (performed at the end of each day):

- (a) Empty/ disinfect all waste receptacles
 - (b) Disinfect all horizontal surfaces including but not limited to lights, tables, furniture, cabinets, fixtures, ledges, kick buckets and linen stands.
 - (c) Walls and vents must be washed where visibly soiled
 - (d) Floors must be wet mopped and thoroughly scrubbed.
- h. Pharmacy:
- (1) Requirements for cleaning the sterile compounding anteroom and buffer room:
 - (a) All cleaning procedures must meet or exceed the latest recommended cleaning guidelines and practices.
 - (b) All cleaning tools/products/supplies must be non-shedding and dedicated for these specific rooms. Pharmacy reserves the right to change products at no cost to the corporation.
 - (c) Ceilings must be cleaned at least once weekly.
 - (d) Floors must be cleaned and disinfected daily.
 - (e) Cleanings must occur at times dictated by pharmacy staff.
 - (f) Appropriate PPE must be worn at all times when entering these spaces.
 - (g) EVS Personnel approved to clean sterile compounding areas must have competencies and training approved by Pharmacy.
 - (h) EVS will maintain cleaning logs, training records and competencies. All documentation must be readily accessible and provided to Pharmacy as requested.
 - i. Inpatient Corridors and Nurses Stations:
 - (a) Dust/ microfiber mop cleaning frequency to three (3) times daily (morning, evening, night).
 - j. Play Rooms
 - (a) Toys: Disinfect/sanitize all surfaces and toys using a hospital approved germicidal solution according to hospital policy.
- B) Non-Patient Care Areas
- a. Defined as any portion of a health care facility which does not aid in the diagnosis/ treatment of a patient.
 - (1) For purposes of this document this includes but is not limited to office space, lobbies, gift shops, stairwells, and waiting rooms.
1. General Requirement's
- a. Floor Care:
 - (1) General Notes:
 - (a) All Floors must be maintained in a clean state, free of dust and debris.
 - (b) Baseboards are to be free of dust, splash marks, old finish, and seal, seven (7) days per week, three-hundred sixty-five (365) days per year.
 - (c) *Please note: All spills must be cleaned on request, twenty-four (24) hours per day, (7) days per week, three-hundred sixty-five (365) days per year within a ten (10) minute response time. A wet floor caution sign shall be placed adjacent to all spill areas.*
 - i. EVS is responsible for cleaning all hazardous/ cytotoxic and chemotherapy spills with the appropriate solution.
 - (2) Hard Surfaces
 - (a) Dust/Microfiber Mop - All hard-surfaced floors with a dust control tool. Microfiber mopping to include corners, baseboards, and hard-to-reach areas.
 - i. Public areas (e.g. corridors, waiting rooms, gift shops) must be completed once (1) daily, seven (7) days per week. The Corporation may at its sole discretion adjust and/or increase this frequency.
 - ii. Private offices must be completed once (1) per week.
 - (b) Wet Mop - All hard-surfaced floors with approved germicidal solution.
 - i. Public areas (e.g. corridors, waiting rooms, gift shops) must be completed once (1) daily, seven (7) days per week.
 - ii. Private offices must be completed once (1) per week.
 - (c) Spot Mop - As requested (7) days per week, three-hundred sixty-five (365) days per year.
 - (d) Burnish/ Spray Buff – All public areas (e.g. corridors, waiting rooms, gift shops) three (3) times

- per week. Private area's (e.g. offices) must be completed once (1) per week. Floors will be maintained in a clean state, free of build-up, dirt, and/or black marking, and with a gloss acceptable to the Corporation. The Corporation may at its sole discretion adjust and/or increase this frequency.
- (e) Strip and Refinish- Strip old finish from hard-surfaced floors, apply suitable non-slip floor finish twice per year. The Corporation may at its sole discretion adjust and/or increase this frequency. The frequency of stripping and/or refinishing will be such as to maintain the hard-surfaced floors in a clean state, free of build-up, dirt or black marking, and with a gloss acceptable to the corporation. A strip and refinish schedule must be provided to the Corporation on a quarterly basis. Strip and refinish activities are to be scheduled during times that minimize effect on patient care.
 - (f) Apply Finish- Wash or light scrub hard-surfaced floors, apply non-slip floor finish, twice per year (between strip and refinishing). This frequency is a minimum. The Corporation may at its sole discretion adjust and/or increase this frequency. The frequency of stripping and/or refinishing will be such as to maintain the hard-surfaced floors in a clean state, free of build-up, dirt or black marking, and with a gloss acceptable to corporation.
- (3) Carpet
- (a) Vacuum - All carpeted floor areas using a HEPA- filtered vacuum. Public areas (e.g. corridors, waiting rooms, gift shops) must be completed once (1) daily, seven (7) days per week. Private area's (e.g. offices) must be completed once (1) per week.
 - (b) Carpet Cleaning- Shampoo all carpet's using an unscented, approved cleaning solution quarterly.
- b. Dusting:
- (1) Dust all low-level ledges, furniture and fittings, excluding technical equipment, to a height of six (6) feet from the floor five (5) times per week.
 - (2) High dust all ledges and fittings above six (6) feet from floor, once (1) weekly.
- c. Housekeeping Surfaces:
- (1) Clean/Disinfect – All Housekeeping surfaces (e.g. furniture, countertops, railings, window sills) once (1) daily seven (7) days per week, three-hundred sixty-five (365) days per year or when surfaces are visibly soiled.
- d. Vertical Surfaces - Remove finger marks and smears from vertical surfaces (e.g. walls, cabinets, millwork, doors, door jams) as necessary.
- (1) Ensure that all door frames are free and clear for dust and debris.
- e. Stainless Steel - Damp wipe, clean, and polish stainless steel and other metal, railings, wall corner coverings, door handles, door frames, and footplates, once (1) per week.
- f. Polish Furniture - Apply appropriate furniture polish and rub to high shine on all wood furniture, as required.
- g. Wash Walls - Wash completely interior wall surface, as required.
- h. Vents – clean exterior of air exchange vents once (1) weekly. If inside the vent requires cleaning, EVS staff is to inform the Corporation's Facilities department.
- i. Water fountains- clean with approved disinfectant once (1) daily or as visibly soiled.
- j. Hand sanitizer/soap Receptacles- Police hand sanitizer/soap receptacles once (1) daily. Replenish supplies as necessary and ensure product is not expired.
- k. Waste Receptacles:
- (1) Empty waste receptacles and replace liners three (3) times daily (morning, evening, night and as needed).
 - (2) Garbage receptacles – the interior/exterior portion of all garbage receptacles must be cleaned once (1) weekly.
- l. Restrooms:
- (1) Clean bathroom fittings and high touch area's - Thoroughly clean and disinfect hand basin, seat covers (both sides), and towel/ paper fitting and high touch area's seven (7) days per week or as visibly soiled.
 - (2) Low-level dust once five (5) days per week.

- (3) Restroom Floor Care:
 - (a) Dust/Microfiber Mop - All hard-surfaced floors with dust control tool. Microfiber mopping to include corners, baseboards, and hard-to-reach areas and shall be performed once five (5) days per week, three-hundred sixty-five (365) days per year or as visibly soiled.
 - (b) Wet Mop - All hard-surfaced floors with approved germicidal solution once daily, five (5) days per week.
 - (4) Restroom waste receptacles:
 - (a) Empty waste receptacles and replace liners three (3) times daily (morning, evening, night) and as needed.
 - (b) Garbage receptacles – the interior/exterior portion of all garbage receptacles must be cleaned once (1) daily, five (5) days per week.
 - (5) Replenish Supplies - Hand soap, hand sanitizer, paper towels, toilet tissue, and toilet seat covers, once daily, five (5) days per week, three-hundred sixty-five (365) days per year or as necessary. Toilet paper shall be replenished with a hotel fold upon each bathroom service; toilet strips shall be applied each time the toilet is cleaned in both private and semi-private rooms. Color changing tablet shall be placed in toilet each time the toilet is cleaned in both private and semi-private rooms.
 - (6) Shower:
 - (a) Scrub shower floors, wipe clean shower walls and damp dust pipes; once daily, seven (7) days per week, three-hundred sixty-five (365) days per year or as needed.
 - (b) Audit Shower curtain once daily, seven (7) days per week, three-hundred sixty-five (365) days per year and replace as needed. Curtain must be cleaned every 3 months at minimum. Vendor is responsible for maintaining schedule and purchasing curtains.
 - m. Low-Level Glass - Clean and remove finger marks from low-level interior glass partitions, door panels, mirrors, etc. once daily, five (5) days per week, three-hundred sixty-five (365) days per year or as visibly soiled.
 - n. Windows - Spot clean interior and exterior of outside windows, as required.
 - o. Stairs and Stairwells
 - (1) Dust/ Microfiber Mop- All stairs and landings once (1) daily.
 - (2) Damp mop once (1) weekly.
 - (3) Wipe down rails and ledges with approved disinfectant at least once (1) daily, seven (7) days per week, and three-hundred sixty-five (365) days per year.
 - p. Elevator Cleaning (Includes both service and visitor elevators):
 - (1) Wash and polish walls and doors daily
 - (2) Sweep and mop floors daily. Tracks must be clean and free of dust and debris.
 - (3) Clean ceilings monthly.
 - (4) Police area three (3) times daily, three-hundred sixty-five (365) days per year.
 - (5) Terminally clean post construction use
- C) Specialty Area's:
- (1) Requirement's listed below are in addition to the guidelines noted in section B. Non-Patient Care Areas
 - a. On Call Rooms/ Family Sleep Rooms:
 - (1) Beds must be cleaned and refreshed daily.
 - (2) *Note: Notification shall be provided to the Corporation upon completion of daily cleaning. If room is occupied at time of cleaning, room must be addressed at another time during a twenty-four (24) hour period.*
 - b. Public Restrooms:
 - (a) Area to be policed minimum of three (3) times per shift.
 - (b) Restroom cleaning frequency to occur a minimum of twice (2) per shift.
 - c. Main Concourse Lobbies:
 - (a) Lobbies must be maintained in a clean state at all times between the hours of 7am to 7pm, seven (7) days per week, three-hundred sixty-five (365) days per year.
 - (b) Windows – spot clean interior windows reachable from floor once (1) daily and as requested.

Windows must be maintained clean and streak free at all times.

- (c) Spray Buff/ Burnish - (7) days per week, three-hundred sixty-five (365) days per year. The Corporation may at its sole discretion adjust and/or increase this frequency. Floors will be maintained in a clean state, free of build-up, dirt, and/or black marking, and with a gloss acceptable to the Corporation. Hand machines must be used to prevent damage to wall paneling.
- (d) Lobby Restrooms:
 - i. Area to be policed a minimum of six (6) times daily.
 - ii. Bathroom fittings cleaning frequency increased to at least six (6) times minimum daily.
 - iii. Floor care cleaning frequency increased to at least six (6) times minimum daily.
 - iv. Waste receptacle pick up frequency increased to at least six (6) times minimum daily.
- d. Building Entrances:
 - (1) Vestibule Mat- Vendor is responsible to maintain the vestibule mat (with facility logo) in a clean state, free of build-up, dirt and dust.

D) Miscellaneous Services

1. Conference and Meeting Rooms
 - a. Set up conference and meeting rooms, as requested by the Corporation. Vendor is responsible to track and schedule all conference room layouts as requested by the corporation.
2. Event coverage- Vendor is responsible for providing staff for exclusive events as required.
3. Assist with managing moves and relocating furniture as requested by the corporation.
4. Patient Care Furniture - Supervise central storage and movement of patient care furniture and beds. Arrange for repairs and replacement as required.
5. Exterminator- Liaise with outside pest extermination services as required.
6. Waste Disposal
 - a. Empty waste containers, remove waste and take to designated areas. Keep designated areas clean and free of litter, seven days a week. Liaise with waste hauling and disposal firms.
 - b. Implementation of waste minimization system and recycling program for facility
 - c. Vendor is responsible for timely notifications on the downtime for the compactors
7. Exterior Windows
 - a. Liaise with outside Vendor for exterior window cleaning services.
8. Outside Grounds – Vendor is responsible to maintain area outside (20 ft.) all entrances. Area must be policed a minimum of twice (2) daily for debris and cigarette butts.
9. Cubicle Curtains and Drapes - Supervise ordering, cleaning, alteration, and central storage of cubicle curtains and drapes. Establish a formal Cycle cleaning system for all curtains to be changed four (4) times per year at minimum. Spot clean and change soiled curtains as needed.
10. Flu Stations – Vendor is responsible to monitor and provide supplies for all respiratory hygiene/ flu stations throughout the campus. Stations are to be stocked with an antimicrobial disinfectant dispenser, masks, and tissues; supplies are to be provided at the sole cost of the Vendor. The Corporation reserves the right to change the type and quantity of any and all supplies. Stations must be kept clean and free of dust, dirt and debris at all times.
11. Terminal cleanings following construction completion.
12. Change sharp containers as needed and requested by the Corporation.
13. Empty confidential bins as needed and requested by the Corporation.
14. Place work orders in the Facilities Work Order System for all repair needs (i.e. any property damage or non-conformity to applicable environment of care and/or life safety standards) identified in a timely manner
15. Implement and maintain a Fly Mitigation Program.
16. Code Triage - Support any declared Code Triage with requested staffing and supplies as directed by the Corporation at no additional expense to the Corporation.
17. Germicidal Residue - Germicidal cleaners must dwell for respective time to ensure efficacy. Any germicidal residue that remains post appropriate dwell time is to be wiped from any surface with water.
18. Compliance and participation with any emerging infectious diseases program (e.g. Ebola) – training and cost of related supplies is to be provided by Vendor.
19. Utilization of task automation system as directed by the Corporation
20. Changes of shift – staff who are scheduled to receive relief from their respective assignment(s) are to

exchange coverage onsite at the respective assignment location. Vendor is to provide appropriate staffing to accommodate change of shift procedures.

21. Stimulate positive behaviors of Department personnel to maximize the provision of high quality services to the Corporation
22. Provide a vendor feedback recording process for staff, patients and visitors to improve the overall experience for the corporation.
23. Jointly participate and cooperate in the defense or resolution of housekeeping and environmental services associated claims or litigation
24. EVS must provide support to control any infectious diseases as directed by the infection control department.
25. Portable Sinks- Vendor is responsible to maintain portable sinks in a clean state at all times.

