



STATE OF MICHIGAN ENTERPRISE PROCUREMENT

Department of Technology, Management, and Budget
525 W. Allegan, Lansing MI 48913
P.O. Box 30026, Lansing, MI 48909

NOTICE OF CONTRACT

CONTRACT NO. **071B7700013**
between
THE STATE OF MICHIGAN
and

CONTRACTOR	Hi-Tec Building Services, Inc.
	6578 Roger Drive
	Jenison, MI 49428
	Brian Hogan
	888-345-5314
	bhogan@hitec-services.com
	6608

STATE	Program Manager	Brian Stedman	DMVA
		616-364-5409	
		stedmanb@michigan.gov	
STATE	Contract Administrator	Valerie Hiltz	DTMB
		517-284-7026	
		hiltzv@michigan.gov	

CONTRACT SUMMARY			
DESCRIPTION: Housekeeping and Laundry Sorting Services at the Grand Rapids Home for Veterans (GRHV)-DMVA			
INITIAL EFFECTIVE DATE	INITIAL EXPIRATION DATE	INITIAL AVAILABLE OPTIONS	EXPIRATION DATE BEFORE CHANGE(S) NOTED BELOW
November 1, 2016	October 31, 2021	Two, One-Year	October 31, 2021
PAYMENT TERMS		DELIVERY TIMEFRAME	
Net 45 Days		Daily as per Schedule	
ALTERNATE PAYMENT OPTIONS			EXTENDED PURCHASING
<input type="checkbox"/> P-card <input type="checkbox"/> Direct Voucher (DV) <input type="checkbox"/> Other			<input type="checkbox"/> Yes <input checked="" type="checkbox"/> No
MINIMUM DELIVERY REQUIREMENTS			
N/A			
MISCELLANEOUS INFORMATION			
N/A			
ESTIMATED CONTRACT VALUE AT TIME OF EXECUTION			\$6,039,252.00

FOR THE CONTRACTOR:

Company Name

Authorized Agent Signature

Authorized Agent (Print or Type)

Date

FOR THE STATE:

Signature

Name & Title

Agency

Date



STATE OF MICHIGAN

STANDARD CONTRACT TERMS

This STANDARD CONTRACT (“**Contract**”) is agreed to between the State of Michigan (the “**State**”) and Hi-Tec Building Services, Inc. (“**Contractor**”), a Michigan corporation. This Contract is effective on November 1, 2016 (“**Effective Date**”), and unless terminated, expires on October 31, 2021.

This Contract may be renewed for up to two additional one-year period. Renewal is at the sole discretion of the State and will automatically extend the Term of this Contract. The State will document its exercise of renewal options via Contract Change Notice.

The parties agree as follows:

- Duties of Contractor.** Contractor must perform the services and provide the deliverables described in **Exhibit A – Statement of Work** (the “**Contract Activities**”). An obligation to provide delivery of any commodity is considered a service and is a Contract Activity.

Contractor must furnish all labor, equipment, materials, and supplies necessary for the performance of the Contract Activities, and meet operational standards, unless otherwise specified in Exhibit A.

Contractor must: (a) perform the Contract Activities in a timely, professional, safe, and workmanlike manner consistent with standards in the trade, profession, or industry; (b) meet or exceed the performance and operational standards, and specifications of the Contract; (c) provide all Contract Activities in good quality, with no material defects; (d) not interfere with the State’s operations; (e) obtain and maintain all necessary licenses, permits or other authorizations necessary for the performance of the Contract; (f) cooperate with the State, including the State’s quality assurance personnel, and any third party to achieve the objectives of the Contract; (g) return to the State any State-furnished equipment or other resources in the same condition as when provided when no longer required for the Contract; (h) not make any media releases without prior written authorization from the State; (i) assign to the State any claims resulting from state or federal antitrust violations to the extent that those violations concern materials or services supplied by third parties toward fulfillment of the Contract; (j) comply with all State physical and IT security policies and standards which will be made available upon request; and (k) provide the State priority in performance of the Contract except as mandated by federal disaster response requirements. Any breach under this paragraph is considered a material breach.

Contractor must also be clearly identifiable while on State property by wearing identification issued by the State, and clearly identify themselves whenever making contact with the State.

- Notices.** All notices and other communications required or permitted under this Contract must be in writing and will be considered given and received: (a) when verified by written receipt if sent by courier; (b) when actually received if sent by mail without verification of receipt; or (c) when verified by automated receipt or electronic logs if sent by facsimile or email.

<p>If to State: Valerie Hiltz Constitution Hall 525W. Allegan St., 1st FLR. NE Lansing, MI, 48909-7526 hiltzv@michigan.gov 517-284-7026</p>	<p>If to Contractor: Brian Hogan Hi-Tec Building Services, Inc. 6578 Roger Drive Jenison, MI 49428 Bhogan@hitec-services.com 888-345-5314</p>
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3. **Contract Administrator.** The Contract Administrator for each party is the only person authorized to modify any terms of this Contract, and approve and execute any change under this Contract (each a “**Contract Administrator**”):

State: Valerie Hiltz Constitution Hall 525W. Allegan St., 1 st FLR. NE Lansing, MI, 48909-7526 hiltzv@michigan.gov 517-284-7026	Contractor: Brian Hogan, President/Owner Hi-Tec Building Services, Inc. 6578 Roger Drive Jenison, MI 49428 Bhogan@hitec-services.com 888-345-5314
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4. **Program Manager.** The Program Manager for each party will monitor and coordinate the day-to-day activities of the Contract (each a “**Program Manager**”):

State: Brian Stedman, Director of General Services 3000 Monroe Ave NE Grand Rapids, MI 49505 stedmanb@michigan.gov (616) 364-5409	Contractor: Mark Barr, Facilities Manager Hi-Tec Building Services, Inc. 6578 Roger Drive Jenison, MI 49428 mbarr@hitec-services.com 616-291-7952
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5. **Performance Guarantee.** Contractor must at all times have financial resources sufficient, in the opinion of the State, to ensure performance of the Contract and must provide proof upon request. The State may require a performance bond (as specified in Exhibit A) if, in the opinion of the State, it will ensure performance of the Contract.
6. **Insurance Requirements.** Contractor must maintain the insurances identified below and is responsible for all deductibles. All required insurance must: (a) protect the State from claims that may arise out of, are alleged to arise out of, or result from Contractor's or a subcontractor's performance; (b) be primary and non-contributing to any comparable liability insurance (including self-insurance) carried by the State; and (c) be provided by a company with an A.M. Best rating of "A" or better, and a financial size of VII or better.

Required Limits	Additional Requirements
Commercial General Liability Insurance	
<u>Minimal Limits:</u> \$1,000,000 Each Occurrence Limit \$1,000,000 Personal & Advertising Injury Limit \$2,000,000 General Aggregate Limit \$2,000,000 Products/Completed Operations <u>Deductible Maximum:</u> \$50,000 Each Occurrence	Contractor must have their policy endorsed to add “the State of Michigan, its departments, divisions, agencies, offices, commissions, officers, employees, and agents” as additional insureds using endorsement CG 20 10 11 85, or both CG 2010 07 04 and CG 2037 07 0. Coverage must not have exclusions or limitations related to sexual abuse and molestation liability.
Umbrella or Excess Liability Insurance	
<u>Minimal Limits:</u> \$5,000,000 General Aggregate	Contractor must have their policy endorsed to add “the State of Michigan, its departments, divisions, agencies, offices, commissions, officers, employees, and agents” as additional insureds.



Automobile Liability Insurance	
<p><u>Minimal Limits:</u> \$1,000,000 Per Occurrence</p>	<p>Contractor must have their policy: (1) endorsed to add “the State of Michigan, its departments, divisions, agencies, offices, commissions, officers, employees, and agents” as additional insureds; and (2) include Hired and Non-Owned Automobile coverage.</p>
Workers' Compensation Insurance	
<p><u>Minimal Limits:</u> Coverage according to applicable laws governing work activities.</p>	<p>Waiver of subrogation, except where waiver is prohibited by law.</p>
Employers Liability Insurance	
<p><u>Minimal Limits:</u> \$500,000 Each Accident \$500,000 Each Employee by Disease \$500,000 Aggregate Disease.</p>	
Crime (Fidelity) Insurance	
<p><u>Minimal Limits:</u> \$1,000,000 Employee Theft Per Loss</p>	<p>Contractor must have their policy: (1) cover forgery and alteration, theft of money and securities, robbery and safe burglary, computer fraud, funds transfer fraud, money order and counterfeit currency, and (2) endorsed to add “the State of Michigan, its departments, divisions, agencies, offices, commissions, officers, employees, and agents” as Loss Payees.</p>
Environmental and Pollution Liability (Errors and Omissions)	
<p>Minimal limits: \$1,000,000 Each Occurrence \$2,000,000 Annual Aggregate</p>	<p>Contractor must have their policy: (1) be applicable to the work being performed, including completed operations equal to or exceeding statute of repose; (2) not have exclusions or limitations related to Transportation (upset overturn, spills during loading or unloading, Hazardous Materials Handling, and Non Owned disposal site liability; and (3) endorsed to add “the State of Michigan, its departments, division, agencies, offices, commissions, officers, employees, and agents” as additional insured.</p>

If any of the required policies provide **claims-made** coverage, the Contractor must: (a) provide coverage with a retroactive date before the effective date of the contract or the beginning of Contract Activities; (b) maintain coverage and provide evidence of coverage for at least three (3) years after completion of the Contract Activities; and (c) if coverage is canceled or not renewed, and not replaced with another claims-made policy form with a retroactive date prior to the contract effective date, Contractor must purchase extended reporting coverage for a minimum of three (3) years after completion of work.

Contractor must: (a) provide insurance certificates to the Contract Administrator, containing the agreement or purchase order number, at Contract formation and within 20 calendar days of the expiration date of the applicable policies; (b) require that subcontractors maintain the required insurances contained in this Section; (c) notify the Contract Administrator within 5 business days if any insurance is cancelled; and (d) waive all



rights against the State for damages covered by insurance. Failure to maintain the required insurance does not limit this waiver.

This Section is not intended to and is not be construed in any manner as waiving, restricting or limiting the liability of either party for any obligations under this Contract (including any provisions hereof requiring Contractor to indemnify, defend and hold harmless the State).

7. **Reserved.**
8. **Reserved.**
9. **Independent Contractor.** Contractor is an independent contractor and assumes all rights, obligations and liabilities set forth in this Contract. Contractor, its employees, and agents will not be considered employees of the State. No partnership or joint venture relationship is created by virtue of this Contract. Contractor, and not the State, is responsible for the payment of wages, benefits and taxes of Contractor's employees and any subcontractors. Prior performance does not modify Contractor's status as an independent contractor
10. **Subcontracting.** Contractor may not delegate any of its obligations under the Contract without the prior written approval of the State. Contractor must notify the State at least 90 calendar days before the proposed delegation, and provide the State any information it requests to determine whether the delegation is in its best interest. If approved, Contractor must: (a) be the sole point of contact regarding all contractual matters, including payment and charges for all Contract Activities; (b) make all payments to the subcontractor; and (c) incorporate the terms and conditions contained in this Contract in any subcontract with a subcontractor. Contractor remains responsible for the completion of the Contract Activities, compliance with the terms of this Contract, and the acts and omissions of the subcontractor. The State, in its sole discretion, may require the replacement of any subcontractor.
11. **Staffing.** The State's Contract Administrator may require Contractor to remove or reassign personnel by providing a notice to Contractor.
12. **Background Checks.** Upon request, Contractor must perform background checks on all employees and subcontractors and its employees prior to their assignment. The scope is at the discretion of the State and documentation must be provided as requested. Contractor is responsible for all costs associated with the requested background checks. The State, in its sole discretion, may also perform background checks.
13. **Assignment.** Contractor may not assign this Contract to any other party without the prior approval of the State. Upon notice to Contractor, the State, in its sole discretion, may assign in whole or in part, its rights or responsibilities under this Contract to any other party. If the State determines that a novation of the Contract to a third party is necessary, Contractor will agree to the novation and provide all necessary documentation and signatures.
14. **Change of Control.** Contractor will notify, at least 90 calendar days before the effective date, the State of a change in Contractor's organizational structure or ownership. For purposes of this Contract, a change in control means any of the following: (a) a sale of more than 50% of Contractor's stock; (b) a sale of substantially all of Contractor's assets; (c) a change in a majority of Contractor's board members; (d) consummation of a merger or consolidation of Contractor with any other entity; (e) a change in ownership through a transaction or series of transactions; (f) or the board (or the stockholders) approves a plan of complete liquidation. A change of control does not include any consolidation or merger effected exclusively to change the domicile of Contractor, or any transaction or series of transactions principally for bona fide equity financing purposes.

In the event of a change of control, Contractor must require the successor to assume this Contract and all of its obligations under this Contract.



15. **Ordering.** Contractor is not authorized to begin performance until receipt of authorization as identified in Exhibit A.
16. **Acceptance.** Contract Activities are subject to inspection and testing by the State within 30 calendar days of the State's receipt of them ("**State Review Period**"), unless otherwise provided in Exhibit A. If the Contract Activities are not fully accepted by the State, the State will notify Contractor by the end of the State Review Period that either: (a) the Contract Activities are accepted, but noted deficiencies must be corrected; or (b) the Contract Activities are rejected. If the State finds material deficiencies, it may: (i) reject the Contract Activities without performing any further inspections; (ii) demand performance at no additional cost; or (iii) terminate this Contract in accordance with Section 23, Termination for Cause.

Within 10 business days from the date of Contractor's receipt of notification of acceptance with deficiencies or rejection of any Contract Activities, Contractor must cure, at no additional cost, the deficiency and deliver unequivocally acceptable Contract Activities to the State. If acceptance with deficiencies or rejection of the Contract Activities impacts the content or delivery of other non-completed Contract Activities, the parties' respective Program Managers must determine an agreed to number of days for re-submission that minimizes the overall impact to the Contract. However, nothing herein affects, alters, or relieves Contractor of its obligations to correct deficiencies in accordance with the time response standards set forth in this Contract.

If Contractor is unable or refuses to correct the deficiency within the time response standards set forth in this Contract, the State may cancel the order in whole or in part. The State, or a third party identified by the State, may perform the Contract Activities and recover the difference between the cost to cure and the Contract price plus an additional 10% administrative fee.

17. **Reserved.**
18. **Reserved.**
19. **Reserved.**

20. **Terms of Payment.** Invoices must conform to the requirements communicated from time-to-time by the State. All undisputed amounts are payable within 45 days of the State's receipt. Contractor may only charge for Contract Activities performed as specified in Exhibit A. Invoices must include an itemized statement of all charges. The State is exempt from State sales tax for direct purchases and may be exempt from federal excise tax, if Services purchased under this Agreement are for the State's exclusive use. Notwithstanding the foregoing, all prices are inclusive of taxes, and Contractor is responsible for all sales, use and excise taxes, and any other similar taxes, duties and charges of any kind imposed by any federal, state, or local governmental entity on any amounts payable by the State under this Contract.

The State has the right to withhold payment of any disputed amounts until the parties agree as to the validity of the disputed amount. The State will notify Contractor of any dispute within a reasonable time. Payment by the State will not constitute a waiver of any rights as to Contractor's continuing obligations, including claims for deficiencies or substandard Contract Activities. Contractor's acceptance of final payment by the State constitutes a waiver of all claims by Contractor against the State for payment under this Contract, other than those claims previously filed in writing on a timely basis and still disputed.

The State will only disburse payments under this Contract through Electronic Funds Transfer (EFT). Contractor must register with the State at <http://www.michigan.gov/cpexpress> to receive electronic fund transfer payments. If Contractor does not register, the State is not liable for failure to provide payment. Without prejudice to any other right or remedy it may have, the State reserves the right to set off at any time any amount then due and owing to it by Contractor against any amount payable by the State to Contractor under this Contract.

21. **Liquidated Damages.** Liquidated damages, if applicable, will be assessed as described in Exhibit A.



22. **Stop Work Order.** The State may suspend any or all activities under the Contract at any time. The State will provide Contractor a written stop work order detailing the suspension. Contractor must comply with the stop work order upon receipt. Within 90 calendar days, or any longer period agreed to by Contractor, the State will either: (a) issue a notice authorizing Contractor to resume work, or (b) terminate the Contract or purchase order. The State will not pay for Contract Activities, Contractor's lost profits, or any additional compensation during a stop work period.
23. **Termination for Cause.** The State may terminate this Contract for cause, in whole or in part, if Contractor, as determined by the State: (a) endangers the value, integrity, or security of any location, data, or personnel; (b) becomes insolvent, petitions for bankruptcy court proceedings, or has an involuntary bankruptcy proceeding filed against it by any creditor; (c) engages in any conduct that may expose the State to liability; (d) breaches any of its material duties or obligations; or (e) fails to cure a breach within the time stated in a notice of breach. Any reference to specific breaches being material breaches within this Contract will not be construed to mean that other breaches are not material.

If the State terminates this Contract under this Section, the State will issue a termination notice specifying whether Contractor must: (a) cease performance immediately, or (b) continue to perform for a specified period. If it is later determined that Contractor was not in breach of the Contract, the termination will be deemed to have been a Termination for Convenience, effective as of the same date, and the rights and obligations of the parties will be limited to those provided in Section 24, Termination for Convenience.

The State will only pay for amounts due to Contractor for Contract Activities accepted by the State on or before the date of termination, subject to the State's right to set off any amounts owed by the Contractor for the State's reasonable costs in terminating this Contract. The Contractor must pay all reasonable costs incurred by the State in terminating this Contract for cause, including administrative costs, attorneys' fees, court costs, transition costs, and any costs the State incurs to procure the Contract Activities from other sources.

24. **Termination for Convenience.** The State may immediately terminate this Contract in whole or in part without penalty and for any reason, including but not limited to, appropriation or budget shortfalls. The termination notice will specify whether Contractor must: (a) cease performance of the Contract Activities immediately, or (b) continue to perform the Contract Activities in accordance with Section 25, Transition Responsibilities. If the State terminates this Contract for convenience, the State will pay all reasonable costs, as determined by the State, for State approved Transition Responsibilities.
25. **Transition Responsibilities.** Upon termination or expiration of this Contract for any reason, Contractor must, for a period of time specified by the State (not to exceed 90 calendar days), provide all reasonable transition assistance requested by the State, to allow for the expired or terminated portion of the Contract Activities to continue without interruption or adverse effect, and to facilitate the orderly transfer of such Contract Activities to the State or its designees. Such transition assistance may include, but is not limited to: (a) continuing to perform the Contract Activities at the established Contract rates; (b) taking all reasonable and necessary measures to transition performance of the work, including all applicable Contract Activities, training, equipment, software, leases, reports and other documentation, to the State or the State's designee; (c) taking all necessary and appropriate steps, or such other action as the State may direct, to preserve, maintain, protect, or return to the State all materials, data, property, and confidential information provided directly or indirectly to Contractor by any entity, agent, vendor, or employee of the State; (d) transferring title in and delivering to the State, at the State's discretion, all completed or partially completed deliverables prepared under this Contract as of the Contract termination date; and (e) preparing an accurate accounting from which the State and Contractor may reconcile all outstanding accounts (collectively, "**Transition Responsibilities**"). This Contract will automatically be extended through the end of the transition period.
26. **General Indemnification.** Contractor must defend, indemnify and hold the State, its departments, divisions, agencies, offices, commissions, officers, and employees harmless, without limitation, from and against any and all actions, claims, losses, liabilities, damages, costs, attorney fees, and expenses (including those required to establish the right to indemnification), arising out of or relating to: (a) any breach by Contractor (or any of Contractor's employees, agents, subcontractors, or by anyone else for whose acts any of them



may be liable) of any of the promises, agreements, representations, warranties, or insurance requirements contained in this Contract; (b) any infringement, misappropriation, or other violation of any intellectual property right or other right of any third party; (c) any bodily injury, death, or damage to real or tangible personal property occurring wholly or in part due to action or inaction by Contractor (or any of Contractor's employees, agents, subcontractors, or by anyone else for whose acts any of them may be liable); and (d) any acts or omissions of Contractor (or any of Contractor's employees, agents, subcontractors, or by anyone else for whose acts any of them may be liable).

The State will notify Contractor in writing if indemnification is sought; however, failure to do so will not relieve Contractor, except to the extent that Contractor is materially prejudiced. Contractor must, to the satisfaction of the State, demonstrate its financial ability to carry out these obligations.

The State is entitled to: (i) regular updates on proceeding status; (ii) participate in the defense of the proceeding; (iii) employ its own counsel; and to (iv) retain control of the defense if the State deems necessary. Contractor will not, without the State's written consent (not to be unreasonably withheld), settle, compromise, or consent to the entry of any judgment in or otherwise seek to terminate any claim, action, or proceeding. To the extent that any State employee, official, or law may be involved or challenged, the State may, at its own expense, control the defense of that portion of the claim.

Any litigation activity on behalf of the State, or any of its subdivisions under this Section, must be coordinated with the Department of Attorney General. An attorney designated to represent the State may not do so until approved by the Michigan Attorney General and appointed as a Special Assistant Attorney General.

27. **Infringement Remedies.** If, in either party's opinion, any piece of equipment, software, commodity, or service supplied by Contractor or its subcontractors, or its operation, use or reproduction, is likely to become the subject of a copyright, patent, trademark, or trade secret infringement claim, Contractor must, at its expense: (a) procure for the State the right to continue using the equipment, software, commodity, or service, or if this option is not reasonably available to Contractor, (b) replace or modify the same so that it becomes non-infringing; or (c) accept its return by the State with appropriate credits to the State against Contractor's charges and reimburse the State for any losses or costs incurred as a consequence of the State ceasing its use and returning it.
28. **Limitation of Liability.** The State is not liable for consequential, incidental, indirect, or special damages, regardless of the nature of the action.
29. **Disclosure of Litigation, or Other Proceeding.** Contractor must notify the State within 14 calendar days of receiving notice of any litigation, investigation, arbitration, or other proceeding (collectively, "**Proceeding**") involving Contractor, a subcontractor, or an officer or director of Contractor or subcontractor, that arises during the term of the Contract, including: (a) a criminal Proceeding; (b) a parole or probation Proceeding; (c) a Proceeding under the Sarbanes-Oxley Act; (d) a civil Proceeding involving: (1) a claim that might reasonably be expected to adversely affect Contractor's viability or financial stability; or (2) a governmental or public entity's claim or written allegation of fraud; or (e) a Proceeding involving any license that Contractor is required to possess in order to perform under this Contract.
30. **State Data.** All data and information provided to Contractor by or on behalf of the State, and all data and information derived therefrom, is the exclusive property of the State ("**State Data**"); this definition is to be construed as broadly as possible. Upon request, Contractor must provide to the State, or a third party designated by the State, all State Data within 10 calendar days of the request and in the format requested by the State. Contractor will assume all costs incurred in compiling and supplying State Data. No State Data may be used for any marketing purposes.
31. **Reserved.**