D) Hospitality Program

1. The Vendor shall develop, institute, administer and provide for a Hospitality Program that is patient experience driven, which shall include, but not be limited to:
 - a. Monitoring coverage to ensure the cleanliness
 - b. Tools to measure patient, client and staff satisfaction including performance improvement initiatives
 - c. Stimulate positive behaviors of Vendor personnel to maximize the provision of high quality Services to the Corporation
 - d. Provide a process to resolve such complaints and grievances by the Corporation, patients, staff, and visitors.
2. The Vendor shall provide the Corporation with a written plan for the Hospitality Program, which shall be submitted no later than thirty (30) days from the commencement of the Agreement for approval by the Corporation.
 - a. Monitor patient floor coverage to ensure the efficient and satisfactory provision of services to the Corporation
 - b. Utilize improvement tools for measuring client and patient satisfaction including performance improvement initiatives
 - c. Perform routine internal audits of staff practices
3. The Hospitality Program shall be administered and operated by the Vendor and aim to meet and exceed the previous months Press Ganey, HCAHPS (or comparative survey) scores related to room cleanliness and courtesy of housekeeper cleaning the room during the term of the Agreement. Vendor shall provide for an incentive/disincentive program for achieving scores to be agreed to by both Corporation and Vendor. All costs associated with achieving and maintaining scores shall be at the sole expense of the Vendor.
4. The Corporation, at times, may request enhancements to the Hospitality Program to meet the needs of the Corporation at no additional cost.
5. The Corporation and/or authorized persons reserve the right to inspect and/or audit the Vendor's books, and other financial records. The Vendors shall turn over its books and all other financial information as it pertains to the Licensed Sites within 24 hours of request. This shall be deemed a material element of the award and subsequent agreement.

E) Safety and OSHA/PESH Compliance Program

1. Vendor shall provide a comprehensive safety training program for all staff in compliance with OSHA/PESH requirements.
2. All Vendor staff shall have documented safety and accident prevention training as required by OSHA and/or PESH and all regulatory agencies including The Joint Commission (TJC) and New York State Department of Health (NYSDOH).
3. As part of this specification it is understood and agreed that workplace and site safety is a joint responsibility for both contracting parties.
 - a. Vendor will develop an inspection protocol acceptable to the contracting entity that will address environmental safety issues applicable to, though not limited to, their contracted responsibilities (i.e. housekeeping, landscaping, snow removal, property maintenance). Vendor will submit the inspection protocol to the appropriate Facility Department Manager.
 - b. Additionally, Vendor will report immediately any environmental safety issues observed on or about the facility to the contracting officer representative including but not limited to such conditions as damaged pavement, sidewalk, tiles, fall, trip and/or slip hazards, sharp hazards, improperly barricaded areas,

- lighting, and other such issues which pose a safety risk to staff, visitors and/or patients.
 - c. Any such issues observed during the course of the Vendor's daily and/or routine inspection/duties which pose a risk to staff, visitors and/or patients is to be addressed preliminarily by the Vendor to secure the area and, if within their duties, address the issue to resolution.
 - d. If the observed issue is unable to be resolved by the handling Vendor notification to the appropriate Facility Department Manager or Facility Call Center for further handling is required with appropriate documentation maintained by Vendor.
 - e. Vendor will provide a summary of reported issues with any required periodic reports specified elsewhere but at least no less than quarterly.
- F) Comprehensive Infection Prevention and Control Program
1. Vendor must provide Corporation evidence of viable and successful compliance with all applicable Infection Control guidelines including AORN, CDC and SHEA protocols for cleaning, and their utilization to ensure cleanliness and disinfection in patient care areas, surgical suites, etc. Compliance must be as demonstrated by Vendor as provided by Vendor in comparable sites.
 2. Vendor must provide Corporation proof that their program for cleaning meets the standards as set forth above.
- G) Comprehensive "Green" Cleaning Program
1. The Program shall include all applicable cleaning agents which shall be considered "green" as determined by the Green Seal Certification process, chemical usage reduction, and a process to develop manufacturer partnerships for sustainability.
 2. All cleaning agents used by the Vendor, as much as possible, shall be considered and classified as "green" by the Green Seal certification method; as much as possible chemical usage shall be reduced to protect sanitary waste disposal systems from over disposal of chemicals into the system; and Vendor shall demonstrate to the Corporation partnerships with chemical manufacturers and other organizations focused on providing alternative methods and operations to promote sustainability of the environment.
- H) Corporation Meetings and Committees
1. Vendor must actively attend and participate in all required meetings and Committees as requested by Corporation.

4.3.2 HAHV Staff

The Vendor shall provide the Corporation with experienced and trained staff for the following positions to properly supervise, manage and operate the EVS Department and maintain the highest level of housekeeping and cleaning standards so that no evidence of dust, dirt, grime, streaks, spots, stains, oils, scratches, smudges, foreign substances, fingerprints, lines or marks, water drippings, excessive moisture, unsightly discoloration is left after performing the Services and be responsible for and perform the Services. The Vendor shall provide the Corporation with qualified, experienced and trained staff to properly supervise, manage and operate the Division in furnishing all housekeeping and environmental services. All management personnel must be provided with a cellular communication device to send and receive communications; devices are to be provided at the sole expense of the Vendor. Division staffing requirements, responsibilities and experience will be determined at the sole discretion of the Corporation. The Corporation reserves the right to interview, reject and/or approve placement of all management and supervisory positions. The Vendor shall propose a staffing model that at a minimum meets the scope of this RFP. The Corporation reserves the right to accept and/or change any and all aspects of the proposed staffing model. The Vendor shall submit to the Corporation certified monthly payroll reports documenting the salaries paid to its staff. The Vendor shall propose a staffing model that shall at a minimum adhere to the following staffing requirements:

1. *Director of Operations* - (one [1] fulltime equivalent) shall be responsible for the overall administration of the Corporation's EVS services for the Health Alliance system. The Director shall attend Corporation meetings, conduct rounds and prepare reports, as appropriate and required by authorized Corporation representatives. The Director shall possess a Bachelor's Degree, from an accredited college/university, in Business Administration, Environmental Sciences, or Institutional Management, or related field and

EITHER:

- i. Five (5) years of professional experience in a large health care facility of comparable size; Four (4) of the five (5) years must be administrative level experience; OR
- ii. Possess at least thirty (30) credits toward a Master's degree in Public Administration, Business Administration, Environmental Science, Institutional Management, or related field and have two (2) years of administrative level experience.
- iii. *Assistant Director of Operations* – (one (1) fulltime equivalent)
- iv. *Manager of Operations* – Vendor to propose total fulltime equivalents for 24 hour coverage.
- v. *Supervisors* –Vendor to propose total fulltime equivalents for 24 hour coverage.
- vi. *Training Manager* (one (1) fulltime equivalent for the Bon Secours System).
- vii. *Site Human Resources Manager* (Vendor to propose fulltime equivalents for the Bon Secours System).
- viii. *Hospitality Managers/EVS Liaisons* (Vendor to propose fulltime equivalents).
- ix. *Housekeeping, Floor Tech, and Project Tech Associates* (# of FTE's as required for the program and services outlined in this RFP) shall be fully trained and able to perform the duties and responsibilities set forth in this specification. The Vendor shall provide personnel with sufficient experience to efficiently meet the needs and demands of the Corporation and meet the scope as outlined in this RFP and key performance indicators (KPIs) contained herein. The Corporation does not require a minimum number of full-time equivalents. Proposal shall include adequate staff to fulfill program requirements.
- x. During Corporation events, Vendor shall assign a dedicated FTE to the event. The Corporation, at its sole discretion, may determine what is constituted as an event.

4.3.3 HAHV Facilities, Equipment, Sanitation and Inventories

1. Systems Equipment and Related Supplies

- a. The Vendor shall provide all necessary and required disposable supplies including but not limited to tissues, toilet paper, masks, paper towels, hand sanitizer, hand soap, cleaning products, disposable mop heads, garbage cans, respiratory hygiene stations, surgical masks, OR cleaning kits and trash liners.
- b. The vendor shall provide all equipment and machines required to properly meet the requirements outlined in this RFP.
- c. Any Corporation-owned equipment involved in this agreement shall be purchased by the Vendor in an "as is" condition. The Corporation makes no representation or warranties with respect to the condition of the foregoing equipment. Corporation owned equipment is listed in Attachment A.
- d. The Vendor shall obtain the approval of the Corporation prior to installing and utilizing any software system.
- e. The Vendor shall ensure that all equipment and machines utilized and/or provided to the Corporation for the performance of the Services under the Agreement shall be new or like new working and operating order, meeting and/or exceeding industry standards.
- f. The Vendor shall provide the Corporation with an inventory list of the equipment, machinery, vacuums, etc. to be used at the Corporation's premises. Such inventory shall include, but limited to, manufacturer, type, serial numbers, and age of such equipment and/or machinery.
- g. The Vendor shall ensure that during the term of the Agreement all the equipment and machines are in proper working and operating order and are being retained according to manufacturer's recommendations. In the event that any equipment and/or machinery are out of order or not properly operating, the Vendor shall provide for their immediate replacement.
- h. The Vendor, at its own cost, shall maintain and repair any and all equipment and machinery (including Corporation-owned equipment) utilized in the performance of the Services in accordance with the manufacturer's specifications. The Vendor shall retain repair and preventative maintenance records for each piece of equipment and/or machinery within the Corporation's premises and make available such records upon the Corporation's request.
- i. All necessary equipment, machinery, and related supplies shall be provided to the Corporation at the commencement date of this Agreement.

- j. The Corporation reserves the right to modify any disposable product brand or cleaning product at no additional cost to the Corporation.
- k. The Vendor must consult with Infection Control prior to changing any cleaning or disinfection product used in the facility.

2. **Sanitation, Recycling and Waste Disposal Program**

Vendor shall provide all oversight, equipment, machinery, related supplies, and personnel to provide the Services at all campuses that at a minimum ensures and provides for the following:

- a. Maintains the highest level of housekeeping standards
- b. Appropriately cleans such that no surfaces shall have any evidence of dust, dirt, grim, streaks, spots, stains, oils, scratches, smudges, foreign substances, fingerprints, lines or marks, water drippings, excessive moisture, and/or unsightly discoloration
- c. Equipment, materials, premises and areas utilized by the EVS Department shall at all times be clean, sanitary and free from rubbish, refuse, dirt, offensive or unclean materials, flies, insects, rodents and other vermin
- d. All cleaning agents, supplies, and equipment are properly stored in areas designated by the Corporation
- e. Garbage and refuse trucks are to be provided by the Vendor. Vendor must maintain all trucks in good working condition, including the repair and/or replacement of truck wheels. Vendor must provide covers that appropriately cover trucks on all four sides.
- f. Garbage and refuse trucks must be power washed daily.
- g. Garbage and refuse are placed within closed containers and plastic bags which shall be removed to a waste compaction unit provided by the Corporation (boxes and containers are knocked down whenever possible)
- h. All staff who works with or around the compactor must receive appropriate training on an annual basis by the Vendor.
- i. Garbage and refuse is taken to a central location as designated by the Corporation
- j. Refuse is maintained orderly and in closed containers and such containers are washed daily with disinfectant solutions and are treated with insecticide periodically
- k. Refuse area must be washed daily with a disinfectant solution and shall be treated periodically with an insecticide
- l. All recycling containers are to be provided by the Vendor and FM approved.
- m. All recycling materials are handled and disposed in accordance with all applicable laws, rules and regulations, including applicable recycling laws.
- n. All recycling containers are to be lined with a liner that is distinguishable from MSW liners.
- o. All RMW and hazardous waste bags are labeled with the name and address of the Corporation.
- p. Plastic lined garbage containers are placed in appropriate and required areas of Vendor's operations
- q. Vendor's supplies, materials and equipment utilized in providing the Services to the Corporation are used and maintained in a manner to ensure safety of Vendor personnel, Corporation staff, patients and visitors, such that:
 - i. Vendor supplies and equipment are not placed in traffic areas or other locations so as to create safety hazards
 - ii. Vendor personnel use appropriate, neat appearing signs indicating the hazard (includes: Danger – Hazardous Area, Walk Left (Right), Caution)
 - iii. Electrical cords are plugged in the nearest outlet and kept in sight of machine or equipment operator
- r. Vendor shall furnish all the necessary equipment and supplies for its personnel to carry out the Services, Sanitation, Recycling and Waste Removal Program at all campuses. Such equipment and supplies shall include, but not be limited to, all cleaning agents and supplies, such as chemicals and soaps and mops (wet and dry), brooms, sweeping tools and waste receptacles. Vendor shall ensure that:
 - i. Electrical equipment operated by Vendor personnel shall be equipped with quiet monitors and hospital grade plugs
 - ii. All electrical equipment shall have proper Underwriter's Laboratory, Inc. approval
 - iii. Wheeled and movable equipment must have protective non-marking bumpers or guards to prevent damaging building structure or other objects

- s. The Corporation shall determine whether Vendor's services, sanitation, recycling and waste disposal program is satisfactory. The Corporation and/or authorized individuals shall have the right to access any area and inspect the operation thereof, as well as, the Vendor's work method and procedures, standards, cleanliness, appearance, and conduct of Vendor's personnel, operating hours, general housekeeping, and upkeep of premises and areas and Vendor agrees to comply with such regulations.
 - t. Vendor shall ensure that the EVS personnel are properly trained and educated in cleaning, recycling, waste disposal and sanitation procedures, regulations and standards so as to affect a high level of competence and effectiveness in critical areas of activity.
22. Vendor shall have ten (10) days from receipt of written notification that a particular area where Vendor provides Housekeeping and Environmental Services under this agreement does not abide by the requirements set forth by the Corporation, to maintain, clean, repair, replace, rebuild and/or repaint such areas at the sole cost of the Vendor. If, in the sole opinion of the Corporation, the failure of Vendor to fulfill the requirements of the program endangers the safety of patients, public, Corporation staff, and visitors, the Corporation may, at its sole opinion, and in addition to other remedies available to it, perform such maintenance functions at the sole cost of the Vendor.
- u. .

3. Hospital Required Training

- a. Management and supervisory personnel will be required to attend WMC Health Organizational and Development (OD&L) managerial and leadership workshops, seminars, and training sessions as indicated by the WMC Health standards and curriculum.
- b. Housekeeping Staff and Technicians will be required to attend OD&L workshops, seminars, and training sessions as indicated by WMC Health standards and curriculum to include but not be limited to Life Wings and Foundations of Customer Service.