32. **Non-Disclosure of Confidential Information.** The parties acknowledge that each party may be exposed to or acquire communication or data of the other party that is confidential, privileged communication not intended to be disclosed to third parties. The provisions of this Section survive the termination of this Contract.
- a. Meaning of Confidential Information. For the purposes of this Contract, the term “**Confidential Information**” means all information and documentation of a party that: (a) has been marked “confidential” or with words of similar meaning, at the time of disclosure by such party; (b) if disclosed orally or not marked “confidential” or with words of similar meaning, was subsequently summarized in writing by the disclosing party and marked “confidential” or with words of similar meaning; and, (c) should reasonably be recognized as confidential information of the disclosing party. The term “Confidential Information” does not include any information or documentation that was: (a) subject to disclosure under the Michigan Freedom of Information Act (FOIA); (b) already in the possession of the receiving party without an obligation of confidentiality; (c) developed independently by the receiving party, as demonstrated by the receiving party, without violating the disclosing party’s proprietary rights; (d) obtained from a source other than the disclosing party without an obligation of confidentiality; or, (e) publicly available when received, or thereafter became publicly available (other than through any unauthorized disclosure by, through, or on behalf of, the receiving party). For purposes of this Contract, in all cases and for all matters, State Data is deemed to be Confidential Information.
 - b. Obligation of Confidentiality. The parties agree to hold all Confidential Information in strict confidence and not to copy, reproduce, sell, transfer, or otherwise dispose of, give or disclose such Confidential Information to third parties other than employees, agents, or subcontractors of a party who have a need to know in connection with this Contract or to use such Confidential Information for any purposes whatsoever other than the performance of this Contract. The parties agree to advise and require their respective employees, agents, and subcontractors of their obligations to keep all Confidential Information confidential. Disclosure to a subcontractor is permissible where: (a) use of a subcontractor is authorized under this Contract; (b) the disclosure is necessary or otherwise naturally occurs in connection with work that is within the subcontractor's responsibilities; and (c) Contractor obligates the subcontractor in a written contract to maintain the State's Confidential Information in confidence. At the State's request, any employee of Contractor or any subcontractor may be required to execute a separate agreement to be bound by the provisions of this Section.
 - c. Cooperation to Prevent Disclosure of Confidential Information. Each party must use its best efforts to assist the other party in identifying and preventing any unauthorized use or disclosure of any Confidential Information. Without limiting the foregoing, each party must advise the other party immediately in the event either party learns or has reason to believe that any person who has had access to Confidential Information has violated or intends to violate the terms of this Contract and each party will cooperate with the other party in seeking injunctive or other equitable relief against any such person.
 - d. Remedies for Breach of Obligation of Confidentiality. Each party acknowledges that breach of its obligation of confidentiality may give rise to irreparable injury to the other party, which damage may be inadequately compensable in the form of monetary damages. Accordingly, a party may seek and obtain injunctive relief against the breach or threatened breach of the foregoing undertakings, in addition to any other legal remedies which may be available, to include, in the case of the State, at the sole election of the State, the immediate termination, without liability to the State, of this Contract or any Statement of Work corresponding to the breach or threatened breach.
 - e. Surrender of Confidential Information upon Termination. Upon termination of this Contract or a Statement of Work, in whole or in part, each party must, within 5 calendar days from the date of termination, return to the other party any and all Confidential Information received from the other party, or created or received by a party on behalf of the other party, which are in such party’s



possession, custody, or control; provided, however, that Contractor must return State Data to the State following the timeframe and procedure described further in this Contract. Should Contractor or the State determine that the return of any Confidential Information is not feasible, such party must destroy the Confidential Information and must certify the same in writing within 5 calendar days from the date of termination to the other party. However, the State's legal ability to destroy Contractor data may be restricted by its retention and disposal schedule, in which case Contractor's Confidential Information will be destroyed after the retention period expires.

33. **Reserved.**

34. **Reserved.**

35. **Reserved.**

36. **Records Maintenance, Inspection, Examination, and Audit.** The State or its designee may audit Contractor to verify compliance with this Contract. Contractor must retain, and provide to the State or its designee and the auditor general upon request, all financial and accounting records related to the Contract through the term of the Contract and for 4 years after the latter of termination, expiration, or final payment under this Contract or any extension ("**Audit Period**"). If an audit, litigation, or other action involving the records is initiated before the end of the Audit Period, Contractor must retain the records until all issues are resolved.

Within 10 calendar days of providing notice, the State and its authorized representatives or designees have the right to enter and inspect Contractor's premises or any other places where Contract Activities are being performed, and examine, copy, and audit all records related to this Contract. Contractor must cooperate and provide reasonable assistance. If any financial errors are revealed, the amount in error must be reflected as a credit or debit on subsequent invoices until the amount is paid or refunded. Any remaining balance at the end of the Contract must be paid or refunded within 45 calendar days.

This Section applies to Contractor, any parent, affiliate, or subsidiary organization of Contractor, and any subcontractor that performs Contract Activities in connection with this Contract.

37. **Warranties and Representations.** Contractor represents and warrants: (a) Contractor is the owner or licensee of any Contract Activities that it licenses, sells, or develops and Contractor has the rights necessary to convey title, ownership rights, or licensed use; (b) all Contract Activities are delivered free from any security interest, lien, or encumbrance and will continue in that respect; (c) the Contract Activities will not infringe the patent, trademark, copyright, trade secret, or other proprietary rights of any third party; (d) Contractor must assign or otherwise transfer to the State or its designee any manufacturer's warranty for the Contract Activities; (e) the Contract Activities are merchantable and fit for the specific purposes identified in the Contract; (f) the Contract signatory has the authority to enter into this Contract; (g) all information furnished by Contractor in connection with the Contract fairly and accurately represents Contractor's business, properties, finances, and operations as of the dates covered by the information, and Contractor will inform the State of any material adverse changes; and (h) all information furnished and representations made in connection with the award of this Contract is true, accurate, and complete, and contains no false statements or omits any fact that would make the information misleading. A breach of this Section is considered a material breach of this Contract, which entitles the State to terminate this Contract under Section 23, Termination for Cause.

38. **Conflicts and Ethics.** Contractor will uphold high ethical standards and is prohibited from: (a) holding or acquiring an interest that would conflict with this Contract; (b) doing anything that creates an appearance of impropriety with respect to the award or performance of the Contract; (c) attempting to influence or appearing to influence any State employee by the direct or indirect offer of anything of value; or (d) paying or agreeing to pay any person, other than employees and consultants working for Contractor, any consideration contingent upon the award of the Contract. Contractor must immediately notify the State of any violation or potential violation of these standards. This Section applies to Contractor, any parent, affiliate, or subsidiary



organization of Contractor, and any subcontractor that performs Contract Activities in connection with this Contract.

39. **Compliance with Laws.** Contractor must comply with all federal, state and local laws, rules and regulations.
40. **Reserved.**
41. **Reserved.**
42. **Nondiscrimination.** Under the Elliott-Larsen Civil Rights Act, 1976 PA 453, MCL 37.2101, *et seq.*, and the Persons with Disabilities Civil Rights Act, 1976 PA 220, MCL 37.1101, *et seq.*, Contractor and its subcontractors agree not to discriminate against an employee or applicant for employment with respect to hire, tenure, terms, conditions, or privileges of employment, or a matter directly or indirectly related to employment, because of race, color, religion, national origin, age, sex, height, weight, marital status, or mental or physical disability. Breach of this covenant is a material breach of this Contract.
43. **Unfair Labor Practice.** Under MCL 423.324, the State may void any Contract with a Contractor or subcontractor who appears on the Unfair Labor Practice register compiled under MCL 423.322.
44. **Governing Law.** This Contract is governed, construed, and enforced in accordance with Michigan law, excluding choice-of-law principles, and all claims relating to or arising out of this Contract are governed by Michigan law, excluding choice-of-law principles. Any dispute arising from this Contract must be resolved in Michigan Court of Claims. Contractor consents to venue in Ingham County, and waives any objections, such as lack of personal jurisdiction or *forum non conveniens*. Contractor must appoint agents in Michigan to receive service of process.
45. **Non-Exclusivity.** Nothing contained in this Contract is intended nor will be construed as creating any requirements contract with Contractor. This Contract does not restrict the State or its agencies from acquiring similar, equal, or like Contract Activities from other sources.
46. **Force Majeure.** Neither party will be in breach of this Contract because of any failure arising from any disaster or acts of god that are beyond their control and without their fault or negligence. Each party will use commercially reasonable efforts to resume performance. Contractor will not be relieved of a breach or delay caused by its subcontractors. If immediate performance is necessary to ensure public health and safety, the State may immediately contract with a third party.
47. **Dispute Resolution.** The parties will endeavor to resolve any Contract dispute in accordance with this provision. The dispute will be referred to the parties' respective Contract Administrators or Program Managers. Such referral must include a description of the issues and all supporting documentation. The parties must submit the dispute to a senior executive if unable to resolve the dispute within 15 business days. The parties will continue performing while a dispute is being resolved, unless the dispute precludes performance. A dispute involving payment does not preclude performance.

Litigation to resolve the dispute will not be instituted until after the dispute has been elevated to the parties' senior executive and either concludes that resolution is unlikely, or fails to respond within 15 business days. The parties are not prohibited from instituting formal proceedings: (a) to avoid the expiration of statute of limitations period; (b) to preserve a superior position with respect to creditors; or (c) where a party makes a determination that a temporary restraining order or other injunctive relief is the only adequate remedy. This Section does not limit the State's right to terminate the Contract.
48. **Media Releases.** News releases (including promotional literature and commercial advertisements) pertaining to the Contract or project to which it relates must not be made without prior written State approval, and then only in accordance with the explicit written instructions of the State.



49. **Website Incorporation.** The State is not bound by any content on Contractor's website unless expressly incorporated directly into this Contract.
50. **Entire Agreement and Order of Precedence.** This Contract, which includes Exhibit A – Statement of Work, and expressly incorporated schedules and exhibits, is the entire agreement of the parties related to the Contract Activities. This Contract supersedes and replaces all previous understandings and agreements between the parties for the Contract Activities. If there is a conflict between documents, the order of precedence is: (a) first, this Contract, excluding its schedules, exhibits, and Exhibit A – Statement of Work; (b) second, Exhibit A – Statement of Work as of the Effective Date; and (c) third, exhibits and schedules expressly incorporated into this Contract as of the Effective Date. NO TERMS ON CONTRACTOR'S INVOICES, ORDERING DOCUMENTS, WEBSITE, BROWSE-WRAP, SHRINK-WRAP, CLICK-WRAP, CLICK-THROUGH OR OTHER NON-NEGOTIATED TERMS AND CONDITIONS PROVIDED WITH ANY OF THE CONTRACT ACTIVITIES WILL CONSTITUTE A PART OR AMENDMENT OF THIS CONTRACT OR IS BINDING ON THE STATE FOR ANY PURPOSE. ALL SUCH OTHER TERMS AND CONDITIONS HAVE NO FORCE AND EFFECT AND ARE DEEMED REJECTED BY THE STATE, EVEN IF ACCESS TO OR USE OF THE CONTRACT ACTIVITIES REQUIRES AFFIRMATIVE ACCEPTANCE OF SUCH TERMS AND CONDITIONS.
51. **Severability.** If any part of this Contract is held invalid or unenforceable, by any court of competent jurisdiction, that part will be deemed deleted from this Contract and the severed part will be replaced by agreed upon language that achieves the same or similar objectives. The remaining Contract will continue in full force and effect.
52. **Waiver.** Failure to enforce any provision of this Contract will not constitute a waiver.
53. **Survival.** The provisions of this Contract that impose continuing obligations, including warranties and representations, termination, transition, insurance coverage, indemnification, and confidentiality, will survive the expiration or termination of this Contract.
54. **Contract Modification.** This Contract may not be amended except by signed agreement between the parties (a "**Contract Change Notice**"). Notwithstanding the foregoing, no subsequent Statement of Work or Contract Change Notice executed after the Effective Date will be construed to amend this Contract unless it specifically states its intent to do so and cites the section or sections amended.

**STATE OF MICHIGAN**

Contract No. 071B77700013

Housekeeping and Laundry Sorting Services for Grand Rapids Home for Veterans (GRHV)

**SCHEDULE A
STATEMENT OF WORK
CONTRACT ACTIVITIES**

The term "Contractor" in this document refers to Hi-Tec Building Services.

BACKGROUND

The Grand Rapids Home for Veterans (GRHV) is a long term assisted care facility operated by the State of Michigan, Department of Military & Veterans Affairs (DMVA). The GRHV provides both nursing and domiciliary care to qualified Michigan veterans and their dependents. The GRHV is licensed by the United States Department of Veterans Affairs and is a State Veteran's Home. There are 12 nursing care units. The mission of the GRHV is to provide compassionate quality interdisciplinary care for the residents to achieve their highest potential of independence, self-worth, wellness and dignity.

SCOPE

Contractor will carry out this project under the direction and control of the specified Program Manager and the appointed designees for the respective location(s) where services are to be performed. This contract does not include the laundering of the soiled clothing and linens. That work is contracted elsewhere.

REQUIREMENTS**1. General Requirements**

- A. The contractor shall provide all personnel, equipment, tools, materials and other items necessary to perform the contract activities as described in Section 2.0 Housekeeping Services, Section 3.0 Linen Services and Schedules B and C, the Location Specification Sheets. The required objective is to maintain the facilities in such a manner that the location provides a clean, healthy and safe environment for occupants, visitors and workers at the State-owned facility.
- B. The State reserves the right to revise or add locations, goods/services provided, and agencies served during the contract term to meet the State of Michigan's future needs.
- C. The Contractor's staff must comply with all GRHV policies and procedures as identified in Schedules D, E, F, and G.

2. Housekeeping Services**2.1. Scope/ Specifications**

The Contractor shall provide all personnel, equipment, tools, materials, supervision and any other items and services necessary for or incidental to the performance of the housekeeping services as described below and set forth in Schedule B Location Specification Sheet(s) (LSS).

2.2. Work and Deliverables

Contractor is responsible for cleaning the McLeish, Rankin and Mann buildings. Work shall primarily be performed during the first shift for the resident areas, however, cleaning services of the offices and public spaces will need to be performed during what is typically considered the second shift, and deep cleaning and floor care during the third shift.

A. Description of Service:

Contractor shall perform the task descriptions that follow, which are the minimum acceptable cleaning performance standards under this Agreement:



1. **Carpet /Rug Cleaning:** All carpets/rugs shall be clean, free of spots, gum, crusted material, spillages, and removable stains. There shall be no evidence of "fuzzing" caused by harsh rubbing or brushing of carpet. Carpet cleaning by hot water extraction at a temperature that will kill and eliminate bacteria. Hot water extraction by truck-mount is the preferred method.
2. **Carpet Spot Cleaning:** Buildup, spillage or crusted material shall have been removed along with spots, smears and stains. There shall be no evidence of "fuzzing" caused by harsh rubbing or brushing of carpet. Spot cleaned areas shall blend with adjacent areas.
3. **Carpet Cleaning by Thorough Vacuuming:** Carpets shall be clean and free from dust balls, dirt and other debris; nap on carpet shall lie in one direction upon completion of the vacuuming task. Note: Prior to vacuuming area, move and vacuum under all easily movable objects (chairs, waste receptacles, tables on wheels, typing stands, boxes, etc.). Be sure to replace all items moved. After vacuuming, leave all rugs clean, free from dust balls, dirt and other debris. Prior to vacuuming, broom all edges not reached by vacuum. Straight suction vacuuming is not acceptable. ***The State requires that a motor driven commercial grade vacuum with HEPA filtered exhaust or equipment that meet these standards be used exclusively in all carpeted areas where water and/or snow does not present a problem.*** Empty dust and dirt from vacuum cleaner into a plastic trash bag, tie off and remove to a dumpster. As part of the vacuuming process, carpet spot cleaning is required on an ongoing basis.
4. **Dust Mop:** Thoroughly dust mops all non-carpeted areas. Move and dust mop under all easily movable objects (chairs, waste receptacles, tables on wheels, typing stands, boxes, etc.). Be sure to replace all items moved. Dust mops must be treated with water based dust control chemical. Place dust and dirt into plastic trash bag, tie off and remove to Dumpster.
5. **Damp Mop:** Thoroughly damp mops all non-carpeted areas. Move and damp mop under all easily movable objects (chairs, waste receptacles, tables on wheels, typing stands, boxes, etc.). Be sure to replace all items after floor has dried completely. Use a clean cotton mop head that is in good condition. Use clean water at all times (change water often). Mop head must be only damp. No excess water can be left behind. Approved proper chemicals at proper dilution must be used at all times. Finished floor must be clean and streak free.
6. **Floor Cleaning / Thorough Sweeping:** Floors shall be clean and free of trash and foreign matter. No dirt, dust shall be left in corners, behind radiators, under furniture or behind doors.
7. **Damp Mopping and Spray Buffing:** Floors shall be slip resistant, free of marks, skipped areas, streaks, and mop strands. Walls, baseboards and other surfaces shall be free of splashing and marks from the equipment. The finished area should have a uniform luster. There shall be no buildup of finish in corners. Dust mopping must be performed with a treated mop. After sweeping and damp mopping operation, all floors must be clean and free from strings, bristles and dirt streaks. Leave no dirt in corners, behind radiators, under furniture, behind doors, on stairs or landings. Leave no dirt where sweepings were picked up. Leave no dirt, trash, or foreign matter under desks, tables or chairs.
8. **Wet Mopping and Scrubbing:** The floors must be properly prepared, thoroughly swept to remove visible dirt and debris, wads of gum, tar and foreign substances from the floor surfaces. Upon completion of the wet mopping or scrubbing, the floor must be clean and free of dirt, water streaks, mop marks, strings; properly rinsed and dry mopped to present an overall appearance of cleanliness. All surfaces must be dry and corners and cracks clean after the wet mopping or scrubbing. Chairs, wastebaskets and other similar items must not be stacked on desks, tables or windowsills, nor used in place of stepladder. All furniture readily movable by one person and intended to be moved frequently must be moved during all floor cleaning operations and



replaced in original positions upon completion. Baseboards, walls, furniture and equipment must in no way be splashed, disfigured or damaged during these operations, but rather left in a clean condition.

9. **Wet Mopping and Buffing:** Floors must be damp mopped and buffed between regular waxing operations. Prepare the floor by sweeping to remove all visible dirt and debris. The floor area will then be damp mopped and machine buffed to a polished appearance with a high-speed buffer.
10. **Damp Wiping:** This task consists of using a clean damp cloth or sponge to remove all dirt spots, streaks, from walls, glass and other specified surfaces and then drying to provide a polished appearance. The wetting solution must contain an appropriate cleaning agent. When damp wiping in toilet areas, use a multi-purpose disinfectant and deodorizer.
11. **Stripping and Sealing:** Completely remove all dirt, wax and other foreign substances in returning the floor to its original surface. Apply a thin coat of sealer with caution to prevent streaking or bleaching of floor surface. This application in preparation for waxing must be according to manufacturer's recommendations. The stripper, sealer and wax products used must be compatible for this activity, and wax must be a minimum of 25% solids.
12. **Waxing and Buffing:** Apply wax in a thin, even coat and machine buff with a high-speed buffer immediately after drying. The number of coats applied will depend on the type and condition of the floor. All waxed surfaces must be maintained so as to provide safe ANTI-SLIP walking conditions. Chairs, wastebaskets and other similar items must not be stacked on desks, tables or windowsills, nor used in place of stepladder. All furniture readily movable by one person and intended to be moved frequently must be moved during all floor cleaning operations and replaced in original positions upon completion. Baseboards, walls, furniture and equipment must in no way be splashed, disfigured or damaged during these operations, but rather left in a clean condition.
13. **Empty Waste Receptacles:** Empty all containers that are provided for the disposal of waste i.e., waste baskets, torpedo type containers, sanitary napkin disposal bins, boxes, etc. into plastic bags, tie off and remove to dumpster. Dispose of items in waste containers only unless clearly marked for disposal. Liners must be used in all waste receptacles and must be changed as needed and no less than once per month. Waste containers in restrooms; break rooms, lunchrooms and conference rooms must be inspected daily and changed as needed.
14. **Restroom Cleaning:** When the Project Manager requires restroom cleaning during the day, an approved sign must be placed at the entrance warning tenants that the restroom is closed. A schedule for closing restrooms must be established with the PM in advance. The PM prior to any changes made must approve any changes in this schedule.
 - a. **Fill Dispensers:** Dispensers of all types must be checked daily and filled when necessary (soap, toilet tissue, paper towels, sanitary napkin, etc.).
 - b. **Dusting:** Completely dust all fixtures, ledges, edges, shelves, exposed pipes, partitions, door frames, tops of file cabinets, etc. Pay particular attention to the tops of these items. An approved dust cloth or dusting tool, treated with water based dust control chemical, must be used. Areas not cleared by office occupant are not to be dusted.
 - c. **Disinfect Waste Receptacles and Dispensers:** Clean and disinfect waste receptacles and dispensers inside and outside. Use proper chemicals for surface to be cleaned at proper dilution. After item has been cleaned completely, wipe item with approved *disinfectant solution and allow to air dry.



- d. Clean and Disinfect Sinks: Thoroughly clean all sinks, including bottom, faucets, and spigots, with approved crème cleanser. Rinse thoroughly as all crème cleanser residues must be removed. Then wipe each item with approved *disinfectant solution and allow to air dry.
 - e. Clean Glass and Mirrors: Thoroughly clean all glass and mirrors using an approved alcohol based glass cleaner. Use a soft, clean cloth. Dry completely. Surface should be streak, smear, and smudge free. Make sure attached frames, edges, and shelves are also cleaned and dried as well as the glass surface. Squeegee may be used as needed.
 - f. Clean and Disinfect Toilets and Urinals: Thoroughly clean toilets, toilet seats, and urinals with approved acid free bowl cleaner, rinse thoroughly. (Approved acid cleaner may not be used more than once per month and should be used on the interior of toilet or urinal only. Great care must be taken to avoid any chrome when acid cleaner is used). Wipe each toilet, toilet seat and urinal completely with approved disinfectant solution. Buff-dry to a streak, smear and smudge free "shine". Leave seats in a raised position.
 - g. Clean and Disinfect Walls, Doors, Partitions and Handrails: Thoroughly clean all walls (including switch and plug covers), doors (including entrance doors inside and outside), partitions and handrails with proper approved chemicals and proper approved dilution. Rinse thoroughly as needed, then wipe all areas with approved *disinfectant solution and allow to air dry.
 - h. Damp Mop - *Disinfectant: Thoroughly damp mops all non-carpeted areas. Move and damp mop under all easily movable objects (chairs, waste receptacles, tables on wheels, typing stands, boxes, etc.). Be sure to replace all items after floor has dried completely. Use a clean cotton mop head that is in good condition. Use clean water at all times (change water often). Mop head must be only damp. No excess water can be left behind. Approved proper chemicals at proper dilution must be used at all times. Finished floor must be clean and streak free. Thoroughly damp mop floor with approved *disinfectant solution. Allow to air dry.

Note: All disinfectant solutions must be changed after each restroom cleaning. The disinfectant solution used for the damp mopping process is to be emptied down the floor drain in each restroom. This practice will help reduce unpleasant odors coming from the floor drains. Damp mops used in restroom areas MUST NOT be used in non-restroom areas.
15. Clean and disinfect Showers, shower walls and stalls (Restroom/Locker Room where applicable): Thoroughly clean all showers, including bottom, faucets, and spigots, with a crème cleanser which has been approved, in writing, by the Project Manager prior to use. Thoroughly clean all walls, floors, (including plug covers), doors (including entrance doors inside and outside), partitions and handrails with proper approved chemicals and proper approved dilution. Rinse thoroughly as needed, then wipe all areas with approved *disinfectant solution and allow to air dry.
 16. Service Restroom: Visually check - dispensers must be filled, trash removed and restrooms spot cleaned as needed and as requested by the Program Manager.
 17. Remove Carpet Runners (as applicable): Carpet runners must be removed from floor to allow for proper cleaning, as needed. Be sure to remove excess water from runner with approved wet pick up vacuum before carpet runners are removed. Carpet runners must be extracted as specified during ice melt/salt usage, to maintain a clean appearance.