4.3.4 HAHV Key Performance Indicators

- A. The Vendor shall submit to in a timely fashion reports to the Corporation, as it reasonably may request and promptly comply with all requests for information.
- B. The Vendor shall submit to the Corporation the following reports:
 - a. Monthly reports for Vendor's operations at the Corporation's facilities including:
 - i. Division operations including staffing/FTE report;
 - ii. Housekeeping statistics as specified by the Corporation to include discharge room cleaning time, both receipt-to-complete and response time by housekeeper;
 - iii. Average active cleaning time by building and/or unit
 - iv. Average total cleaning time by building and/or unit
 - v. Status of Hospitality Program, including but not limited to number of complaints addressed, complaints outstanding, and associated performance improvement initiatives;
 - vi. Status of Sanitation, Recycling and Waste Disposal, and any outstanding complaints regarding these services;
 - vii. Comparative report of the Press Ganey and HCAPHS scores as related to Room Cleanliness, Courtesy of Person Cleaning the Room, and Room and Bathroom Kept Clean Always to track and ensure scores remain above the 90th percentile ranking for each category for purposed of determining incentive/disincentive amount due from Vendor, if any and such a program is established;
 - viii. Percent of work time lost due to OTJ Injury- in relation to total department hours worked;
 - ix. Any other reports as requested by the Corporation
 - b. The Vendor shall submit to the Corporation certified monthly payroll reports documenting the salaries paid to its staff.

- c. The Vendor will be measured and rated against the KPI's
 - i. Average total discharge room cleaning time. Vendor to provide a proposal for an annual penalty credit/ incentive amount.
 - a. Health Alliance Broadway Campus: < 60 minutes
 - b. Health Alliance Mary's Ave Campus: < 60 minutes
 - c. Health Alliance Margaretville Campus: < 60 minutes
 - ii. Press Ganey Inpatient Mean Score related to Room Cleanliness. Vendor to provide a proposal for an annual penalty credit/ incentive amount.
 - iii. Press Ganey Inpatient Mean Score related to Courtesy of Person Cleaning Room. Vendor to provide a proposal for an annual penalty credit/ incentive amount.
 - iv. HCAPHS Top box score related to the "Cleanliness of hospital environment" question. Vendor to provide a proposal for an annual penalty credit/ incentive amount.
 - v. ATP or Blacklight monitoring program to measure room cleanliness. Vendor to provide a proposal for an annual penalty credit/ incentive amount.
 - a. Health Alliance Broadway Campus: ≥95%
 - b. Health Alliance Mary's Ave Campus: ≥95%
 - c. Health Alliance Margaretville Campus: ≥95%

4.4 Off-site Medical Office Scope of Services

The Vendor, through Vendor's personnel, shall provide for the Housekeeping and Environmental Services requirements for off-site medical office spaces. This shall include not be limited to furnishing all appropriate staff, cleaning agents, supplies and equipment for the proper and efficient operation of the Corporation's Environmental Services program.

- The scope of services listed provides the scope of services for the following affiliations listed in section 1.1 of this document. Please note that this scope may also apply to certain offsite locations related to each respective Hospital:
 - Advanced Physician Services
 - Bon Secours Charity Medical Group

4.4.1 Off-Site Medical Office Operating Procedures

1) Cleaning Specifications

- a. The Vendor shall ensure that in providing the housekeeping services to WMC, the following minimum cleaning specifications are followed by area and frequency.
- b. Unless noted otherwise, a frequency of "daily" shall mean 5 days per week.
- c. Off-site locations will be cleaned after business hours. Vendor will work with the respective Office Manager to identify a time of the day that is appropriate for the location.
- d. WMC Health reserves the right to change the number of service days from time to time for a particular site based on each site's actual need. The new annualized contractual amount will be calculated by first computing the number of annual service days by multiplying the number of agreed upon weekly service days by 52. The annualized contract rate shall then be divided by the agreed upon service days per year and multiplied by the new number of annual service days.
 - i. Floor Care:
 - 1. Hard Surfaces:
 - a. Dust/ Microfiber Mop- All hard-surfaced floors using a dust control tool. Microfiber mopping to include corners, baseboards and hard-to-reach areas and shall be performed once (1) daily.
 - b. Wet Mop- All hard-surfaced floors with approved germicidal solution, once (1) daily.

- c. Burnish/ Spray Buff- All hard surfaced floors quarterly.
- 2. Carpet:
 - a. Vacuum- All carpeted floor areas using a HEPA- filtered vacuum once (1) daily.
 - b. Carpet Cleaning- Shampoo all carpet's quarterly (4) annually.
- 3. Dusting:
 - a. Low-level dust all ledges, furniture and fittings, excluding technical equipment, to a height of six (6) feet from the floor once (1) daily.
 - b. High dust all ledges and fittings above six (6) feet from the floor, once (1) per week.
- 4. Horizontal Surfaces:
 - a. Clean/ Disinfect- All horizontal surfaces (e.g. countertops, railings, window sills, television sets and telephones) once (1) daily.
- 5. Vertical Surfaces:
 - a. Spot clean as required (e.g. walls, cabinets, millwork, doors, door jams).
- 6. Windows- spot clean interior of windows as required.
- 7. Waste Receptacles:
 - a. Empty waste receptacles and replace liners once (1) daily.
 - b. Garbage receptacles – the interior/exterior portion of all garbage receptacles must be cleaned as necessary.
- 8. Hand Sanitizer/ Soap Dispensers- Inspect locations once (1) daily for expired product replace as required.
- 9. Restrooms:
 - a. Clean bathroom fittings and high touch area's - Thoroughly clean and disinfect hand basin, seat covers (both sides), and towel/ paper fitting and high touch area's once (1) daily.
 - b. Low-level dust once (1) daily.
 - c. Restroom Floor Care:
 - i. Dust/Microfiber Mop - All hard-surfaced floors with dust control tool. Microfiber mopping to include corners, baseboards, and hard-to-reach areas and shall be performed once (1) daily.
 - ii. Wet Mop - All hard-surfaced floors with approved germicidal solution once (1) daily.
 - d. Restroom waste receptacles:
 - i. Empty waste receptacles and replace liners once (1) daily.
 - ii. Garbage receptacles – the interior/exterior portion of all garbage receptacles must be cleaned as necessary.
 - e. Replenish Supplies – Inspect hand soap, paper towels, toilet tissue, and toilet seat covers, once (1) daily. Toilet paper shall be replenished with a hotel fold upon each bathroom service; toilet strips shall be applied each time the toilet is cleaned in both private and semi-private rooms. Color changing tablet shall be placed in toilet each time the toilet is cleaned.
- 10. Equipment:
 - a. Stretchers, tables, wheelchairs must be cleaned once (1) daily.

4.4.2 Off-Site Medical Office Staff

The Vendor shall provide the Corporation with experienced and trained staff for the following positions to properly supervise, manage and operate the EVS Department and maintain the highest level of housekeeping and cleaning standards so that no evidence of dust, dirt, grime, streaks, spots, stains, oils, scratches, smudges, foreign substances, fingerprints, lines or marks, water drippings, excessive moisture, unsightly discoloration is left after performing the Services and be responsible for and perform the Services. The Vendor shall provide the Corporation with qualified, experienced and trained staff to properly supervise, manage and operate the Division in furnishing all housekeeping and environmental services. The

vendor may subcontract out locations at their discretion, however, the same standards outlined in section 4.4.1 must be maintained. Vendor will provide WMC health with one (1) point of contact to address all offsite location issues. The Corporation reserves the right to have any subcontracted vendor or employee removed at any time. The Vendor shall propose a staffing model that at a minimum meets the scope of this RFP. The Corporation reserves the right to accept and/or change any and all aspects of the proposed staffing model. The Vendor shall submit to the Corporation certified monthly payroll reports documenting the salaries paid to its staff.

4.4.3 Off-Site Medical Office Facilities, Equipment, Sanitation and Inventories

1. Systems Equipment and Related Supplies

- a. The Vendor shall provide all necessary and required disposable supplies including but not limited to tissues, toilet paper, masks, paper towels, hand sanitizer, hand soap, cleaning products, disposable mop heads and trash liners.
- b. The vendor shall provide all equipment and machines required to properly meet the requirements outlined in this RFP.
- c. The Vendor shall obtain the approval of the Corporation prior to installing and utilizing any software system.
- d. The Vendor shall ensure that all equipment and machines utilized and/or provided to the Corporation for the performance of the Services under the Agreement shall be new or like new working and operating order, meeting and/or exceeding industry standards.
- e. The Vendor shall provide the Corporation with an inventory list of the equipment, machinery, vacuums, etc. to be used at the Corporation's premises. Such inventory shall include, but limited to, manufacturer, type, serial numbers, and age of such equipment and/or machinery.
- f. The Vendor shall ensure that during the term of the Agreement all the equipment and machines are in proper working and operating order and are being retained according to manufacturer's recommendations. In the event that any equipment and/or machinery are out of order or not properly operating, the Vendor shall provide for their immediate replacement.
- g. The Vendor, at its own cost, shall maintain and repair any and all equipment and machinery (including Corporation-owned equipment) utilized in the performance of the Services in accordance with the manufacturer's specifications. The Vendor shall retain repair and preventative maintenance records for each piece of equipment and/or machinery within the Corporation's premises and make available such records upon the Corporation's request.
- h. All necessary equipment, machinery, and related supplies shall be provided to the Corporation at the commencement date of this Agreement.
- i. The Corporation reserves the right to modify any disposable product brand or cleaning product at no additional cost to the Corporation.
- j. The Vendor must consult with Infection Control prior to changing any cleaning or disinfection product used in the facility.

2. Sanitation, Recycling and Waste Disposal Program

Vendor shall provide all oversight, equipment, machinery, related supplies, and personnel to provide the Services that at a minimum ensures and provides for the following:

- a. Maintains the highest level of housekeeping standards
- b. Appropriately cleans such that no surfaces shall have any evidence of dust, dirt, grim, streaks, spots, stains, oils, scratches, smudges, foreign substances, fingerprints, lines or marks, water drippings, excessive moisture, and/or unsightly discoloration
- c. Equipment, materials, premises and areas utilized by the EVS Department shall at all times be clean, sanitary and free from rubbish, refuse, dirt, offensive or unclean materials, flies, insects, rodents and other vermin
- d. All cleaning agents, supplies, and equipment are properly stored in areas designated by the Corporation

- e. Garbage and refuse trucks are to be provided by the Vendor. Vendor must maintain all trucks in good working condition, including the repair and/or replacement of truck wheels. Vendor must provide covers that appropriately cover trucks on all four sides.
- f. Garbage and refuse are placed within closed containers and plastic bags which shall be removed to a waste compaction unit provided by the Corporation (boxes and containers are knocked down whenever possible)
- g. All staff who works with or around the compactor must receive appropriate training on an annual basis by the Vendor.
- h. Garbage and refuse is taken to a central location as designated by the Corporation
- i. All recycling containers are to be provided by the Vendor and FM approved.
- j. All recycling materials are handled and disposed in accordance with all applicable laws, rules and regulations, including applicable recycling laws.
- k. All recycling containers are to be lined with a liner that is distinguishable from MSW liners.
- l. All RMW and hazardous waste bags are labeled with the name and address of the Corporation.
- m. Plastic lined garbage containers are placed in appropriate and required areas of Vendor's operations
- n. Vendor's supplies, materials and equipment utilized in providing the Services to the Corporation are used and maintained in a manner to ensure safety of Vendor personnel, Corporation staff, patients and visitors, such that:
 - d. Vendor supplies and equipment are not placed in traffic areas or other locations so as to create safety hazards
 - e. Vendor personnel use appropriate, neat appearing signs indicating the hazard (includes: Danger – Hazardous Area, Walk Left (Right), Caution)
 - f. Electrical cords are plugged in the nearest outlet and kept in sight of machine or equipment operator
 - o. Vendor shall furnish all the necessary equipment and supplies for its personnel to carry out the Services, Sanitation, Recycling and Waste Removal Program. Such equipment and supplies shall include, but not be limited to, all cleaning agents and supplies, such as chemicals and soaps and mops (wet and dry), brooms, sweeping tools and waste receptacles. Vendor shall ensure that:
 - a. Electrical equipment operated by Vendor personnel shall be equipped with quiet monitors and hospital grade plugs
 - b. All electrical equipment shall have proper Underwriter's Laboratory, Inc. approval
 - c. Wheeled and movable equipment must have protective non-marking bumpers or guards to prevent damaging building structure or other objects
 - p. The Corporation shall determine whether Vendor's services, sanitation, recycling and waste disposal program is satisfactory. The Corporation and/or authorized individuals shall have the right to access any area and inspect the operation thereof, as well as, the Vendor's work method and procedures, standards, cleanliness, appearance, and conduct of Vendor's personnel, operating hours, general housekeeping, and upkeep of premises and areas and Vendor agrees to comply with such regulations.
 - q. Vendor shall ensure that the EVS personnel are properly trained and educated in cleaning, recycling, waste disposal and sanitation procedures, regulations and standards so as to affect a high level of competence and effectiveness in critical areas of activity.
 - r. Vendor shall have ten (10) days from receipt of written notification that a particular area where Vendor provides Housekeeping and Environmental Services under this agreement does not abide by the requirements set forth by the Corporation, to maintain, clean, repair, replace, rebuild and/or repaint such

areas at the sole cost of the Vendor. If, in the sole opinion of the Corporation, the failure of Vendor to fulfill the requirements of the program endangers the safety of patients, public, Corporation staff, and visitors, the Corporation may, at its sole opinion, and in addition to other remedies available to it, perform such maintenance functions at the sole cost of the Vendor.

3. Hospital Required Training

- a. Management and supervisory personnel may be required to attend WMC Health Organizational and Development (OD&L) managerial and leadership workshops, seminars, and training sessions as indicated by the WMC Health standards and curriculum.
- b. Housekeeping Staff and Technicians may be required to attend OD&L workshops, seminars, and training sessions as indicated by WMC Health standards and curriculum to include but not be limited to Life Wings and Foundations of Customer Service.

5. Administrative Information

5.1 Reservation of Rights

The Corporation reserves the right to:

- Reject any or all proposals received in response to the RFP;
- Withdraw the RFP at any time, at the agency's sole discretion;
- Make an award under the RFP in whole or in part;
- Pursue any or all of the services described herein from alternate sources;
- Disqualify a proposer whose conduct and/or proposal fails to conform to the requirements of the RFP;
- Seek clarifications and revisions of proposals;
- Require correction of arithmetic or other apparent errors for the purpose of assuring a full and complete understanding of a proposer's proposal and/or to determine a proposer's compliance with the RFP requirements;
- Prior to the opening of proposals, amend the RFP specifications to correct errors or oversights, or to supply additional information about the services sought as such information becomes available;
- Prior to the opening of proposals, direct proposers to submit proposal modifications addressing subsequent amendments or addenda to the RFP;
- Change any date set forth in this RFP;
- Waive any informalities or any non-material requirements of the RFP;
- Negotiate with the successful proposer within the scope of the RFP in the best interests of the Corporation;
- Require proposers to submit best and final offers ("BAFOs");
- Award contracts to more than one successful proposer;
- Negotiate with selected proposers prior to contract award;
- Make any payment contingent upon the submission of specific deliverables; and
- Require that all offers be held open for a period of 120 days unless otherwise expressly provided for in writing.

5.2 Confidentiality of Proposals

Confidential, trade secret, or proprietary materials must be clearly marked and identified as such upon submission by the proposer. Proposers must provide specific justification as to why disclosure of particular information in the proposal would cause substantial injury to the competitive position of the proposer.

Properly identified information that has been designated confidential, trade secret, or proprietary by the proposer will not be disclosed except as may be required by the Freedom of Information Law or other applicable state or federal laws. In the event that the Corporation determines that the law requires that confidential information be disclosed, the Corporation will notify the proposer so that it may take whatever steps it deems appropriate.

5.3 Non-Discrimination and MWBE Policy

It is the policy of the Corporation to comply with all federal, state, and local laws, policies, orders, rules and regulations that prohibit unlawful discrimination because of race, creed, color, national origin, sex, sexual orientation, age, disability, or marital status and to encourage the meaningful and significant participation at all levels (proposer, Sub Vendor, Suppliers and others) for business enterprises owned by persons of color and women – Minority Business Enterprise (MBE) and Women Business Enterprise (WBE).

The proposer is encouraged to use its reasonable efforts to encourage, promote, and increase participation of business enterprises owned and controlled by persons of color or women (MBE/WBE) in the services sought by this RFP and to develop a policy to efficiently and effectively monitor such participation.

6. Contract Overview

6.1 Contracting Parties

Three WMC Health entities will be the ultimate contracting parties in agreements with the successful proposer(s) resulting from this RFP - Westchester County Health Care Corporation d/b/a Westchester Medical Center WMC, Bon Secours Charity Health System, Inc. and Health Alliance of the Hudson Valley, Inc. The WMC contract will provide for performance of Services for WMC Valhalla and Mid-Hudson Regional Hospital. The BSCHS contract will provide for performance of Services for Good Samaritan Hospital, Bon Secours Community Hospital, and St. Anthony Community Hospital. The HAHV contract will provide for the performance of Services at Health Alliance Hospital (the Broadway campus and the Mary's Avenue campus, Margaretville, and Mountainside).

6.2 Contract Provisions

The contract will incorporate provisions of this RFP and portions of the successful proposal to which the Corporation agrees. The contract will be on Corporation's standard contract form, which will include the Corporation's Standard Terms and Conditions set forth in **Attachment B**, and any applicable riders or other information deemed appropriate by the Corporation. The final executed contract shall supersede all proposals, whether written or oral, and any and all negotiations, conversations, and discussions prior to execution of the contract. Final contracts executed pursuant to this RFP shall be subject to Corporation's purchasing policies and procedures and the review and approval of Corporation's Office of Legal Affairs.

6.3 Term of Contract

The proposed term of any new agreement executed pursuant to this RFP is a period of **five (5) years** commencing on or about **June 1, 2019**.

6.4 Acceptance of Terms and Conditions

Vendor must acknowledge that it has read the Corporation's Standard Terms and Conditions, as set forth in **Attachment B**, and that it understands and agrees to be bound by the same, with noted exceptions. Vendor must provide a separate document of exceptions, if any, taken to the Corporation's Standard Terms and Conditions. Each exception must reference a specific numbered paragraph of the Standard Terms and Conditions. Vendor shall state a proposed alternative to each exception taken when stating that the term or condition is "unacceptable." **Any exceptions to Corporation's Standard Terms and Conditions may disqualify a vendor's proposal.**

6.5 Disposition of Proposals

All proposals received by the due date become the property of the Corporation and shall not be returned. Any successful proposal may be incorporated into the resulting contract and will become public record. Any proposals received after the due date will be returned to the proposer unopened.

EQUIPMENT LIST

Affiliate	Manufacturer	Description	Quantity
WMC	Direct Machinery	Milnor 60lb Washer	1
WMC	Nilfisk Advance	ADSPRAY 1000XPC	1
WMC	Tennant	28" Sweeper 12V Gel Batt	1
WMC	Tennant	30" Vacuum 120V	1
WMC	Windsor	115V Windhandler 3 speed	3
WMC	Windsor	ICAPSOL mini DLX 110V	2
WMC	Windsor	Sensor 115V 15" Vacuums	48
WMC	Royce Rolls Ringer	36" Stainless Steel Carts	60
WMC	Royce Rolls Ringer	Stainless Steel Double Tank & Wringers	6
WMC	Royce Rolls Ringer	8 Gallon Stainless Steel Buckets & Wringer	14
WMC	Royce Rolls Ringer	8 Gallon Stainless Steel Buckets & Wringer	20
WMC	Nilfisk Advance	ADSPRAY 1500A	1
WMC	Nilfisk Advance	Pacesetter 13" Side x Side	2
WMC	Nilfisk Advance	Advolution 2710 Ride on Burnishers	2
WMC	Tennant	15 Gallon Wet Vac & Squeegee Kit	12
WMC	Tennant	HD 20" Floor Machine Scrubbing	5
WMC	Tennant	T3 Scrubbers ec-H2O	3
WMC	Tennant	21 Gal. 1610 Extractors	2
WMC	Tennant	2 Gal w/cart Ex-Spot 2 Extractor	2
WMC	Tennant	R3 5 Gal Extractor	1
WMC	Tennant	E5 5 Gal Extractor	1
WMC	Tennant	Cord Burnishers 20 BR-2000	17
WMC	Tennant	20" Battery Burnishers Walk behind (2550)	5
WMC	Tennant	3 speed 120V Blowers	10
WMC	Tennant	T7 Ride on Auto-Scrubber & Assembly	2
WMC	Tennant	T5 Auto Scrubber and Assembly	3
WMC	Tennant	T1 3 Gal Scrubbers	3
WMC	Nilfisk Advance	Advolution 2710 Ride on Burnishers	1
WMC	Tennant	30" Wide Area Vacuum	1
WMC	Tennant	16 Gal Wet Vacs and Squeegee Assembly	6
WMC	Tennant	HD 20" Floor Machine Scrubbing	6
WMC	Tennant	T7 Ride on Auto-Scrubber & Assembly	1
WMC	Tennant	T5 Auto Scrubber and Assembly	1
WMC	Tennant	10 Gal Self Contained Extractor	1
WMC	Tennant	Cord Burnishers 20 BR-2000	10
WMC	Tennant	B5 20" Battery Burnishers Walk behind	2
WMC	Tennant	3 speed 120V Blowers	6
WMC	Nilfisk Advance	Advolution 2710 Ride on Burnishers	1
WMC	Clarke	BOS-18 Scrubbers	2

Affiliate	Manufacturer	Description	Quantity
WMC	Nilfisk Advance	Back Pack Vacs	12
WMC	Clarke	Focus II 20" Boost Scrubber	2
WMC	Clarke	Boost 28" Scrubber	1
WMC	Pacific	S-28 Orbital Battery Scrubber	1
WMC	Pacific	S-20 Orbital Battery Scrubber	2
WMC	Pacific	20RB Cord Floor Machine	1
WMC	Pacific	Edger/ Scrubbers Cords	2
MHRH	TENNANT	T5 FLOOR SCRUBBER MACHINE	2
MHRH	TENNANT	CORD BURNISHER	3
MHRH	CLARK	SIDE BY SIDE	3
MHRH	TENNANT	B5 BURNISHER	1
MHRH	TENNANT	SIDE BY SIDE	3
MHRH	TENNANT	S 9 SWEEPER	1
MHRH	TENNANT	2550 BURNISHER	1
MHRH	TENNANT	UP-RIGHT VACUUM	4
MHRH	SANITAIRE	UP-RIGHT VACUUM	10
MHRH	TENNANT	FLOOR FAN	2
MHRH	TENNANT	CARPET EXTRACTOR	2
MHRH	TENNANT	T300 FLOOR MACHINE	1
MHRH	TENNANT	T7 RIDE ON SCRUBBER	1
MHRH	XENEX	UV DISINFECTANT MACHINE	2
MHRH	TENNANT	WET VACUUM	2
MHRH	SQUARE SCRUB	DOODLE SCRUB	1
MHRH	DAYTON	BACK PACK VACUUM	1
MHRH	SQUARE SCRUB	SQUARE SCRUB FLOOR	1
Good Sam	Tennant	Cord Burnisher	2
Good Sam	Tennant	Blower, Floor, 3-Speed 120V	2
Good Sam	Tennant	Wet/Dry, 15 Gallon Vacuum	2
Good Sam	Tennant	Extractor, 2 Gallon, W / Cart	1
Good Sam	Tennant	Floor Machine, 20" DS	1
Good Sam	Tennant	Walk Behind Floor Scrubber	2
Good Sam	Tennant	Walk Behind Burnisher	1
Good Sam	Advance	Ride-On Auto Scrubber	1
Good Sam	Taski	Ergodisc 200 Floor Machine	1
Good Sam	Dewalt	Electric Pressure Washer	1
Good Sam	Tennant	Cord Burnisher	1
Good Sam	Hoover	Vacuum Cleaner	2
Good Sam	Advanced Vapor	Steam Cleaner	1
St. Anthony	Taski TR S 38	Vacuum Cleaner	1
St. Anthony	Hoover	Vacuum Cleaner	1

Affiliate	Manufacturer	Description	Quantity
St. Anthony	Taski	Cord Burnisher	1
St. Anthony	Taski	Auto Scrubber	1
St. Anthony	Mastercraft	Blower 3 speed	1
St. Anthony	Taski TR S 6.3C	Wet Vac	1
St. Anthony	Tennant	Battery Burnisher	1
St. Anthony	Clark Boost	Auto Scrubber	1
St. Anthony	Taski PC 30.5C	Extractor	1
St. Anthony	Phillips	side By Side	1
St. Anthony	Nble Tennant	Cord Burnisher	1
St. Anthony	Advance Advolution	Battery Operated Burnisher	1
St. Anthony	Clarke	Auto Scrubber	1
St. Anthony	Explorer	Extractor	1
St. Anthony	Hoover	Upright Shampooer	1
St. Anthony	Image	Rug Extractor	1
St. Anthony	Minute Man	Floor Blower	1
St. Anthony	Nilfisk Advance	Burnisher	1
St. Anthony	Nobel Tennant	Corded Burnisher	1
St. Anthony	Nobel Tennant	Corded Burnisher	1
St. Anthony	Taski	Upright Auto Scrubber	1
St. Anthony	Taski	Upright Vacuum	1
St. Anthony	Taski	WetVac	1
St. Anthony	Taski	Side By Side Burnisher	1
St. Anthony	Taski	Side By Side Burnisher	1
St. Anthony	Tennant	Auto Scrubber	1
St. Anthony	Tennant	Battery Operated Sweeper	1
B.S. Community Hospital	Taski	Cord Burnisher	1
B.S. Community Hospital	advance	Advolution 20bt	1
B.S. Community Hospital	Taski	Swingo 455	1
B.S. Community Hospital	Tennant	Carpet Sweeper	1
B.S. Community Hospital	Unisorce	Olinpian 20 (WET VAC)	1
B.S. Community Hospital	ADVANCE	Pacestter 20sd	1
B.S. Community Hospital	Taski	ergodisc 200	1
B.S. Community Hospital	advance	advolution 20xt	1
B.S. Community Hospital	Tennant	Castex Power eagle 1000	1
B.S. Community Hospital	advance	Advinity 20D Scrubber	1

Affiliate	Manufacturer	Description	Quantity
B.S. Community Hospital	advance	advoultion 20	1
B.S. Community Hospital	tennent	Nobles Speedshine 1200	1
B.S. Community Hospital	taski	Swingo 150	1
B.S. Community Hospital	Taski	jet38	2
B.S. Community Hospital	Sanitaure	commercial vac	1
B.S. Community Hospital	makita	Battery back pack vac	1
B.S. Community Hospital	makita	hand held vac	1
B.S. Community Hospital	Taski	jet38	2
B.S. Community Hospital	mytee	windstar fan	1
B.S. Community Hospital	prosan	fan	2
HAHV: Broadway	Pro team heppa 1500 XP.	Vacuum	10
HAHV: Broadway	Tomcat "Sport"	20 inch auto scrubber	1
HAHV: Broadway	Tom cat 24 inch "EDGE"	auto scrubber	1
HAHV: Broadway	Tomcat 20 inch "EDGE"	hand held scrubber	1
HAHV: Broadway	Tomcat "Nano-Edge"	hand held scrubber / edger	1
HAHV: Broadway	Tomcat 20 inch "Pro Glean 200"	cordless burnisher	1
HAHV: Broadway	Minuteman 20 inch	corded burnisher	1
HAHV: Broadway	Pro-Team Coachman	Back pack vacuum	3
HAHV: Broadway	Kai-	Vac cleaning system	1
HAHV: Broadway	"Viper"	Wet dry vacs	2
HAHV: Broadway	Wagner	hand held household steamer	1
HAHV: Broadway	Bissel	"Pet Hair revolution" household carpet spotter	1
HAHV: Broadway	Walk behind 20"	advance Auto scrubber:	1
HAHV: Mary's Ave	32 inch Tennant 5700	Auto Scrubber	1
HAHV: Mary's Ave	Tomcat 200 "Pro gleam"	cordless burnisher	1
HAHV: Mary's Ave	20 inch slow speed	floor scrubber	2
HAHV: Mary's Ave	Wagner	Steamer	1
HAHV: Mary's Ave	Bissel	Carpet Spotter	1
HAHV: Mary's Ave	Pro team heppa 1500 XP.	Vacuum	6
HAHV: Mary's Ave	Unknown	Wet Vac	1
HAHV: Margaretville	Unimack 20lb	commercial washer	1
HAHV: Margaretville	Unimac 30lb	commercial washer	1
HAHV: Margaretville	speed queen	Dryer	2
HAHV: Margaretville	NSS	auto scrubber	1

Affiliate	Manufacturer	Description	Quantity
HAHV: Margaretville	tornado 2000rpm	burnisher	1
HAHV: Margaretville	tornado battery 1500rpm	burnisher	1
HAHV: Margaretville	pony 1500rpm	burnisher (back up)	1
HAHV: Margaretville	wet/dry vac	power flight	1
HAHV: Margaretville	power flight 150rpm	stripping machine	1
HAHV: Margaretville	kent 150rpm	stripping machine (back up)	1
HAHV: Margaretville	electrolux	Vacuum cleaner	5
HAHV: Margaretville	power flight back pack	vacuum	1
HAHV: Margaretville	tornado	carpet and upholstery cleaner	1
HAHV: Margaretville	floor fan	blowers	2
HAHV: Margaretville	electric bass board	scrubber	1

Standard Terms and Conditions

ARTICLE I

DEFINITIONS

- 1.1. Agreement. "Agreement" shall mean the written agreement between the Corporation and the successful proposer, if any, awarded a contract to develop and implement the Services sought by this RFP.
- 1.2. Corporation. "Corporation" shall mean the corporate entity entering the Agreement with Vendor (e.g. Westchester Medical Center, Bon Secours Charity Health System, Inc., or Health Alliance, Inc.).
- 1.3. Facilities. "Facilities" shall refer to the portion of Corporation's premises where Services are provided.
- 1.4. Services. "Services" shall mean the Comprehensive Environmental Services as described in the RFP, its attachments and any other specifications provided to Vendor by Corporation.
- 1.5. Vendor Representative. "Vendor Representative" shall mean all Vendor staff, agents, subcontractors or representatives of Vendor providing Services on behalf of Vendor at any Corporation site.