18. **Replace Carpet Runners (as applicable):** After floor has been properly cleaned and is completely dry, replace carpet runners in their original locations.
19. **Cleaning / Disinfecting Drinking Fountains:** Thoroughly clean entire exterior surface with approved cream cleanser. The grain of the stainless steel must be followed at all times. Rinse thoroughly as all cream cleanser must be removed. Wipe entire surface with approved disinfectant solution and wipe dry utilizing a clean, soft cloth and wipe item dry. The grain of the stainless steel must be followed.
20. **Stainless Steel (Brass) Cleaning (Elevators, Doors, Trim, Etc.):** Thoroughly clean all stainless steel (brass) not previously mentioned with approved cleaner and a clean soft cloth. Great care must be taken to follow the grain of the stainless steel at all times when cleaning.
21. **Cleaning, High Traffic Areas:** High traffic area is any area that would receive heavy traffic and that would require cleaning as specified. Areas would include: corridors, lobbies, waiting areas, conference rooms, or any area so designated by the Program Manager.
22. **Carpet Cleaning by Hot Water Extraction:** *Perform vacuuming, and carpet cleaning by extraction method with commercial grade equipment only (preferably truck mounted equipment). Prior to carpet cleaning all carpeting, including carpet runners, must be thoroughly cleaned as follows:*
 - a. All movable items must be removed from area(s) to be cleaned (i.e., chairs, waster receptacles, all free standing tables, typing stands, boxes, plants, all temporary floor coverings, etc.) and area thoroughly vacuumed.
 - b. Thoroughly spray next area to be cleaned with approved pre-treats or carpets lane cleaner used at approved dilution. Spray must be applied so those fibers remain damp until cleaned. Chemical should be left to work for 10-15 minutes
 - c. Thoroughly extract all properly pretreated carpeted areas. Agitation is necessary, using an approved motor driven brush. A minimum of three cleaning passes and two vacuuming only must be used. Approved equipment and chemicals, at approved dilutions, must be used.
 - d. All stains must be removed during the extraction process, using approved chemicals. Great care must be taken to completely remove stain removal chemicals from carpet fiber.
 - e. Thoroughly spray all thoroughly cleaned carpet with approved carpet fiber protector at approved dilution. Application must be made with approved sprayer. Carpet track off mats and runners such as those found in building lobby areas, are exempt for this process.
 - f. Replace all items removed for cleaning. All items moved back into place that have metal of any type that come in contact with carpeting must be wood blocked or tabbed to keep the metal off the carpet fiber until thoroughly dry. All blocks or tabs should be removed during the next scheduled regular area cleaning, provided the carpet is thoroughly dry. This could take more than one day.
23. **Spray Buff Hard Floors:** Hard floor must be properly prepared before spray buffing by removing carpet runners, dust mopping, and damp mopping hard floor areas. Begin spray buffing by lightly spraying area just to the left or right of approved floor machine (buffer) with approved spray buffing chemical, at approved dilution. Buffing pad must be approved and will depend on type of finish used. Rotary floor machine (buffer) will be worked back and forth over area lightly sprayed until floor has a high, streak free luster. Then proceed to the next area, until scheduled area is completed. Great care must be taken to avoid using "loaded" pad (pad full of dried finish and dirt). Flip pad over or change to another clean dry pad often. Great care must also be taken not to allow floor machine (buffer) to run in one spot for too long to avoid burning the floor. Floor shall be dust mopped after scheduled spray buffing is completed. Replace carpet runners to original position post-cleaning.



24. **Strip and Refinish:** Close and properly mark area "closed" with approved signage. Remove all movable objects from area.
- Apply approved stripping solution at approved dilutions to area to be stripped. Allow solution to stand according to approved manufacturer's recommendations. Do not allow solution to dry out or stand too long. Any finish or dirt must also be removed from walls, doors, baseboards, etc. at this time.
 - Thoroughly agitate all floor area to remove all old finish with approved strip pad.
 - Use wet vacuum to pick up old finish and stripper.
 - Thoroughly mop rinse areas with clean cotton mop and clean water. Make sure walls, doors, baseboards, etc. are also thoroughly rinsed.
 - Thoroughly mop rinses areas a second time with clean cotton mop and clean water with approved neutralizer/conditioner chemical at approved dilution. Make sure walls, doors, etc. are also thoroughly rinsed.
 - Allow floor to air dry.
 - If any old finish remains, repeat "a" through "f".
 - Continue "a" through "g" until scheduled area is properly stripped and/or rinsed.
 - Apply thin coat of approved sealer with approved clean nylon or rayon mop head or approved clean applicator. Stripping solution finish and sealer must not be slopped on walls, doors, etc. Allow sealer to thoroughly dry.
 - Apply second coat of sealer as described in "l" above. Allow sealer to thoroughly dry.
 - Apply top coating and second coat of approved floor finish.
25. **Scrub - Restroom Floors/Hard Surface Stairwell Floors:** Close restrooms. Remove all movable objects from area and place approved "closed" signage to area prior to completion of task.
- Apply approved cleaning solution at approved dilution to area to be scrubbed. Do not allow solution to dry.
 - Quickly agitate small section coated with solution with approved stiff bristle brush. Be sure grouting is clean.
 - Use wet vacuum to pick up dirty solution.
 - Thoroughly mop rinses area with clean cotton mop and clean water. Make sure all walls; doors, etc. are also thoroughly rinsed.
 - Thoroughly mop rinse a second time with clean cotton mop and clean water. Make sure all walls; doors, etc. are also thoroughly rinsed a second time.
 - After floor is thoroughly dry, replace all objects moved from area. Remove signs and reopen.
 - Scrub all walls including partitions
26. **Wall Spot Cleaning:** Thoroughly clean all spots, smudges, stains, etc. from walls, partitions and modular partitions using approved chemicals at approved dilutions. Wipe dry with clean soft cloth. Also thoroughly clean all interior glass with approved alcohol based glass cleaner and wipe dry with clean dry cloth. All surfaces must be dirt and streak free.
27. **Dusting:** There shall be no obvious dust streaks. Corners, crevices, molding and ledges (including heating) shall be free of all obvious dust. There shall be no oils, spots or smudges on desk or dusted surfaces. Thoroughly dust all vertical and horizontal surfaces in all cleanable areas with approved dust cloth or tool treated with an approved water based dust control chemical, up to and including ceiling vents, air bars, and lighting devices, window blinds, etc. Do not move dusting residue from spot to spot, but remove directly from the areas in which dirt lies by the most effective means appropriate; treated dusting cloths or vacuum tools.



- a. Leave no dust streaks.
 - b. Leave corners, crevices, molding and ledges free of dust and cobwebs.
 - c. Leave no oil spots or smudges on dusted surfaces caused by dusting tools.
28. **Horizontal surfaces:** include, but are not limited to, counter tops, file cabinets, tables, coat-racks, etc. Telephones, ashtrays, etc., must be lifted and dusted under. Do not disturb work papers. Dusting high and low includes, but is not be limited to, partition tops, pictures, chair rungs, etc. Window hangings are either Venetian blinds or drapes. Dust Venetian blinds. Lightly vacuum drapes.
29. **Remove Recyclable Paper (as applicable):** Pick up all recyclable paper from marked containers centrally located throughout the building and remove to designated containers in the loading dock area. This does not include individual boxes on desks.
30. **Clean Air Bars and Vents:** Vacuum excess dust and dirt from air bars. Damp wipes clean with approved disinfectant solution and wipe dry.
31. **Glass Cleaning (Lobby):** Glass Cleaning is a part of the overall task of lobby cleaning. Glass cleaning shall be performed as specified. It is expected that all lobby glass, including doors, revolving doors and windows (to the limit of reach from floor level) shall be spot cleaned inside and out. All handprints, smudges, and soil are to be removed during the performance of this task. If necessary, clean the entire door, revolving door or window to accomplish clean glass.
32. **Cleaning Ash Receptacles and Surrounding Areas:** Cigarette or cigar butts, matches and other discarded material shall be removed from the receptacle and the receptacle wiped so that it is free of dust, ashes, odors, tar, streaks and nicotine stains. Ashtrays placed on the exterior of the building shall be emptied and cleaned as needed to maintain a clean appearance. The areas immediately surrounding such ashtrays and adjacent building entrances are to be included as part of this cleaning task. This includes the outdoor smoking enclosures located outside the Mann Building, inside the Courtyard and the Kozy Korner's patio. Sweeping and removal of cigarette butts and emptying of ashtrays as needed to clean the area. Note: **Sand or dry receptacles:** Contents of ash receptacles must be disposed of in a safe manner. Clean sand by sifting out and disposing of debris and replacing and replenishing sand in urns.
33. **Emergency clean up:** The Project Manager or designee shall assign, when and where needed, cleanup duties to the Contractor when an emergency occurs. Cleaning tasks may include: dusting, vacuuming, mopping, carpets extraction, window washing, or other tasks defined in the Task Definitions herein.
34. **Rubbish Removal:** Rubbish from a central location is the responsibility of the State. Contractor must bag all waste material and place inside containers provided for that purpose.
35. **Replenish-able Supplies:** The Contractor is responsible for the purchase and supply of materials listed on the Schedule C Location Specification Sheet (LSS). All profits from the sale of items (i.e., sanitary napkins) belong to the Contractor.
36. **Hazardous Conditions:** Conditions that may deemed hazardous (i.e., such as burned out lights, loose railings, ceiling tiles, exposed wiring, broken windows, etc.) must be reported by housekeeping staff to Contract supervisor verbally followed by written notification to Program Manager or designee with date of observation.
37. **Lighting Fixtures:** The Contractor will be responsible to change out lamps per Work Order requests.

**B. Equipment**

Contractor shall furnish all supplies other than State provided replenish-able supplies as listed in Schedule C.

1. Contractor must utilize cleaning equipment that meets with the approval of the Project Manager.. A complete listing of equipment to be used shall be submitted to the Program Manager within 10 calendar days after award of this contract and prior to starting any work.
2. Contractor shall furnish all power equipment such as floor machines, vacuum systems, carpet cleaning systems, etc. and all other equipment.
3. Contractor's equipment used in office areas must not exceed the noise level of 68 decibels at 5 feet, which will be less disruptive to office workers and residents.

C. Supplies

1. Contractor must supply all cleaners and disinfectants, including all cleaners and finishes, etc. for the treatment of various types of flooring and/or carpeting. The use of any powdered scouring cleansers is expressly prohibited. Use only such materials as are recommended and approved by this Program Manager or his designee and the flooring manufacturer.
2. Contractor shall submit to the Program Manager a complete listing of products to be used within 10 calendar days after award of tis contract and prior to starting any work. Products shall be listed by brand names and product numbers for all supplies to be used in fulfilling this Contract, and shall be submitted with the Safety Data Sheet (SDS) formerly known as Materials Safety Data Sheet (MSDS) prior to starting any work.
3. Right is reserved by State to accept or reject any items listed on the SDSs.
4. Contractor must immediately furnish an acceptable substitute for any item rejected by the State.

3. Laundry/Linen Sorting Services**3.1. Scope/ Specifications**

The Contractor shall provide all personnel and supervision and any other items and services necessary to perform the linen sorting services as described below and set forth in Schedule C Location Specification Sheet(s) (LSS). Please Note: The actual laundering of the soiled clothing and linens is being performed by a third party processor and is not part of this request for proposal.

3.2. Work and Deliverable

The Contractor is responsible for two (2) types of linen to pick up and distribute; Resident Personal Laundry and State Owned Laundry. The facility is certified to house 550 residence, the current census is 408. These services are provided seven (7) days per week, 365 days per year, including all holidays. Services will be performed between the hours of 6:00 a.m. and 3:30 p.m. The third party laundry processing contractors have established schedules, listed in Schedule D, which must be maintained.

Clean laundry is delivered and soiled laundry is picked up from the Central Soiled Linen Processing Area by the laundry processor around 6:45 a.m. daily, Monday through Friday. There is no laundry delivery or pick up on some holidays.

A. Resident (Patient) Personal Laundry

Contractor shall pick up Resident Personal Laundry daily from the nursing units and take it to the central soiled linen processing area. State staff will have collected the laundry from the individual patient's rooms, will have bagged the laundry per person and will have tagged the bag to identify who the laundry belongs to and where the resident's room is.



1. **Tagging Dirty Laundry:** Contractor will find each Resident's Personal Laundry bagged individually per resident, with a laundry slip attached. (This slip will indicate who the laundry belongs to and what is in the bag. This is done by the State's staff). Contractor will;
 - a. Open and remove the contents from each bag
 - b. Remove "old" tags as necessary
 - c. Tag each person's article individually for Rankin & McLeish and for Mann & Main Courtyard with resident's name and floor assigned. (Tags are applied by marking machines which are owned and maintained by the GRHV.)
 - d. Tag the slip, which was created by the nursing staff, to match the contents of each bag and make corrections on the slip as necessary to ensure contents and slip match. The laundry slips are kept in the linen area and are to be matched with the clean clothes when they are returned from the laundry service provider.

2. **Sorting, Logging and Loading Dirty Laundry:** Laundry shall be sorted into two separate hampers, one for each designated location; Rankin & McLeish and Mann & Main Courtyard. Contractor will;
 - a. Put tagged articles loosely into hampers, 30 bags to a hamper
 - b. The laundry slips collected from each bag shall be paper clipped together into bundles of 30 slips.
 - c. The 30th laundry slip shall be dated, initialed, and numbered (random).
 - d. A copy of the 30th slip shall be created with the same date, initials and tag number, and random number shall be placed in a clear envelope in the hamper with the soiled, loose clothes.
 - e. The Contractor will assist loading the soiled hampers on the laundry truck.
 - f. The bundled slips shall then be sent to the clean linen side (Resident personal sorting area) for use during receiving.