ARTICLE II

SERVICES AND PAYMENT

- 2.1. Services. Vendor shall provide the Services to Corporation. All Services shall be performed in a manner consistent with the generally recognized standards of persons regularly engaged in providing such services. Vendor warrants to the Corporation that any Services performed and any materials used by Vendor in connection with the Services shall be free from defects in workmanship and/or materials and agrees that any damage arising from any breach of this warranty shall promptly be remedied by Vendor at its sole expense.
- 2.2. Standards of Performance; Sanitation, Health and Safety.
 - 2.2.1. Standards of Performance; Applicable Laws. Vendor shall perform the Services, as more particularly described in the RFP, its attachments and technical specifications provided by Corporation and made a part hereof, with a standard of care, skill, and diligence maintained by persons providing first class environmental services on a commercial basis and in comparable commercial settings of similar size and service requirements. Vendor shall use its best efforts, skill, judgment, and abilities to perform the Services in accordance with the highest standards of Vendor's profession or business. Vendor shall comply with all applicable national, federal, state, and municipal, laws, regulations, codes and orders without limitation
 - 2.2.2. Performance Reviews. Vendor shall conduct weekly environmental services and/or infection control assessments, patient surveys, and employee surveys as a component of Vendor's self-evaluation program. Results of all surveys and action plans shall be reviewed with representatives of Corporation designated by Corporation. In the event Corporation utilizes a third party to measure its employee, customer and/or patient satisfaction, Corporation may, in its sole discretion, authorize the release to Vendor of Corporation's satisfaction data related to Vendor's performance of the Services hereunder. Such satisfaction data shall be considered confidential and shall be used by Vendor for benchmarking purposes only. Any instance of poor performance by Vendor reported in a survey or study of patient, employee, or customer satisfaction conducted, directly or indirectly, by Vendor shall be documented and shall be submitted to Corporation along with a proposed plan for corrective action. A review meeting shall be scheduled between Vendor and Corporation during which a plan for a mutually agreeable corrective action plan will be drafted and implemented. Vendor shall provide updates to Corporation on the implementation of any such corrective action plan, as may be requested by Corporation until such instance of poor performance is resolved to the satisfaction of Corporation.

Prerequisite to Services by Vendor Personnel.

- 2.2.3. Health Clearance. Vendor Personnel providing Services on the Corporation's premises must be in good health and Vendor shall require that all such Vendor Personnel meet the health, immunization and infection control criteria required by Corporation, and as may be amended by mutual agreement of the Parties from time-to-time or by Corporation in accordance with statutory requirements. Vendor shall be solely responsible for the cost of all laboratory, medical services, vaccines, and tests for Vendor's Personnel required under this section.
- 2.2.4. Screening. Vendor shall screen and evaluate all Vendor Personnel assigned to the Corporation consistent with the policies and procedures governing Corporation employee pre-employment screening and background checks and as required by the Corporation and as may be amended by mutual agreement of the Parties from time-to-time in accordance with statutory requirements. Vendor shall keep a record of the results of all pre-employee screening and background checks on file and provide copies to the Corporation upon request. Vendor shall maintain on file at least two (2) references for each Vendor Personnel assigned to Corporation. Vendor shall furnish copies of any Vendor Personnel evaluations to the Director of Human Resources or her or his authorized designee ("**Director**") upon her request.
- 2.2.5. OSHA/Safety Requirements. Corporation and Vendor agree that they will comply with all PESH/OSHA and CDC regulations concerning "Occupational Exposure to Bloodborne Pathogens" and universal infectious precautions. Vendor shall certify that all personnel providing services hereunder shall be fully trained and certified in universal infectious and Blood borne Pathogen precautions and shall provide documentation of such to Corporation upon request. All Vendor Personnel shall also have documented safety and accident prevention training as required by OSHA and all regulatory and accrediting agencies including DNV, Joint Commission, and New York State Department of Health.
- 2.3. Conduct. All Vendor Representatives shall, at all times while present at the Corporation's premises, comply with Corporation's rules and regulations and the lawful directives of Corporation's security personnel and Corporation's administration. Vendor Representatives shall, at all times while present at the Corporation's campus, conduct themselves in accordance with Corporation's Policies and Procedures, including the Corporation's Code of Conduct, Sexual Harassment Policy, and Anti-Discrimination Policy. The Vendor shall promptly remove from its campus any Vendor Representative whose conduct the Corporation reasonably determines to be objectionable.
- 2.3.1. Policies and Procedures. Vendor shall require that all Vendor Personnel providing Services hereunder be trained in and comply with all Vendor and Corporation policies, procedures, bylaws, rules, and regulations, including but not limited to the Corporation's Code of Conduct, Corporation's Sexual Harassment Policy, and Anti-Discrimination Policy, (copies of which shall be made available to Vendor upon request), and the lawful directives of Corporation's security personnel and authorized representatives of Corporation's administration. All Vendor Personnel shall comply with the sign-in procedures required by Corporation or Vendor's sign-in procedures as approved by Corporation.
- 2.3.2. Appearance. Vendor shall instruct Vendor Personnel that assignments to Corporation require that their appearance be neat, clean and their attire appropriate for the position. Vendor Personnel shall be required to wear an identification badge.
- 2.4.2.1 Vendor shall provide appropriately uniformed personnel, as approved by the Corporation. All Vendor Personnel on duty performing Services shall be neatly dressed, wear clean and pressed uniforms and well-groomed at all times, subject to the approval of the Corporation. All uniforms must be approved by an authorized representative of the Corporation.
- 2.4.2.2 All uniforms used by the Vendor Personnel performing Services on the Corporation's premises shall be furnished by Vendor at no additional cost to the Corporation.
- 2.4.2.3 The Corporation reserves the right to refuse to utilize the Services of Vendor Personnel

without an appropriate, complete and satisfactory uniform.

2.4.2.4 Vendor shall provide all its personnel providing Services at the Facilities with appropriate photo identification badges, as approved by the Corporation which are to be displayed and visible at all times while Vendor Personnel are on duty at the Facilities. Further, the Corporation shall issue Vendor Personnel providing Services at the Facilities with a Corporation Identification badge at no cost to the Vendor or its personnel. Vendor shall ensure that the Corporation Identification Badge is worn, clearly displayed and visible at all times by Vendor's personnel performing Services. Vendor's personnel shall notify the Corporation's Security Office immediately of a lost or stolen Corporation Identification badge. The Corporation may issue a replacement Corporation Identification to Vendor's personnel at the current replacement cost rate. Currently, the replacement cost of the Corporation Identification badge is \$15.00.

2.3.3. Improper Conduct. Notwithstanding anything herein to the contrary, in the event that any Vendor Personnel assigned to perform Services hereunder is found to be unacceptable to the Corporation for any reason, the Corporation shall notify Vendor of such fact and Vendor shall immediately take appropriate action, which may include immediate removal of such personnel from Corporation's premises if the Corporation so requests, and replace such individual with another individual member of Vendor Personnel acceptable to the Corporation.

2.3.4. General Conduct. In addition Vendor and all Vendor Personnel shall adhere to the following:

- i. Vendor shall require its personnel to comply with the instructions pertaining to conduct and building regulations issued by the Corporation.
- ii. Vendor shall require all Vendor Personnel providing Services to the Corporation to undergo the orientation program at the Corporation.
- iii. Any authorized employee of the Corporation has the right to order removal of Vendor's staff from Corporation property.
- iv. Vendor Personnel shall perform Services in such a manner as not to compromise patient or building safety and security.
- v. Vendor Personnel must comport themselves professionally and pleasantly at all times.
- vi. Vendor shall be responsible for the conduct and deportment of its personnel performing Services for the Corporation.
- vii. At the request of the Corporation, Vendor shall submit the personnel data of each of its personnel to be assigned to perform Services at the Corporation's facilities, prior to or at the time of assignment.
- viii. No Vendor Personnel shall be assigned to perform Services without the prior written consent of the Corporation.
- ix. Vendor shall not unilaterally remove and/or transfer a personnel assigned to perform Services without the consent of the Corporation.

2.4. Hospital Declared Emergencies. Vendor shall maintain full operations before, after and during hospital declared emergencies, including weather emergencies, at no additional cost to the Corporation. Vendor Personnel may be required to remain on site throughout a declared emergency at no additional cost to Corporation. Vendor is responsible to aid in the coordination, set-up and breakdown of sleeping areas as designated by corporation.

2.5. Non-Exclusive Agreement. No exclusive rights are granted by Corporation to Vendor under this Agreement.

2.6. No Minimum Work. No guarantees, promises, or representations of any minimum amount of services

given, nor are any to be inferred from this Agreement. Vendor hereby waives any claims to lost or anticipated profits based on the Corporation's failure to use any of the Services up to the full amount estimated in this Agreement. Further, Vendor hereby disavows and waives any claims, including without limitation, claims for direct, indirect, consequential, or special damage or lost or anticipated profits based on the Corporation's failure to utilize the Vendor's services.

- 2.7. Ownership of Records. All records compiled by Vendor in providing and completing the Services, including but not limited to written reports, studies, computer protocols, graphs, charts and all other similar recorded data, shall become and remain the property of the Corporation. Vendor may retain copies for its own use, all of which shall be subject to all confidentiality requirements set forth herein.
- 2.8. Independent Relationship.
- 2.8.1. Vendor Personnel. Vendor shall recruit, hire, train, supervise, direct and, if necessary, discipline, transfer and discharge management and non-management Vendor Personnel, as may be applicable, performing the Services. All Vendor Personnel shall at all times and for all purposes be solely in the employ of Vendor.
- 2.8.2. Training Programs. Vendor shall provide pre-service and in-service training to enhance the development of Vendor Personnel assigned to the Services at the Corporation's premises. Vendor shall maintain accurate records of said training sessions.
- 2.8.3. Independent Relationship. Vendor shall provide all Services, as an independent contractor and not as an employee, agent, partner of, or joint venturer with Corporation. The Parties expressly agree that Vendor and each member of Vendor Personnel are independent contractor(s) and not employee(s) of the Corporation and that the Vendor and any third persons working on Vendor's behalf hereby waive any right to claim any benefits, privileges or compensation from Corporation based on any alleged or purported theory of an employee and employer relationship.
- 2.8.4. Personnel Obligations. Vendor shall be solely responsible for all Vendor Personnel actions and claims arising out of injuries occurring on the job regarding staff or independent contractors on Vendor's payroll. Vendor shall withhold all applicable federal, state and local employment taxes and payroll insurance with respect to its staff, insurance premiums, contributions to benefit and deferred compensation plans, licensing fees, and workers' compensation, and shall file all required documents and forms in accordance with applicable laws. Vendor shall not be responsible for personnel employed by Corporation.
- 2.8.5. Indemnification for Employer Obligations. For Vendor Personnel performing Services under this Agreement, Vendor shall indemnify and hold harmless Corporation, its directors, officers, staff, and affiliates and their directors, officers, staff from any federal, state, and local taxes, including without limitation, self-employment income, social security, unemployment insurance and income taxes and any other withholding required pursuant to law or by any governmental body for the Services furnished hereunder.
- 2.8.6. Compliance. Vendor shall comply with all federal laws, regulations and procedures regarding legal status to work and reside in the U.S., including completion of required Immigration and Naturalization forms upon hire. Vendor and its affiliates are Equal Opportunity Employers and do not and will not discriminate on the basis of race, creed, color, national origin, sex, sexual orientation, age, disability, citizenship, veteran status, marital status, genetic predisposition or carrier status. Vendor shall provide to Corporation documentation upon such request.
- 2.9. Payment Terms. Corporation shall pay all properly submitted and undisputed invoices for the Services within ninety (90) days from the Date Corporation receives an invoice. All invoices must be submitted monthly and must reference the Contract Number and are to be addressed to Corporation, at the Corporation address provided in each purchase order, to the Attention of the Accounts Payable Department.
- 2.10. Interest and Other Charges. Any references in any Vendor quotation, invoice or agreement to interest

charges, late fees, restocking fees or cancellation charges shall be excluded from and superseded by the Agreement.

- 2.11. Taxes. Certain Corporation and its facilities are exempt from local, state, and federal taxes (including local and state sales or use taxes). Upon request, Corporation will furnish evidence of such tax-exemption. Corporation shall not be charged or subject to, and shall not pay, any tax, tariff, duty, cost or expense imposed by any taxing authority outside the United States of America and any such tax, tariff, duty, cost, or expense shall be the sole responsibility of the Vendor.
- 2.12. Overhead. Vendor shall provide for all of its ancillary office equipment to be used in connection with the Services to the Corporation. This shall include but shall not be limited to facsimiles, computer systems and copiers. Further, Vendor shall be responsible for all the cost associated with beepers, radios, office equipment and all its necessary supplies (*e.g.*, toner, equipment repair, and paper) required for providing the Services to the Corporation.

ARTICLE III ACCESS TO CORPORATION FACILITIES AND CAPITAL COMMITMENT

- 3.1 Access to Premises. Vendor shall have access to Corporation Facilities, be permitted to use keys to Corporation buildings and rooms, and be responsible for securing such buildings and rooms in accordance with Section 3.4 hereof.
- 3.2 No Lease of Premises. It is expressly understood and agreed that the Facilities (i.e. the Corporation building, structure, equipment or space) which Vendor may utilize in performance of the Services is not being leased to the Vendor, and the Vendor's privilege to use and occupy any such space shall continue only so long as Corporation desires in its sole discretion.
- 3.3 Parking. No special parking is provided by the Corporation to the Vendor or its staff. However, subject to availability, Vendor's staff may be permitted to utilize Corporation parking facilities at the Corporation employee rates. If the Corporation determines that the Vendor's staff are (i) parking illegally (*i.e.*, parking without paying) in the Corporation's parking facilities and (ii) such illegal parking has taken place with the knowledge and acquiescence of the Vendor or any of its key management staff ("Willful Violation"), then, in that event the Corporation, may deduct the estimated amount of any lost parking revenue from any amounts due or to become due to the Vendor. This Agreement may be terminated for a second or subsequent Willful Violations of the Corporation's parking policies.
- 3.4 Keys; Secure Premises.
- 3.4.1 The Vendor shall ensure that any keys to all Corporation buildings and rooms provided to Vendor Personnel performing Services are not removed from the Corporation's facilities at any time, duplicated; nor issued to any persons not performing Services at the Corporation.
- 3.4.2 The Vendor shall remain responsible for and liable to the Corporation for the replacement of any missing keys and changes to the Corporation's lock systems due to any loss of keys by its staff.
- 3.4.3 The Vendor shall ensure that staff do not permit keys to Corporation buildings or rooms to be used by third parties or to allow third parties access to locked building or rooms.
- 3.4.4 Vendor shall ensure that in the performance of the Services at the Corporation facilities Vendor Personnel leave rooms and/or closets found locked unattended for any period of time and all such rooms and/or closets are re-locked after use.
- 3.4.5 The Vendor Personnel shall secure any rooms and/or buildings and report any rooms/ buildings normally locked which are found unlocked to the Corporation's Security Department.
- 3.4.6 The Vendor Personnel shall turn-off lights after utilizing a room, closet and/or area, unless the room, closet or area will continue to be in use by other Vendor Personnel, Corporation employees and/or patients, or unless otherwise directed by an authorized Corporation employee.

- 3.4.7 Vendor Personnel shall close and lock windows otherwise left open in their respective work area. Vendor Personnel shall notify the Corporation's Security Department in cases there may be a problem in maintaining windows closed and locked.
- 3.5 Property Damage. When or where any direct or indirect damage or injury is done to property of the Corporation by or on account of any act of omission, neglect, or misconduct on the part of Vendor in the execution of the Services, such property shall be restored by Vendor, at its expense, to a condition equal to that existing before such damage or injury was done or Vendor shall make good such damage or injury in such other manner as may be acceptable to the Corporation. Further, in such event, the Corporation reserves the right to immediately affect both temporary and permanent repairs at the expense of Vendor. The Corporation shall provide written notice of any damage requiring repair and Vendor shall assume responsibility for the repairs.
- 3.6 Damage to Equipment. Vendor shall assume full responsibility for the equipment employed in the execution of the Services hereunder and agrees to make no claims against the Corporation for damages to such equipment from any claims whatsoever.
- 3.7 Damage to Vendor Property. All property of Vendor or its employees or agents brought, kept, used or left on Corporation premises shall be at the sole risk of Vendor, its employees or agents, and Vendor shall be responsible for all loss or damage to its equipment and property.
- 3.8 Corporation Property in Custody of Vendor. In the event that Vendor shall, by virtue hereof, have custody of any Corporation property, Vendor shall be deemed to be an insurer thereof and shall be responsible for its safe return to the Corporation. Vendor shall, at its expense, carry any insurance, reasonably deemed necessary to cover any damage or loss of Corporation property.
- 3.9 Use/Storage of Toxic Materials. In accordance with **Attachment C-1**, attached hereto and made a part hereof, the Vendor shall instruct and provide Vendor Employees with written procedures for safety and protection concerning the nature of toxic substances, which they may encounter in the course of providing the Services, as required by OSHA and Article 28 of the New York State Labor Law.
- 3.10 Title to Fixed Equipment. Title to equipment that is affixed to the Facilities shall vest immediately in the Corporation upon installation. Title to equipment provided by Vendor and not affixed to the Corporation's premises shall remain with Vendor, and such equipment shall be removed by Vendor at the termination or expiration of this Agreement except as otherwise provided for herein.
- 3.11 Vendor Property Remaining After Expiration or Termination. Unless otherwise provided herein, if any property of Vendor remains on the Facilities after expiration or termination of this Agreement, the Corporation may deal with such as though the same had been abandoned and charge all cost and expense incurred in the removal thereof to Vendor. Vendor's obligation to observe and perform all of the terms and covenants and conditions of this Agreement shall survive the expiration or other termination hereof.
- 3.12 Initial Investment in Capital Equipment by Vendor. For the purposes of this Section 3.12, "Capital Equipment" shall mean a non-consumable, tangible item that is used more than once and has a useful life of over one (1) year. Vendor shall purchase Capital Equipment for Housekeeping and Environmental Services including but not limited to the Capital Equipment listed on the Attachment A (the "Equipment List") for an amount not to exceed [\$50,000] the "Contract Commitment"). Vendor shall amortize the Contract Commitment on a straight-line basis over five (5) years, commencing with the date the Capital Equipment is placed in service. Such amortization is included in the Contract Price. Corporation shall own all Capital Equipment purchased using the Contract Commitment. If prior to the complete amortization of the Contract Commitment the Agreement expires or the Agreement is terminated then Corporation shall reimburse Vendor the unamortized portion of the Capital Equipment within ninety (90) days of the date of termination or expiration. If prior to the complete amortization of the Contract Commitment this Agreement is terminated by Corporation for cause, then Vendor shall not be entitled to the unpaid and unamortized portion of the Contract Commitment.

- 3.13 Other Equipment. In addition to section 3.12 above, Vendor shall provide all products and equipment necessary to perform the Services and shall comply with the requirements for equipment set forth in the RFP, as may be modified by Corporation from time to time.
- 3.14 Maintenance, Upkeep, Repair, and Replacement. Notwithstanding Corporation's ownership of Capital Equipment pursuant to Section 3.12, Vendor shall be solely responsible for the maintenance, upkeep, repair, and replacement of all products and equipment, including Capital Equipment, used in Vendor's provision of Services hereunder at all times during the Term of this Agreement. In accordance with the terms of the RFP, Vendor shall, maintain and replace all products and equipment, including Capital Equipment, in a manner that ensures that all such equipment and products shall: (i) be new or like new; (ii) be in working and operating order; and (iii) meet and/or exceed industry standards.

ARTICLE IV TERM AND TERMINATION

- 4.1. Term. The Agreement shall commence on the Effective Date of the Agreement and shall continue for a period of five (5) years (the "Initial Term"), unless earlier terminated in accordance with this Article IV. Upon the expiration of the Initial Term the Corporation shall have the option to extend the Agreement for an additional five (5) year period (the "Renewal Term").
- 4.2. Termination for Cause. If either Party breaches a material provision hereof ("Cause"), the non-breaching Party shall give the other Party written notice of such Cause. If the Cause is remedied within thirty (30) days, the notice shall be null and void. If such Cause is not remedied within the specified period, the Party giving notice shall have the right to terminate this Agreement, in whole or in part, upon expiration of such remedy period. The rights of termination referred to in this Agreement are not intended to be exclusive and are in addition to any other rights or remedies available to either Party at law or in equity.
- 4.2.1. The following shall also constitute "Cause" to the extent permitted by applicable law:
- i. Notice of Vendor's non-compliance with the key performance indicators set forth in the Agreement including but not limited to the specifications set forth in any attachment or exhibit thereto, provided however, that the remedy period for such Cause shall be fifteen (15) days (not thirty (30) days as set forth above), unless otherwise mutually agreed upon the parties;
 - ii. Notice of Vendor's failure to perform the Services as described in Section 2 and/or in accordance with the terms of this Agreement including but not limited to the specifications set forth in any attachment or exhibit thereto;
 - iii. Government Program Participation - Notice of debarment, suspension, or other disqualification from: (i) participation in Medicare, Medicaid or any other state or federal funded health care program or (ii) contracting with New York State, its political subdivisions, public benefit corporations, or public authorities;
 - iv. Notice of the suspension or revocation of Corporation's operating license;
 - v. Notice of Vendor's failure to fulfill any of the warranties, representations, and covenants set forth herein;
 - vi. The filing of a petition pursuant to which an adjudication of bankruptcy is entered by either Party or the parent corporation of either Party; or the entry of an order, judgment or decree by a court of competent jurisdiction, on the application of a creditor, adjudicating either Party or the parent corporation of either Party as insolvent or approving a petition seeking reorganization or appointing a receiver or an assignee for benefit of creditors, trustee or liquidator; or
 - vii. The consent to an involuntary petition in bankruptcy or the failure to vacate, within sixty (60) days from the date of entry thereof, any order approving an involuntary petition by

either Party or the parent corporation of either Party.

- 4.3. Termination Without Cause. Either Vendor or Corporation shall have the right to terminate the Agreement in whole or in part entirety without cause by providing the other Party at least one hundred eighty (180) days prior written notice.
- 4.4. Effect of Termination. Upon termination of this Agreement as herein above provided, neither Party shall have any further obligation hereunder except for: (i) obligations accruing prior to the date of termination; and (ii) obligations, promises or covenants contained herein which are expressly made to extend beyond the term of this Agreement. If this Agreement is terminated by Corporation pursuant to Section 4.3, Vendor shall be compensated, and the Corporation shall be liable, only for payment for Services rendered under this Agreement prior to the effective date of termination. Corporation shall make any such payment in accordance with the payment terms set forth in Section 2.10 hereof.
- 4.5. Remedies. Termination by either Party pursuant to the terms of this Article IV, whether for default or otherwise, shall be without prejudice to any claims for damages or other rights against the other Party that arose prior to termination.
- 4.6. Disruption of Patient Care. Notwithstanding the foregoing or any other Agreement between the Parties, if Vendor terminates the Agreement or any provision hereof and such termination, based on the reasonable, good faith determination of Corporation, would likely result in the disruption of patient care, upon written notice from Corporation as to such likely disruption, Vendor shall continue to provide the Services purchased hereunder and receive compensation, as specified in the Agreement or applicable purchase order and in accordance with Article II hereof, until Corporation has secured an alternate supplier of comparable or substantially similar goods, but in no event shall such continued provision of the Services exceed a period of one hundred and twenty (120) days from Vendor's receipt of Corporation's notice.

ARTICLE V

GENERAL PROVISIONS

- 5.1. Confidentiality. For purposes of this Section 5.1 "Confidential Information" shall mean any and all proprietary information, customer lists, patient information, customer purchasing requirements, prices, trade secrets, know-how, processes, documentation and all other information without limitation which is not generally known to, or readily ascertainable by proper means, by the public or which might reasonably be considered confidential, secret, sensitive, proprietary or private to either the Vendor or Corporation.
 - 5.1.1. In performing their respective obligations under the Agreement, the Vendor and Corporation may come into contact with, be given access to, and, in some instances, contribute to each other's Confidential Information. In consideration of permitting the Vendor and Corporation to have access to each other's Confidential Information, during the term of the Agreement, the Vendor and Corporation agree that they will not disclose to any third party any Confidential Information of the other Party, except as provided in Section 5.1.3, without the other Party's prior written consent. The Vendor and Corporation shall only make the Confidential Information of the other Party available to its employees, auditors, attorneys or other professionals or Vendors hired by such Party in the ordinary course, to the extent that their duties, requirements, or contract for services require such disclosure, and agree to take appropriate action by instruction or agreement with such individuals permitted access to the Confidential Information to satisfy the obligations under this Section.
 - 5.1.2. The provisions of this Section will not apply to information: (i) developed by the receiving Party without use of, or access to, the disclosing Party's Confidential Information; (ii) that is or becomes publicly known without a breach of the Agreement; (iii) disclosed to the receiving Party by a third party not required to maintain such information confidential; or (iv) that is already known to the receiving Party at the time of disclosure. The provisions of this Section 5.1.2 shall not apply to "Protected Health Information" as that term is defined in the Health Insurance Portability and

Accountability Act of 1996 and its related regulations, 45 C.F.R. Parts 160 and 164.