3. **Unloading, Sorting and Delivery of Clean Laundry:** Once the laundry has been cleaned and processed it will be returned and will arrive folded. Under no circumstances shall the sorting and delivery to units be delayed more than three (3) days from the day it is returned by the laundry service provider. Once returned the Contractor will;
 - a. Assist in unloading the cleaned personal laundry from the delivery truck when it is returned by the processor.
 - b. Processed personal laundry will be sorted by using the resident identification tag which contains the resident's name and floor assigned.
 - c. All items for each Resident (patient) will be bundled and tied with the use of tying machines, which are owned and maintained by the GRHV.
 - d. The slip which had been previously created by the State's staff when the dirty laundry was collected will be placed with each individual's bundle of clothes.



- e. Resident's personal clothing will be returned to their respective unit for distribution by nursing staff.
4. **Record Keeping:** The Contractor shall be responsible for keeping record of personal laundry items that are processed. The Contractor will;
 - a. Maintain "tally" sheets for personal laundry items. These sheets will track missing and found personal laundry items. The Contractor will forward these "tally" sheets to the Program Manager on monthly basis for review.
 - b. Create a log of monthly totals (pounds) of processed personal laundry which will be forwarded to the Program Manager by the 10th day of each month.

B. State Owned Laundry/Linen

Contractor shall pick-up soiled State Owned Laundry daily from the nursing units. The soiled items will have been collected by the State's staff which they will place in plastic bags. The State's staff will then place the plastic bags within a hamper, a linen chute, or be located in a tripod container. The Contractor shall then take it to the central soiled linen processing area. When these items are cleaned the Contractor will be responsible for restocking.

This laundry will include: bath robes, pajama tops and bottoms, bath towels, wash cloths, hand towels, pillow cases, blankets, regular sheets, gowns, mattress pads, lap robes, bibs, fitted sheets, under pads, table cloths, linen napkins, aprons, mops, cubicle curtains, bath blankets, Hoyer lift accessories, restraints, and miscellaneous items (i.e. visitation room linens).

1. **Collections and Processing of Soiled Laundry:** The Contractor will;
 - a. No State owned items are sorted. The bags of dirty items are to be deposited into the specified laundry carts to be loaded in the processing vehicle.
 - b. Assist in the loading of the third party laundry processing company's vehicle
2. **Collection of Laundry to be Disposed of or Recycled**

Occasionally linens will need to be discarded because they are beyond their useful life. These linens will be identified and collected by the State's staff, placed in specially marked bags meant for disposal/recycling and placed in pre-determined hampers. These hampers are to be picked up by the Contractor from the nursing stations, brought to the laundry sorting and procession room, and are to be placed in the proper location identified by the Program Manger. The removed full hamper will be replaced with an empty one.
3. **Receiving and Delivery of Cleaned Laundry:** Cleaned State owned laundry will arrive at the facility folded and presorted into carts with like items. The Contractor will;
 - a. Unload the delivery truck and transport the cleaned laundry to the central storage area
 - b. At the central storage area, remove the required items from the clean linen racks and stock the processed laundry onto the nursing unit racks per the rack stocking list which is affixed to the rack.
 - c. Deliver the nursing unit laundry racks to the appropriate nursing unit.
 - d. Respond to State's staff call for re-stock of the laundry racks within three hours of the request
 - e. Stock linen closets in the nursing areas. As requested by the nursing staff.
 - f. Respond to State's staff call for re-stock of the linen closets within three hours of the request.
4. **Warehousing and Inventory Maintenance of Clean Laundry Storage:** In order to maintain the inventory and orderly warehousing of State owned linens, the Contractor will;
 - a. Stock Storage Racks: First in/ First out. Rotate all agency owned linens. Fresh and newly received laundry will be stocked onto the Clean Inventory racks with like items



in such a way as the older linen will be placed up front and/or on top and the newer linens in the back and/or on the bottom. In that way the linens will be rotated when placed onto the nursing care unit racks.

- b. Rotate all agency owned linen on nursing care unit racks weekly.
 - c. Service a "collection hamper" located at each nursing unit. The purpose of this hamper is for State staff to discard damaged linens considered unfit for use due to excessive wear. Servicing will entail removing the full hamper and replacing it with an empty hamper.
 - d. Requisition replacement/new linens from the materials management area when stock is running low using the forms provided by the Program Manager.
 - e. When requisitioned linens are received from materials management, the items must be counted to verify for correct totals prior to signature of acceptance.
 - f. Stamp all new linens identifying the laundry as the property of the Grand Rapids Home for Veterans.
 - g. Send all new linens to the third party processor for washing prior to placing the items into use.
 - h. Do a monthly inventory count of all linen in "stock" within the central linen area
- 5. Record Keeping:** The Contractor will maintain the following records;
- a. Daily Counts and totals of clean linen received must be verified and confirmed.
 - b. Monthly inventory count must be recorded in a log provided by the Program Manager
 - c. Logs of daily clean linen counts will be presented to the Program Manager prior to the 10th day of each month.

C. Miscellaneous Duties

Contractor shall perform the following miscellaneous duties.

1. Rinse gray linen hampers daily
2. Scrub and disinfect all State owned hampers, racks, and carts weekly
3. Wash all linen covers and exchange rack covers annually. Replace worn covers as needed from covers in stock to be determined by the lead housekeeper.
4. Deliver yellow bags for use in collecting contaminated linen to each nursing unit to replenish stock as need is seen or as requested by State staff.
5. Contractor will notify the Program Manager or designee of equipment needs or repairs that may be required. The State will supply all needed items and obtain repair of State owned equipment as necessary for Contractor to perform the required functions. The appropriate equipment order/repair form and location for delivery of these requests will be established by the Program Manager.
6. The Contractor will be responsible for maintaining adequate supplies of those items required to perform the laundry sorting duties. These items will be ordered from and furnished by the State. The appropriate order form and procedure for placing the order will be established by the Program Manager. Some of those items include, but are not limited to;
 - a. Laundry Tags
 - b. Laundry Slips
 - c. Clear envelopes
 - d. Ties for Bundling machine
 - e. String, safety pins,
 - f. Laundry marker, tapes (both white and yellow)
 - g. Pens, stamps and inks



4. Pre and Post Employment Screenings

4.1. Checks, Screening, Testing and Vaccination

In addition to pre-employment checks, screening and testing listed herein, the Contactor will also be responsible for any future testing that becomes a part of pre-employment placement evaluation by policy for GRHV employees for the duration of this contract per requirements.

A. Background Checks/Drug & Alcohol Screening

All contracted employees are subject to pre-employment background checks and random drug and alcohol screening at the Contractor's expense. Employees are prohibited from: consuming alcohol while on duty, be on duty with a reportable level of alcohol or drugs present in the employee's body fluids, refuse to submit to a required drug or alcohol test, or to interfere with any testing procedure or tamper with any test sample.

1. Background Checks:

- a. The Contractor will perform background checks on all personnel including criminal history, social security number trace, national sex offender registry, education verification, credit history, license verification and motor vehicle record check.
- b. This Contract is contingent upon the Contractor's ability to supply workers capable of passing a criminal background check. The Contractor must demonstrate the worker(s) has no felony convictions or pending felony charges that are substantially related to the contracted activities or services.
- c. Upon request, the Contractor agrees to provide background check documentation to the Program manager or their designee. These will be maintained in the employee file in a secure area at the Contractors offices. If provided to GRHV those documents will be compiled and kept in a secure area by GRHV.
- d. The State reserves the right to request additional background checks at the discretion of state agencies or branches of state government as outlined in the Standard Contract Terms document.

2. Drug Screening:

- a. The Contractor agrees to perform drug screening on all new hires, compliant with Civil Rules 2.7 Drug and Alcohol Testing, See Schedule H.
- b. Drug testing results are retained in the Contractor's employee files for one year.
- e. Upon request, the Contractor agrees to provide drug testing records / documentation to the Program Manager or their designee. These will be maintained in the employee file in a secure area at GRHV.
- f. The Contractor may administer random drug and alcohol screening when there is reasonable suspicion that an employee is under the influence of a substance prohibited by this policy. Results will be provided to the GRHV Project Manager or designee, and maintained in individual employee files maintained at GRHV. Any employee with a positive result from any drug or alcohol test will be prohibited from working at GRHV until they no longer have a positive test and have been approved by the GRHV Project Manager or designee to return to work.
- g. Post-accident testing will be required if there is evidence that the employee may have caused or contributed to a serious work accident. Any follow up testing or counseling will be at the Contractors expense.

**B. TB Testing/Infectious Diseases**

Enforcement Procedure for Evaluating Occupational Exposure to Tuberculosis Initial Baseline TB skin testing.

1. At the required orientation, the Contactor shall explain the TB Mantoux skin tests to all employees who will be assigned to this facility prior to their first day of occupational exposure. Any employee assigned to this facility shall submit to this test within 15 days of the assignment or provide to the Program Manager a doctors affidavit exempting them from testing. This two-step baseline testing shall be used for all new employees who exhibit initial negative PPD skin test results, but have not had a previously documented negative TB skin test results during the preceding 12 months. TB skin tests, follow-up and treatment evaluations shall be offered at no cost to the employees, at times and locations convenient to the employees. The reading and interpretation of the TB skin test shall be performed by a qualified individual as described in the Center for Disease Control Guidelines which can be found at <http://www.cdc.gov/tb/topic/testing/>.
2. A worker with documented positive TB skin test results, or a worker who has received treatment for TB disease, or who has received preventive therapy for TB infection, is exempt from the TB skin test. Such workers must complete a medical questionnaire annually for the purpose of identifying any pulmonary symptoms suggestive of TB disease. Such workers must also be periodically informed about the symptoms for TB and the need for immediate medical evaluation by a physician or a trained health care provider to determine if the worker is experiencing TB symptoms.
3. Annual TB skin testing will be required after initial baseline TB skin testing.
4. Conversion to a positive Mantoux skin test shall be followed-up promptly by appropriate medical, laboratory and radiographic evaluations to determine whether the employee has infectious TB disease.
5. An employee who exhibits symptoms of active TB (e.g., weight loss, night sweats, bloody sputum, anorexia, or fever) shall be tested promptly for TB. The employee should not be allowed to return to work until a diagnosis of TB has been excluded or until the employee is on therapy and has been determined by a physician to be noninfectious.
6. The Contactor will be required to maintain an on-site copy of all records as they relate to staff TB skin testing at the GRHV.

C. Blood Borne Infectious Diseases

Prior to initial assignment and after the employee has received training required by the provisions of MIOSHA-STD-1209, http://www.michigan.gov/documents/CIS_WSH_part554_35632_7.pdf, the Contractor shall make the following available to each category employee:

1. A Hepatitis B vaccination. The Contractor must offer Hepatitis B vaccines to all employees with proof of consent or declination, following CDS guidelines. If an employee initially declines vaccination, but at a later date, while still covered under these rules, decides to accept the HBV vaccination, the employer shall provide the vaccination at that time.
2. HBV antibody testing for employees who desire such testing before deciding whether or not to receive HBV vaccination. If an employee has previously received the complete vaccination series, is found to be immune to the HBV by virtue of adequate antibody titer, then the employer is not obligated to offer the HBV to that employee.
3. The Contractor shall ensure that an employee who declines to accept hepatitis B vaccination signs a waiver statement with all of the following provisions:



Understanding of risk:

- a. Acknowledgment of opportunity of vaccination at no cost.
- b. Declining vaccination.
- c. Future availability of vaccination at no cost if desired, if still in at-risk status.

Note: The Contractor will be expected to maintain training records, Hepatitis B declination waiver forms, and Hepatitis vaccination records on site at the GRHV.

4. The GRHV shall provide each exposed employee with an opportunity to have a confidential medical evaluation and follow-up subsequent to a reported occupational exposure incident to blood or other potentially infectious material. (Refer to GRHV Policy 11-11-E1, EXPOSURE CONTROL PLAN: BLOODBORNE INFECTIOUS DISEASES). GRHV will assume facilitation of process. In compliance with MIOSHA STANDARD FOR BLOODBORNE INFECTIOUS DISEASES (R 325.70001 – R. 325.700018)".

5. Service Levels

5.1. Days and Times of Basic and Periodic Service

1. Contractor agrees to adhere to the days and times of Basic and Periodic Services as detailed in Schedule C and D, the Location Specification Sheets.
2. Contractor agrees all site staff are to remain actively working during specified times of service, except during regularly scheduled breaks.