- 5.1.3. If any law, governmental authority or legal process requires the disclosure of Confidential Information, the subject Party may disclose such information, provided, that, the other Party is notified of the disclosure.
- 5.2. Disclosure of Protected Health Information (PHI). The Vendor shall execute a Corporation Business Associate Agreement in accordance with the Health Insurance Portability and Accountability Act of 1996 and its related regulations, 45 C.F.R. Part 160 and 164).
- 5.3. Business in Confidence. Neither Party shall, without first obtaining the written consent of the other Party, advertise or publish the fact that Vendor has contracted to provide, or Corporation has contracted to purchase, the Services that are the subject of the Agreement.
- 5.4. Publicity and Trademarks. Each Party will not, and will cause its affiliates not to, use the name or any trademark or service mark of the other Party or any of its affiliates without the prior written consent of the other Party.
- 5.5. Financing Statements. The Vendor acknowledges and agrees that the filing of any financing statement under the Uniform Commercial Code in connection with any transaction related to the Agreement is expressly prohibited unless such filing is agreed to in writing by the Chief Financial Officer of Corporation or such filing is for notification purposes with respect to custodial or other arrangements not intended as a secured transaction in which case such financing statements must expressly state: "This financing statement is filed for notice purposes only and the filing thereof shall not be deemed to create, or to constitute evidence of, a security interest under the Uniform Commercial Code."
- 5.6. Safe Harbor Discount. Each Party agrees to comply at all times with the regulations issued by the United States Department of Health and Human Services published at 42 C.F.R. Part 1001, and which relate to the Vendor's obligation to report and disclose discounts, rebates, and other reductions to Services purchased under the Agreement. Where a discount or other reduction in price of the Services is applicable, the Vendor agrees to comply with the requirements of 42 U.S.C. §1320a-7b(b)(3)(a) and the "safe harbor" regulations regarding discounts or other reductions in price set forth at 42 C.F.R. §1001.952(h). In this regard, the Vendor will satisfy any and all requirements imposed on sellers by the safe harbor and Corporation will satisfy any and all requirements imposed on buyers by the safe harbor.
- 5.7. Government Health Program Participation. Each Party represents that it has not been excluded from participating in any "federal health care program," as defined in 42 U.S.C. § 1320a-7b(f), or in any other federal or state government payment program and that it is eligible to participate in the foregoing programs. If either Party is excluded from participating in, or becomes otherwise ineligible to participate in, any such program during the term of the Agreement, such Party will notify the other Party of that event within thirty (30) days. Upon occurrence of that event, whether or not such notice is given, either Party may terminate the Agreement effective upon written notice to the other Party.
- 5.8. Debarment. The Vendor represents that (a) it has not been convicted of a criminal offense related to health care; and (b) it is not currently listed by the State of New York, any political subdivision of the State of New York or any public benefit corporation or public authority as debarred, excluded or otherwise ineligible to contract with such public entity. The Vendor shall promptly notify Corporation, in writing, of any change in this representation during the term of the Agreement. Such change in circumstances shall constitute cause for which Corporation may terminate the Agreement pursuant to Article IV. For purposes of this Section 5.8, the Vendor is defined as the entity entering into the Agreement, and/or its principals, employees, directors and officers and owners, provided, however, that, if the Vendor is publicly traded, the term "Vendor", for the purposes of this Section, shall not include persons owning publicly traded shares of Vendor).
- 5.9. Personal Inducements. The Vendor represents and warrants that no cash, equity interest, merchandise, equipment, services or other forms of remuneration have been offered, shall be offered or will be paid or distributed by or on behalf of the Vendor to Corporation or its corporate affiliates, or any physician or

physician practice privileged or affiliated with either of them and/or the employees, officers, or directors of any of the foregoing and their immediate family members as an inducement to purchase or to influence the purchase of Services by Corporation from the Vendor. In addition to any other remedy to which Corporation may be entitled and any other sanction to which a Vendor may be liable for a breach of the foregoing representation and warranty, Corporation, at its option, may declare any agreement between the Vendor and Corporation null and void.

- 5.10. Compliance with Laws and Regulations. In the performance of their duties and obligations hereunder, each Party warrants that it shall comply with all applicable federal and state laws and regulations, including without limitation the Federal Food, Drug and Cosmetic Act, the Prescription Drug Marketing Act, equal-opportunity laws, and fraud and abuse laws. The Vendor further warrants that all Services purchased pursuant to the Agreement will conform and comply with all applicable provisions of governing laws, ordinances, rules and regulations. The Vendor shall obtain and maintain in full force and effect during the term of the Agreement all licenses, permits, certificates and accreditations as may be required by law or regulation. The Vendor agrees that in the event it receives any written notice of non-compliance with any statute or regulation from any federal or state agency that may materially affect the Vendor's performance hereunder, the Vendor will promptly notify Corporation in writing of the receipt of such notice and the nature of such notice.
- 5.11. Occupational Safety Laws. Vendor agrees that all work, apparatus, equipment, tools, supplies, chemicals, training, and methods used in the performance of the Services under this Agreement shall conform to all laws, regulations, standards, and requirements, including, but not limited to: (i) standards promulgated by the Occupational Safety and Health Administration, United States Environmental Protection Agency, Centers for Disease Control, New York State Department of Environmental Conservation, New York State Department of Health, County Department of Health having jurisdiction, Joint Commission, American Hospital Association, and American Dietetic Association; or (ii) standards promulgated pursuant to the American Disabilities Act, applicable sanitary codes, Corporation administrative policies, and Corporation infection control policies. Vendor shall instruct and provide Vendor Employees with written procedures for safety and protection concerning the nature of toxic substances, which they may encounter in the course of providing the Services, as required by OSHA and Article 28 of the New York State Labor Law.
- 5.12. New York State Labor Law and Worker's Compensation Law. Vendor shall comply, at its sole cost and expense, with the provisions of all applicable federal, state, or local laws, ordinances, regulations or rules and any amendments or additions thereto, including without limitation, the New York State Labor law and Worker's Compensation Law. For any Services subject to the requirements of Articles 9 of the New York State Labor Law, building service employees in the employ of Vendor, subcontractors, or other persons doing or contracting to do the whole or a part of the Services hereunder, shall be paid the prevailing wage rates and mandatory supplements (including, but not limited to, health, welfare, non-occupational disability, retirement vacation benefits, holiday pay, life insurance and apprenticeship training) required by such law. It is the mutual understanding of the parties that prevailing wage rates do not apply to the Services under this Agreement.
- 5.13. Access to Books and Records. To the extent required by law, Corporation and Vendor agree to comply with the Omnibus Reconciliation Act of 1980 (P.L. 96-499) and its implementing regulations (42 CFR, Part 420). Vendor further specifically agrees that until the expiration of four (4) years after furnishing Services pursuant to the Agreement, the Vendor shall make available, upon written request of the Secretary of the Department of Health and Human Services, or upon request of the Comptroller General, or any of their duly authorized representatives, the Agreement and the books, documents and records of the Vendor that are necessary to verify the nature and extent of the costs charged to Corporation hereunder. The Vendor further agrees that if Vendor carries out any of the duties of the Agreement through a subcontract with a value or cost of ten thousand dollars (\$10,000) or more over a twelve (12) month period, with a related organization, such subcontract shall contain a clause to the effect that until the expiration of four (4) years after the furnishing of such services pursuant to such subcontract, the related organization shall make available, upon written request to the Secretary, or upon request to the Comptroller General, or any of their duly authorized representatives the subcontract, and books and

- documents and records of such organization that are necessary to verify the nature and extent of such costs.
- 5.14. Dispute Resolution. Upon the agreement of both Parties, any dispute as to the performance of a Party's obligations under the Agreement or any related matter may be referred to non-binding mediation by a neutral third party, the rules and procedures of which shall be mutually agreed to by the Parties. Nothing in this paragraph shall be construed to prevent or delay either Party from exercising, at any time, any and all legal rights available to it in a court of competent jurisdiction. No offer, finding, action, inaction or recommendation made or taken in or as a result of mediation shall be considered for any purpose as an admission of a Party, nor shall it be offered or entered into evidence in any legal proceeding.
- 5.15. Governing Law and Venue. The Agreement shall be construed, and its performance enforced, under New York law without regard to conflicts of laws principles. To the fullest extent permitted by law, each party waives trial by jury in any action, proceeding or counterclaim brought by or on behalf of either Party with respect to any matter relating to the Agreement.
- 5.16. Attorney's Fees. If any action or proceeding is commenced by either Party for the enforcement of or in connection with the Agreement, each Party shall be responsible for its own attorneys' fees, costs, and disbursements incurred in connection with such action.
- 5.17. Insurance. The Vendor will maintain general public liability insurance against any insurable claims as set forth in Attachment C-2 attached hereto.
- 5.18. Indemnity.
- 5.18.1. Indemnification by Vendor. The Vendor agrees that, except for the amount, if any, of damage contributed to, caused by or resulting from the negligence or willful misconduct of the Corporation, the Vendor shall defend, indemnify and hold harmless the Corporation, its officers, employees and agents from and against any and all liability, damages, claims, demands, costs, judgments, fees, reasonable attorneys' fees or losses arising directly or indirectly out of the negligence or willful misconduct hereunder by the Vendor or third parties under the direction or control of the Vendor.
- 5.18.2. Notice. It is a condition to Vendor's obligations under this Section 5.18 that the Corporation shall notify Vendor promptly of the claim, permit the Vendor to control the litigation and settlement of that claim, and cooperate with the Vendor in all matters related thereto, including by making its documents, employees and agents available as reasonably necessary.
- 5.18.3. Consent to Settlement. Vendor may not settle any claim without the consent of the Corporation unless there is no finding or admission that the Corporation has violated any law or the rights of any person or entity and the sole relief provided is monetary damages that the Vendor pays in full or injunctive relief enforceable only against the Vendor.
- 5.19. Limitation of Liability. The liability of the Parties to each other for damages in connection with this Agreement, regardless of the form of action, shall not exceed the actual damages incurred by the Party seeking redress. Neither Party shall be liable to the other for any special, consequential, punitive, or exemplary damages arising from this Agreement, including but not limited to damages for loss of future business and/or lost profits. Notwithstanding the foregoing limitations or anything in this Agreement to the contrary, this section shall not apply to (a) a party's obligations of indemnification as further described in this Agreement; (b) a party's breach of its obligations of confidentiality as further described in this Agreement; (c) damages caused by a party's willful misconduct; or (d) claims raised by third parties against Vendor or the Corporation, or, to claims in which either Party joins the other as a third party defendant
- 5.20. Conflicts of Interest. The Vendor represents, to the best of its knowledge, that no employee, officer, or director of, and no physician or physician practice affiliated with, Corporation has a financial interest in the Vendor. The Vendor further agrees that if it discovers or otherwise becomes aware that an employee, officer, or director of, or a physician or physician practice affiliated with, Corporation has a

financial interest in the Vendor, Vendor shall promptly disclose that financial interest to Corporation in writing. To the extent that a financial interest is disclosed by Vendor in accordance with this Section, the Parties agree to make good faith efforts to resolve any conflict of interest, provided however, in the event that such conflict of interest cannot be resolved, Corporation, at its option, may declare any agreement between the Vendor and Corporation null and void. For purposes of this Section, the term "financial interest" shall include the following transactions or relationships: (a) payment of fees including consulting fees, royalty fees, honoraria, or other emoluments or "in kind" compensation; (b) any gift of more than nominal value; (c) service as an officer or director of Vendor whether or not remuneration is received for such service; or (d) an ownership interest in Vendor, except that a shareholder owning less than a majority of shares of a publicly traded entity shall not be deemed to have a financial interest for the purposes of this Section.

- 5.21. Survival. All provisions regarding confidentiality, indemnification, warranty, liability and limits on liability shall survive termination of the Agreement.
- 5.22. Force Majeure. Neither Party shall be deemed to be in default of or to have breached any provision of the Agreement as a result of any delay or failure in performance due to reasons beyond such Party's reasonable control. If such a delay occurs, the affected Party may extend the time for performance by a period of time equal to the delay. Notwithstanding the foregoing, if a force majeure event is claimed by either Party and such event continues for more than fifteen (15) business days, either Party shall have the right and option to terminate the Agreement
- 5.23. Entire Agreement. The Agreement shall constitute the entire agreement between the Parties concerning the subject matter of the Agreement and will supersede all prior negotiations and agreements between the Parties concerning the subject matter of the Agreement. The terms of any purchase order, invoice, or similar documents used to implement the Agreement shall be subject to and shall not modify the Agreement.
- 5.24. Amendment. The Agreement may only be amended by written agreement of the Parties.
- 5.25. Assignment. Neither Party may assign any of its rights or obligations under the Agreement, either voluntarily or involuntarily (whether by merger, consolidation, dissolution, operation of law, or otherwise), without the prior written consent of the other Party. Any purported assignment in violation of this section will be void. Any request for consent to an assignment to an affiliate of a Party (i.e. an entity that controls, is controlled by, or is under common control with a Party) shall not be unreasonably withheld, conditioned, or delayed by the consenting Party.
- 5.26. Relationship of the Parties. For purposes of the Agreement, each Party will be an independent contractor. The Agreement will not create a partnership, association, or other business entity. Neither Party has any authority to act for or to bind the other.
- 5.27. Waiver. No provision of the Agreement may be waived except by a writing signed by the Party against whom the waiver is sought to be enforced. No failure to enforce any provision of the Agreement constitutes a waiver of future enforcement of that provision or of any other provision of the Agreement.
- 5.28. Other Contractual Obligations. Each Party represents that it is not prohibited from entering into, or performing its obligations under, the Agreement by the terms of any other agreement.
- 5.29. Counterparts. The Agreement may be executed in two or more counterparts, each of which shall be an original, but all of which together shall constitute one and the same instrument. The Parties agree to accept and be bound by facsimile or PDF transmitted copies of the Amendment and its counterparts including facsimile or PDF signatures of the Parties.

Attachment B-1
HAZARDOUS CHEMICALS AND MATERIALS

1. The Vendor shall ensure that of its staff involved in the use of hazardous chemicals, materials and wastes shall be knowledgeable of proper care and handling of such materials, as well as emergency procedures in the event of an accident, including but not limited to spills, break of container or exposure to such materials.
2. The Vendor shall strictly adhere to the OSHA standards and the New York State "Right-to-Know Law."
3. The Vendor using hazardous chemicals shall keep a current inventory and an up-to-date file of Safety Data Sheets (SDS) on any chemical utilized in the performance of the services. The Vendor shall also keep SDS in an accessible and identifiable place. The SDS will provide the following information:
 - a. Product Information;
 - b. Hazardous Ingredients;
 - c. Physical Data;
 - d. Fire and Explosion Data;
 - e. Health Hazard Data;
 - f. Special Precautions and Spill/Leak Procedures
4. The Vendor shall submit an inventory listing of all hazardous substances utilized in the performance of services to the applicable Environmental Health and Safety Committee ("EH&S") of Corporation. Copies of ALL SDS, as well as a written report of misapplication of chemicals with reasons, causes, affects and remedies shall be submitted to the following:

One Copy to: Emergency Management Department
 Westchester Medical Center
 Taylor Pavilion Rm E242
 100 Woods Road
 Valhalla, New York 10595

One Copy to: Director – Occupational Health Services
 Westchester Medical Center
 Taylor Pavilion Rm D108
 100 Woods Road
 Valhalla, New York 10595

5. Vendor shall make the SDS's available to staff members and will be responsible for conducting an annual education and training program.
6. The Vendor shall be responsible for the use and storage of hazardous materials and chemicals on Corporation property. The Vendor's policy on hazardous materials and waste shall be submitted for an annual review by EH&S. The Vendor shall submit infectious material handling procedures to the Infection Control Committee and its radioactive hazardous policy and procedures to EH&S for annual review.
7. The Vendor shall file SDS (OSHA Form 20) with each department and EH&S, the Employee Health Service and the Emergency Department. The Vendor shall provide copies to appropriate personnel.
8. The Vendor shall provide adequate training and proper handling of chemicals and hazardous waste to its employees. The following information shall be provided in the training:

- a. The name or names of the substances including the generic or chemical name.
 - b. The trade names of the chemical or substance.
 - c. The level at which exposure to the substance is hazardous, if known.
 - d. The effects of exposure at hazardous levels.
 - e. The symptoms of such effects.
 - f. The potential for flammability, explosion and reactivity of the substance.
 - g. Appropriate emergency treatment.
 - h. Proper conditions for safe use and exposure to the substance.
 - i. Procedure for cleanup and spills.
9. Vendor shall maintain proper training and information documentation for its employees. Copies of the training records shall be forwarded to the EH&S.
 10. The Vendor shall secure any chemicals, materials and equipment to prevent tampering by any person in the Corporation buildings while performing any services.
 11. The Vendor shall remove and legally dispose of all excess and/or unneeded chemicals, materials or equipment after any services are performed.