5.2. Training/Orientation

- A. **Contractor Training/ Orientation:** In addition to the training the Contactor routinely provides to their employees in order that they perform their tasks properly and efficiently, the contractor will hold employee orientations sessions which will be attended by all employees prior to their being assigned to work at this facility. The orientation will include training in the following areas. All work performed must be in accordance with these policies, procedures and standards:

1. Scope of Work- Contractor will review with employees the work and quality levels expected while assigned to the GRHV.
2. Member Abuse and Neglect- The contractor will review with its employees the GRHV Member Abuse and Neglect Policy (See Schedule E).
3. Missing Item and Concerns- The contractor will review with its employees the GRHV Missing Items and Concerns policy (See Schedule F).
4. GRHV Exposure Control Plan- The contractor will review with its employees the GRHV Exposure Control Plan (See Schedule G)

The contractor will maintain a signature log with dates of the training/orientation as a means of verifying that all employees have attended. This log will be provided to the Program Manager on a quarterly basis.

- B. **State of Michigan Training:** The State shall provide a half hour long training session related to Member Abuse and HIPPA and PHI (Confidentiality when cleaning an office where document containing Protected Health Information (PHI) may be located.) It will be scheduled and coordinated through the Program Manager and will be held during first shift working hours at the GRHV site. All Contractor personnel who will be working on site are required to complete this training within the first 30 days of being assigned to this location.

5.3. Reporting

The Contractor must submit to the Program Manager or designee the following written reports or logs:

- A. Training/Orientation Log – See Section 4.2.A.
- B. TB Test Records- See Section 4.1.B.
- C. Hepatitis B Vaccination Acceptance/Declination Log and Waivers- See Section 4.1.C.



- D. Personal Laundry Tally Sheets- See Section 3.2.A.4.a.
- E. Pounds of Processed Personal Laundry Log- See Section 3.2.A.4.a.
- F. Monthly State Laundry Inventory Count Log- See Section 3.2.A.5.b.
- G. Logs of Daily Linen Counts- See Section 3.2.A.5.c.

5.4. Meetings

The Contractor must attend a Kick off Meeting at the start of this contract and subsequently any meetings as deemed appropriate and as requested by the State.

- A. Kick Off Meeting
- B. Progress Review Meeting: Contractor shall meet with the Program Manager and other Department of Veteran and Military Affairs or departmental project-leads, on a basis to be established by the Program Manager and Contractor, but shall meet quarterly, at a minimum, for the purpose of reviewing progress and providing necessary guidance to the Contractor in solving problems that arise, and to continuously communicate with the agency/departmental project-lead.
- C. Annual Service Review and Progress Meeting:
- D. Audit Meeting (if requested): The facility is audited on an annual basis by the federal government. The Program Manager may request attendance at the annual audit meeting by the Contractor’s key personnel.
 - 1. An unsatisfactory audit may result in cancellation of this Contract under the terms of the Cancellation Clause in this Contract. Further, should this Contract be cancelled for cause, the Contractor so cancelled will not be allowed to participate in request(s) for continuation of this service.
 - 2. The audit will consist of an evaluation of the total service quality, including responsiveness, timeliness of required reporting, and any other specifics as required under the terms of this Contract. An audit report will be provided to the Contractor.
 - 3. Should the Contractor desire, a meeting will be arranged between all concerned parties within 10 calendar days of the date the Contractor received, or could have reasonably been expected to receive, his/her copy of the audit report. This meeting will provide an opportunity for the Contractor to present his/her reactions to audit recommendations.

6. Staffing

6.1. Contractor Representative

The Contractor must appoint at least one (1) Account Manager specifically assigned to State of Michigan accounts, that will respond to State inquiries regarding the Contract Activities, answering questions related to ordering and delivery, etc. (the “Contractor Representative”).

The Contractor must notify the Contract Administrator at least ten (10) calendar days before removing or assigning a new Contractor Representative.

6.2. Key Personnel

The Contractor must appoint the appropriate number of individuals who will be directly responsible for the day to day operations of the Contract. The “Key Personnel” are the on-site Supervisors.

- A. Key Personnel must be specifically assigned to the State account, be knowledgeable on the contractual requirements, and respond to State inquires within 24 hours.
- B. Contractor’s Key Personnel must be on-site at GRHV during the following times: 8:00 a.m. to 5 p.m.
- C. The Contractor may not remove or assign Key Personnel without the prior consent of the State. Prior consent is not required for reassignment for reasons beyond the Contractor’s control, including illness, disability, death, leave of absence, personal emergency circumstances, resignation, or termination for



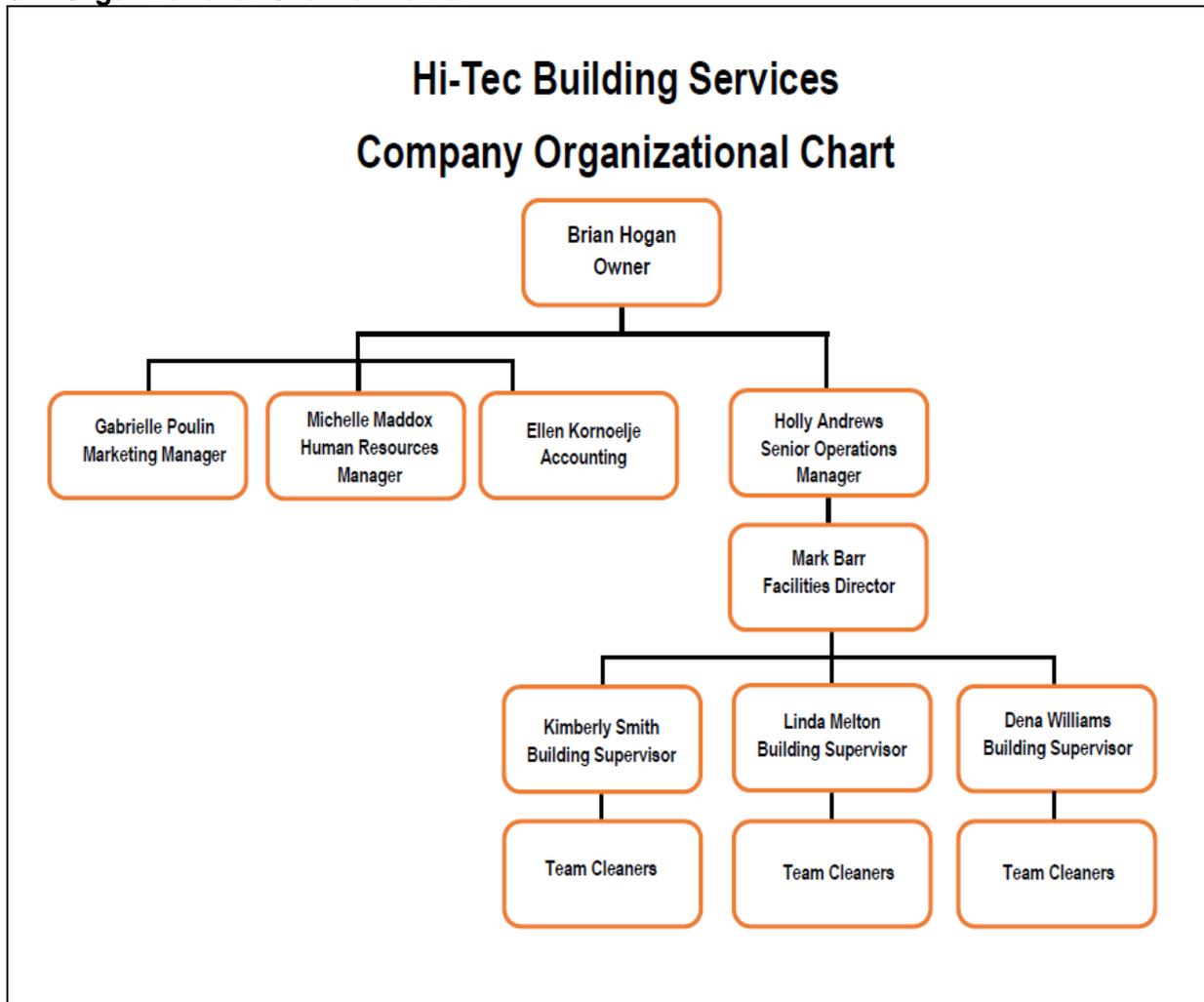
cause. The State may request a résumé and conduct an interview before approving a change. The State may require a 30 calendar day training period for replacement personnel.

- D. Contractor's Key Personnel, supervisors and lead workers must all have two-way radios while on site at the Grand Rapids Home for Veterans.
 - 1. The Contractor will be responsible for providing two-way radios for their own staff at a minimum of six radios. The Contractor will be responsible for their own purchase, lease, repairs and replacement of the two-way radios.
 - 2. Upon Contract award, the GRHV Program Manager will provide to the Contractor the type of system in place at the Grand Rapids Home for Veterans, so that the radios have compatibility with GRHV staff and systems. Commercial or Business Grade radios will be required.

6.3. Non-Key Personnel

The Contractor must notify the Contract Administrator at least 10 calendar days before removing or assigning non-key personnel. Non-key personnel include on-site janitorial and laundry sorting staff.

6.4. Organizational Chart or Table.





6.5. Customer Service Toll-Free Number

The Contractor's toll free service number in order to make contact with the Contractor Representative or designee is: 888-845-5314. The Contractor Representative or designee must be available for calls during the hours of 8 am to 5 pm EST.

6.6. Disclosure of Subcontractors

The contractor shall not use subcontractors in the performance of this contract.

6.7. Security

A. Contractor Responsibilities- Security of State Facilities:

1. The Contractor and / or Sub-contractor's staff will be performing Contract Activities in State facilities and on State property.
2. The Contractor agrees:
 - a. All Contractor personnel shall abide by all security regulations of the facility.
 - b. Contractor personnel will be supplied with uniforms and badges.
 - c. Contractor personnel will receive training on antiterrorism awareness, substance abuse and smoking, fire, emergency and evacuation training.
 - d. Contractor will submit a personnel list to each facility prior to beginning Contract Activities.

B. State Employee Responsibilities

1. State employees are required to report any potential concerns regarding security, theft, requests for reasonable suspicion testing, or substance abuse issues regarding the Contractor's employees to: DTMB Office of Infrastructure.

C. Keys, Codes and Key Cards

1. Keys or key cards will be furnished by the State and **MUST NOT BE DUPLICATED.**
2. The Contractor agrees to maintain a secure environment while cleaning the facility. Building lock up to include:
 - a. Turn off bathroom exhaust fans
 - b. Turn off all interior lights in unoccupied rooms
 - c. Check and lock all entrance doors, gates, or other access into the building if working after hours as required by the Project Manager
 - d. Properly set security alarm, if applicable.
3. Only Contractor employees are allowed on site. Contractor employees must not bring friends or family members on site.
4. Contractor must lock the facility when leaving, if required by the Program Manager.
5. If the location is equipped with a security alarm, the Contractor must properly set the security alarm when leaving the facility. Failure to properly lock the building or set the security alarm (where applicable) may result in a Vendor Performance Report and possible cancellation of the contract.
6. Contractor agrees any cost incurred from a security service or local police for false alarms caused by failure of the contractor to properly set the security alarm will be the responsibility of the Contractor.



7. In the event the State has to re-key the facility due to lost, broken or non-returned keys or keycards, the cost to re-key will be deducted from the Contractors next available invoice.
8. Should the contract be cancelled by default of Contractor, the cost of changing the building locks, providing new keys or key cards, and re-coding the security alarm (when applicable) will be charged to the Contractor and deducted from final payment due the Contractor.

7. Pricing

7.1. Price Term

Pricing is firm and fixed for a five (5) year period ("Pricing Period"). The first pricing period begins on the Effective Date. Adjustments may be requested, in writing, by either party and will take effect no earlier than the next Pricing Period.

7.2. Price Changes

- A. Adjustments will be based on changes in actual Contractor costs. Any request must be supported by written evidence documenting the change in costs. The State may consider sources, such as the Consumer Price Index; Producer Price Index; other pricing indices as needed; economic and industry data; manufacturer or supplier letters noting the increase in pricing; and any other data the State deems relevant.
- B. Following the presentation of supporting documentation, both parties will have 30 days to review the information and prepare a written response. If the review reveals no need for modifications, pricing will remain unchanged unless mutually agreed to by the parties. If the review reveals that changes are needed, both parties will negotiate such changes, for no longer than 30 days, unless extended by mutual agreement.
- C. The Contractor remains responsible for Contract Activities at the current price for all orders received before the mutual execution of a Change Notice indicating the start date of the new Pricing Period.