Attachment B-2**INSURANCE REQUIREMENTS**

1. (a) Prior to commencing work, the Vendor shall obtain at its sole cost and expense the required insurance from insurance companies licensed in the State of New York, carrying a Best's financial rating of A or better, and shall provide evidence of such insurance to the Corporation. The certificates for such insurance shall provide that thirty days prior to cancellation, notices of same shall be given to the General Counsel of the Corporation, for all of the following stated insurance policies. All notices shall name the Vendor and identify the Agreement. If at any time any of the policies required herein shall be or become unsatisfactory to the Corporation, Corporation may terminate the Agreement within the parameters set forth in the Agreement. Upon failure of the Vendor to maintain such insurance, the Agreement, at the election of the Corporation, may be declared suspended, discontinued or terminated. Failure of the Vendor to take out or maintain such insurance shall not relieve the Vendor from any liability under the Agreement, nor shall the insurance requirements be construed to conflict with or otherwise limit the contractual obligations of the Vendor concerning indemnification.
- (b) The Vendor shall provide proof of the following coverage:
 - i. **Workers' Compensation.** Certificate form C-105.2 or State Fund Insurance Company form U-26.3 is required for proof of compliance with the New York State Workers' Compensation Law. State Workers' Compensation Board form DB-120.1 is required for proof of compliance with the New York State Disability Benefits Law. Location of operation shall be as appropriate: "All locations in Westchester County, New York" or All locations in Rockland County, New York" or All locations in Ulster County, New York" (Where an applicant claims to not be required to carry either a Workers' Compensation Policy or Disability Benefits' Policy, or both, a temporary permit may be issued if the employer completes form C-105.2 in duplicate. A copy of form C-105.2 is sent to the Worker's Compensation Board, Information Unit for investigation and report.) If the employer is self-insured for Worker's Compensation, he should present a certificate from the New York State Worker's Compensation Board evidencing that fact.
 - ii. **Employer's Liability** with minimum limit of \$100,000.
 - iii. **General Liability** Insurance with a minimum limit of liability per occurrence of \$5,000,000 for bodily injury and \$2,000,000 for property damage, naming the Corporation as an additional insured to the extent indemnified but subject to the terms, exclusions and conditions of Vendor's insurance policy. This insurance shall indicate on the certificate of insurance the following coverages:
 - a. Premises - Operations.
 - b. Broad Form Contractual.
 - c. Independent Vendor and Sub-Vendor.
 - d. Products and Completed Operations.

All contracts involving the use of explosives and demolition shall provide the above coverage with elimination of the explosion, collapse and underground ("XCU") exclusion from the policy, or proof that XCU is covered.

- iv. **Fidelity Bond:** The Vendor shall submit evidence in the form of a certificate issued by an acceptable bonding company that Vendor's staff are bonded under a Fidelity Bond and/or a 3-D Insurance Policy (covering Dishonesty, Disappearance, and Destruction) with a limit of \$10,000.
- v. **Automobile Liability** Insurance with a minimum limit of liability per occurrence of \$1,000,000 for bodily injury and a minimum limit of \$ 100,000 per occurrence for property damage or a combined single limit of \$1,000,000 unless otherwise indicated in

the contract specifications. This insurance shall include for bodily injury and property damage following coverages:

- a. Owned automobiles.
- b. Hired automobiles.
- c. Non-owned automobiles.

(c) All policies and certificates of insurance of the Vendor shall contain the following clauses:

- i. Insurers shall have no right to recovery or subrogation against the Corporation (including its directors, officers, employees, and subsidiaries), it being the intention of the parties that the insurance policies so effected shall protect both parties and be primary coverage for any and all losses covered by the above-described insurance.
- ii. The clause "other insurance provisions" in a policy in which the Corporation is named as an insured shall not apply to the Corporation.
- iii. The insurance companies issuing the policy or policies shall have no recourse against the Corporation for payment of any premiums or for assessments under any form of policy.
- iv. Any and all deductibles in the above described insurance policies shall be assumed by, be for the account of, and at the sole risk of, the Vendor.

Vendor Debarment/Exclusion Questionnaire

1. Are you or your company or any of its employees currently ineligible to participate in Federal health care programs or Federal procurement or non-procurement programs because of being excluded, debarred, suspended or otherwise declared ineligible to participate?

Yes ____* No ____

* **If you answered Yes**, please provide a complete explanation on an attached sheet of paper.

2. Have you or your company or any of its employees been convicted of any of the following offenses: program-related crimes, crime relating to patient abuse, felony conviction relating to health care fraud, or felony conviction relating to controlled substances, but have not yet been excluded, debarred, suspended or otherwise declared ineligible to participate in Federal health care programs or Federal procurement or non-procurement programs?

Yes ____* No ____

* **If you answered Yes**, please provide a complete explanation on an attached sheet of paper.

3. If you furnish products/goods/services from other vendors/contractors, do you verify with them at the time of contracting that neither the company nor any of its employees is ineligible to participate in Federal health care programs or Federal procurement or non-procurement programs because of being excluded, debarred, suspended or otherwise declared ineligible to participate?

Yes ____ No ____*

* **If you answered No**, and you are awarded this contract, you will be required to undertake this screening for any vendors/contractors that will be providing goods or services pursuant to this contract prior to the effective date of the agreement. Such screening is to be performed utilizing the OIG's List of Excluded Individuals/Entities and the GSA's Excluded Parties Listing System.

4. If you furnish products/goods/services from other vendors/contractors, do you verify with them that neither the company nor any of its employees has been convicted of any of the following offenses: program-related crimes, crimes relating to patient abuse, felony conviction relating to health care fraud, or felony conviction relating to controlled substances, but have not yet been excluded, debarred, suspended or otherwise declared ineligible to participate in Federal health care programs or Federal procurement or non-procurement programs?

Yes ____ No ____*

* **If you answered No**, and you are awarded this contract, you will be required to undertake this screening for any vendors/contractors that will be providing goods or services pursuant to this contract prior to the effective date of the agreement. Such screening is to be performed utilizing the OIG's List of excluded Individuals/Entities and the GSA's Excluded Parties Listing System.

Disclosure of Prior Non-Responsibility Determinations

NEW YORK STATE FINANCE LAW § 139-j AND § 139-k

In accordance with New York State Finance Law § 139-k, a proposer must disclose whether it has been subject to a finding of non-responsibility within the previous four (4) years by a Government Entity² due to: (a) a violation of New York State Finance Law § 139-j; or (b) the intentional provision of false or incomplete information to a Governmental Entity. This form is to be completed and submitted by the individual or entity seeking to enter into a contract pursuant to this Request for Proposals.

Name of Proposer: _____

Proposer Address: _____

Name and Title of Person Submitting this Form: _____

Date: _____

1. Has any Government Entity made a finding of non-responsibility regarding the individual or entity seeking to enter into the contract awarded in connection with this procurement in the previous four (4) years?

Yes__

No__

If yes, please answer the following questions:

2. Was the basis for the finding of non-responsibility due to a violation of State Finance Law § 139-j?

Yes__

No__

3. Was the basis for the finding of non-responsibility due to the intentional provision of false or incomplete information to a Governmental Entity?

Yes__

No__

4. If you answered yes to any of the above questions, please provide details regarding the finding of non-responsibility below:

² "Governmental entity" means: (1) any department, board, bureau, commission, division, office, council, committee or officer of the State of New York, whether permanent or temporary; (2) each house of the state legislature; (3) the unified court system; (4) any public authority, public benefit corporation or commission created by or existing pursuant to the public authorities law; (5) a public authority or public benefit corporation, at least one of whose members is appointed by the governor or who serves as a member by virtue of holding a civil office of the state; (6) municipal agency, as that term is defined in paragraph (ii) of subdivision (s) of section one-c of the New York State Legislative Law; or (7) a subsidiary or affiliate of such a public authority.

Governmental Entity: _____

Date of Finding of Non-Responsibility: _____

Basis of Finding of Non-Responsibility:

(Add additional pages as necessary)

Signature: _____

State Finance Law Affirmation
NEW YORK STATE FINANCE LAW § 139-j AND § 139-k

The proposer hereby affirms that:

1. The proposer understands and agrees to comply with the procedures of Corporation relating to restricted communications during the procurement process as required by New York State Finance Law §§ 139-j(3) and 139(j)(6)(b); and
2. All information provided to Corporation by proposer in response to this RFP, including but not limited to information concerning compliance with New York State Finance Law § 139-j and § 139-k, is complete, true, and accurate.

By: _____ Date: _____

Signature

Name: _____

Title: _____

Proposer Name: _____

Proposer Address: _____

M/WBE and EEO Compliance Documentation Forms

Name of Proposer: _____ RFP #: _____

MINORITY/WOMEN'S BUSINESS QUESTIONS

As part of the Corporation's program to encourage the participation of minority/women's business, we request that you answer the questions listed below. If you do not respond, we will assume that you do not wish to be considered as a minority/women's business.

A minority business enterprise is defined as a business of which 51% or more is owned by minorities or, in the case of a publicly owned business, 51% or more of the voting power in shares of the corporation is owned by minorities. Minorities are defined as Blacks, Hispanics, Asians, American Indians, Eskimos and Aleuts.

A women owned business enterprise is defined as a business in which women own at least 51% of the firm, or in the case of a publicly owned business, at least 51% of the stock is owned by citizens or permanent resident aliens who are women.

QUESTIONS:

1. Are you a minority owned business: Yes _____ No _____

If yes, what is your minority group(s)?

Answer: _____

2. Are you a women owned business: Yes _____ No _____

3. If you answered yes to numbers 1 or 2, what percentage of ownership or voting authority of your business is held by members of a minority group or women?

Answer: _____

4. Please identify by name, the minority or women owners of your business and ownership percentage of each.

Diversity Practices Questionnaire

I, _____, as _____ (title) of _____ firm or company (hereafter referred to as the company), swear and/or affirm under penalty of perjury that the answers submitted to the following questions are complete and accurate to the best of my knowledge:

1. Does your company have a Chief Diversity Officer or other individual who is tasked with supplier diversity initiatives? Yes or No

If Yes, provide the name, title, description of duties, and evidence of initiatives performed by this individual or individuals.

2. What percentage of your company's gross revenues (from your prior fiscal year) was paid to New York State certified minority and/or women-owned business enterprises as subcontractors, suppliers, joint-venturers, partners or other similar arrangement for the provision of goods or services to your company's clients or customers?

3. What percentage of your company's overhead (i.e. those expenditures that are not directly related to the provision of goods or services to your company's clients or customers) or non-contract-related expenses (from your prior fiscal year) was paid to New York State certified minority- and women-owned business enterprises as suppliers/contractors?³

4. Does your company provide technical training⁴ to minority- and women-owned business enterprises? Yes or No

If Yes, provide a description of such training which should include, but not be limited to, the date the program was initiated, the names and the number of minority- and women-owned business enterprises participating in such training, the number of years such training has been offered and the number of hours per year for which such training occurs.

5. Is your company participating in a government approved minority- and women-owned business enterprise mentor-protégé program?

If Yes, identify the governmental mentoring program in which your company participates and provide evidence demonstrating the extent of your company's commitment to the governmental mentoring program.

6. Does your company include specific quantitative goals for the utilization of minority- and women-owned business enterprises in its non-government procurements? Yes or No

If Yes, provide a description of such non-government procurements (including time period, goal, scope and dollar amount) and indicate the percentage of the goals that were attained.

7. Does your company have a formal minority- and women-owned business enterprise supplier diversity program? Yes or No

If Yes, provide documentation of program activities and a copy of policy or program materials.

8. Does your company plan to enter into partnering or subcontracting agreements with New York State certified minority- and women-owned business enterprises if selected as the successful respondent? Yes or No

If Yes, complete a Utilization Plan (Form Available upon Request)

Signature of Owner/Official _____

Printed Name of Signatory _____

³ Do not include onsite project overhead.

⁴ Technical training is the process of teaching employees how to more accurately and thoroughly perform the technical components of their jobs. Training can include technology applications, products, sales and service tactics, and more. Technical skills are job-specific as opposed to soft skills, which are transferable.

Title _____

Name of Business _____

Address _____

City, State, Zip _____



FEE PROPOSAL REQUIREMENTS

1. Fee Structure

Please submit a comprehensive fee proposal, delineated for each campus. Each proposal must disclose all components, factors, and assumptions used in developing the fee. Any fee proposals must be inclusive of all components of the scope.

Individual fee proposals must be submitted for each of the facilities listed below:

- WMC Valhalla campus
- WMC MHRH campus
- Bon Secours Charity Health System, Good Samaritan Hospital
- Bon Secours Charity Health System, St. Anthony Hospital (including Mount Alverno Center and Schervier Pavilion)
- Bon Secours Charity Healthy System, Bon Secours Community Hospital (including St. Joseph's Place)
- Health Alliance Hospital, Mary's Avenue Campus and Broadway Campus
- Margaretville Hospital and Mountainside Residential Care Center
- Advanced Physician Services
- Bon Secours Charity Medical Group

All proposals must include the following:

1. Labor Costs (Annual)
 - a. Productive FTE Count
 - b. Non-productive FTE count
 - c. Management FTE count
 - d. Benefit Costs
2. Supplies Cost (Annual)
3. Capital Equipment investment Cost (Annual)- Proposal for purchasing new cleaning equipment
4. Capital Contract Commitment- Proposal for the purchase of existing equipment
5. Uniform Cost (Annual)
6. Management Fee (Annual)
7. Liability Insurance Cost (Annual)
8. Key Performance Indicator Incentive/ Disincentive Proposal (Annual)
 - a. Not applicable to Advanced Physician Services or Bon Secours Charity Medical Group
9. Cost per sq. ft.
 - a. It is assumed the actual cleanable square footage is within 5% (higher or lower) of the values listed in section 1.1 of this document.
 - b. Vendor must propose incremental cost per cleanable square ft.
10. Total cost (Annual)