8. Ordering

8.1. Authorizing Document

The appropriate authorizing document for the Contract will be:

- A. Purchase Order for scheduled contracted work
- B. Work order written by the Program Manager, using the contractors quoted unit rates, for those items that are being required above and beyond the scheduled contract work

9. Acceptance

9.1. Inspection and Acceptance

The following criteria will be used by the State to determine Acceptance of the Contract Activities.

- A. The Program Manager or designee will conduct weekly inspections for compliance with Section 2.1 Specifications and site specific requirements in compliance with Schedule C & D, the Location Specification Sheets, noting any deficiencies.
- B. The Program Manager or designee will make the final determination as to whether any task has been satisfactorily performed.
- C. The Program Manager or designee will maintain a record of complaints from the agency or departmental staff and provide a record of any complaints to the Contractor and the Contract Administrator. The record will identify areas requiring special attention, on the day the complaint was received, which must be completed by the Contractor within eight business hours of receipt.
- D. The Contractor agrees to remain responsible for any necessary changes if the Program Manager or designee determines that any task has not been performed adequately or satisfactorily. Contractor agrees to correct the deficiency within 8 business hours for basic janitorial issues, and within 24 business hours for periodic services, or sooner, depending on the severity of the task.



9.2. Deductible Incidents, Escalation and Vendor Performance

- A. Contractual Deductions and Deductible Incidents:
1. Deductible Incidents include, but are not limited to:
 - a. Failure to Respond to Emergency Situations
 - b. Unsatisfactory Conditions
 - c. Unstaffed / Unattended Conditions
 - d. Incomplete or Missing Records or Reports
 - e. Inadequate / Unapproved Supplies
 2. Failure to Respond to Emergency Situations
 - a. In the event of an emergency, the Program Manager or designee will telephone the assigned Key Personnel.
 - b. Key Personnel failure to respond to the Program Manager or designee within TWO (2) hours of the initial call may result in a \$250.00 invoice deduction and an additional deduction of \$100.00 for every ½ hour of delay.
 3. Unsatisfactory Conditions
 - a. The Program Manager or designee is authorized to determine whether Contract Activities are satisfactory.
 - b. If the Program Manager or designee determines any Contract Activity has not been adequately performed, the Program Manager or designee will immediately notify the Contractor of the unsatisfactory condition.
 - c. The Contractor must correct the unsatisfactory condition within eight (8) business hours from notice of the deficiency.
 - d. Failure to correct the unsatisfactory condition within eight (8) business hours may result in a \$25.00 per day invoice deduction for the first day, and a \$100.00 deduction for each additional day.
 4. Unstaffed / Unattended Conditions
 - a. Contractor employees must inform the Contractor when late or absent from work. Failure to provide adequate staff may result in a \$250.00 invoice deduction for the first instance, and a \$500.00 invoice deduction for subsequent late arrival or absence by the same employee.
 5. Incomplete or Missing Records or Reports
 - a. Incomplete or missing SDS sheets may result in a \$150.00 per day invoice deduction.
 - b. Failure to complete and submit any required report or form within specified time may result in a \$150.00 per day invoice deduction.
 6. Inadequate or Unapproved Supplies
 - a. Inadequate supplies, or unapproved supplies found on site, may result in a \$150.00 per day invoice deduction.
- B. Escalation (Contract Compliance)
1. First Instance –

If the Program Manager or designee determines the Contractor is non-compliant with the terms, conditions and / or specifications of the contract, or a Deductible Incident or Condition has occurred, the Program Manager or designee will:

 - a. Verbally notify the Contractor of the situation or issue
 - b. Provide a description of the non-compliance or Deductible Incident or Condition.
 - c. Specify a date by which the issue must be resolved.



- d. The Contractor should provide the Program Manager or designee with a verbal root cause analysis and corrective action plan.
 - e. The Program Manager or designee will preserve a written record of the issue, proposed resolution, and time frame for inclusion in the annual Contract Compliance Report, and provide a copy to the Contractor.
2. Second Instance –
If resolution is not achieved, or the issue arises again:
- a. the Program Manager or designee will schedule an in-person meeting with the Contractor and provide, in writing:
 - i. A description of the specific problem
 - ii. A description of the actions the Contractor is expected to take to resolve the problem
 - iii. A date by which the Contractor is expected to resolve the problem
 - iv. Notify Contractor of the intent to exercise the Contractual Deduction
 - v. Request, in writing, the Contractor's root cause and corrective action plan.
 - b. Program Manager or designee should preserve a written record of the meeting, expectations and resolution for inclusion in the annual Contract Compliance Report, and provide a copy for the Contractor.
 - c. Exercise the Contractual Deduction as a deduction from the next invoice.
 - d. Enter a Vendor Performance Report in MAIN.
3. If resolution is not achieved or the issue arises again, a written notice of termination may be sent to the Contractor.
4. In the event a contract is cancelled, the State may award the contract to the next lowest qualified bidder.

10. Invoice and Payment

10.1. Invoice Requirements

Work shall be invoiced for on a monthly basis. Separate invoices must be created for scheduled contract work and work that has been requested on a work order. All invoices submitted to the State must include: (a) date; (b) contract number; (c) work order number (if applicable); (d) quantity; (e) description of the Contract Activities; (f) unit price;; and (g) total price.

10.2. Payment Methods

The State will make payment for Contract Activities via EFT.

11. Project Plan

Upon award of this Contract a project work plan for managing and implementation of the services shall be drafted and submitted to the Program Manager within Ten (10) business days for review and approval.

Contractor's Work Plan, which must be approved prior to commencement of work, must include the following:

A. Project Work Plan

1. Transition In:
 - a. Twenty days before the Contract start date, the Contractor will contact the Program Manager or designee to establish communication and schedule a meeting, on site, to review the Location Specification Sheet and tour the facility.



- b. Fifteen days before the Contract start date, the Contractor will meet with the Program Manager or designee to review the Location Specification Sheet tour the facility, and clarify requirements and responsibilities. The Contractor will verify equipment and supply requirements, re-examine security requirements, hire and perform background checks and drug screening if additional personnel are required.
- c. Ten days before the Contract start date, the Contractor will meet with the Program Manager or designee to introduce the Contractor Representatives, Key Personnel and employees, verify schedule and requirements and arrange delivery of equipment and supplies.
- d. One day before the Contract start date, the Contractor will meet with the Program Manager or designee to pick up keys, key codes or alarm codes, supply SDS sheets in the designated location.

2. Transition Out:

- a. The Contractor agrees to abide by Section 25 of the Standard Contract Terms for transition out responsibilities.
- b. The Contractor agrees all keys and key cards will be returned to the Program Manager or designee by the final date of service.
- c. Unreturned, lost, stolen, etc., keys and key cards shall remain the Contractor's responsibility. The cost to replace or rekey will be deducted from final invoice.
- d. In the event the Contractor or its employee(s) creates the need to reprogram the building security, the price of reprogramming will remain the Contractor's responsibility and will be deducted from the Contractor's final invoice.

3. The Contractor agrees to supply and maintain a computer management time clock system to ensure punctuality and hours of the Contractor's employees.

4. Contingency Plan:

The Contractor agrees to notify the Program Manager or designee and to provide substitute employees as soon as the Contractor is aware a regularly scheduled employee will be absent.

5. Quality Assurance Program:

The Contractor agrees to properly train all employees, and to monitor employee's work, to ensure service is provided correctly and efficiently.

6. Sub-Contractor Company Information:

The Contractor states no sub-contractors will be used to perform the Contract Activities.

B. Adjustments to Schedule

- 1. Adjustments to the basic janitorial schedule, including any weather-related deviations, must be approved by the Program Manager or designee and may result in a deduction for the adjustment to service on the next invoice.
- 2. Weather-related deviations will only be approved upon verification of K-12 school closing in the nearest school district.
- 3. Any other deviations to schedule must be pre-approved by the Program Manager or designee.

C. Proof of Insurance

- 1. Prior to contract award, the Contractor agrees to provide to the Contract Administrator proof of insurance as defined in the Standard Contract Terms.

D. Misrepresentation

- 1. Any misrepresentation by the Contractor of its ability to perform the Contract Activities described in the Contract may be grounds for immediate contract termination.
- 2. If the Contract is cancelled, the State reserves the right to award the Contract to the next qualified bidder.



E. Equipment Failure

1. Equipment failure WILL NOT constitute an acceptable reason for failure to provide service.

12. Liquidated Damages

Unauthorized Removal of Key Personnel will interfere with the timely and proper completion of the Contract, to the loss and damage of the State, and it would be impracticable and extremely difficult to fix the actual damage sustained by the State. Therefore, the State may assess liquidated damages against Contractor as specified below.

- A. The State is entitled to collect \$1,000 per individual per day for the removal of any Key Personnel without prior approval of the State.
- B. The State is entitled to collect \$1,000 per individual per day for an unapproved or untrained key personnel replacement.

13. Additional Requirements

13.1. Environmental and Energy Efficient Products

The Contractor must identify any energy efficient, bio-based, or otherwise environmental friendly products used in the products. Contractor must include any relevant third-party certification, including the verification of a United States department of agriculture certified bio based product label.

13.2. Hazardous Chemical Identification

In accordance with the federal Emergency Planning and Community Right-to-Know Act, 42 USC 11001, *et seq.*, as amended, the Contractor must provide a Material Safety Data Sheet listing any hazardous chemicals, as defined in 40 CFR §370.2, to be delivered. Each hazardous chemical must be properly identified, including any applicable identification number, such as a National Stock Number or Special Item Number.

13.3. Mercury Content

Pursuant to MCL 18.1261d, mercury-free products must be procured when possible. The Contractor must explain if it intends to provide products containing mercury, the amount or concentration of mercury, and whether cost competitive alternatives exist. If a cost competitive alternative does exist, the Contractor must provide justification as to why the particular product is essential. All products containing mercury must be labeled as containing mercury.

13.4. Brominated Flame Retardants

The State prefers to purchase products that do not contain brominated flame retardants (BFRs) whenever possible. The Contractor must disclose whether the products contain BFRs.



STATE OF MICHIGAN

Contract No. 071B7700013

oHousekeeping and Laundry Sorting Services for Grand Rapids Home for Veterans (GRHV)

**SCHEDULE B
HOUSEKEEPING SERVICE
LOCATION SPECIFICATION SHEET**

A. CONTRACT AND PROGRAM MANAGER INFORMATION

CONTRACT INFORMATION			
CONTRACT TERM:	Five year	OPTIONS:	Two, One Year
CONTRACT START DATE:	11/01/2016	CONTRACT END DATE:	10/31/2021
CONTRACTING AGENCY:	DEPARTMENT OF MILITARY VETERAN AFFAIRS (DMVA)		
BUILDING NAME AND NUMBER:	GRAND RAPIDS HOME FOR VETERANS- MCLEISH, RANKIN & MANN BUILDINGS		
BUILDING ADDRESS:	3000 MONROE AVE, N.W., GRAND RAPIDS, MI 49505		
IS LOCATION ON CRO "SET ASIDE"? SCHEDULED TO BE IN FUTURE?	Yes <input type="checkbox"/> No <input checked="" type="checkbox"/> Yes <input type="checkbox"/> No <input checked="" type="checkbox"/>		
PROSPERITY REGION and COUNTY:	Region: GRAND County: KENT		
PROCUREMENT CONTACT INFORMATION			
CONTACT	NAME	EMAIL	PHONE
DTMB BUYER (This is the only person authorized to make changes to the contract):	VALERIE HILTZ	HILTZV@MICHIGAN.GOV	517-284-7026
PROGRAM/ FACILITY MANAGER (This is the person the contractor will work with on a day to day basis with regard to directions for work, answers to questions and the person who will create work orders for additional work):	BRIAN STEDMAN	STEDMANB@MICHIGAN.GOV	616-364-5409



B. BUILDING SPECIFICATION INFORMATION

BUILDING LOCATION INFORMATION			
THIS IS A 24/7 RESIDENTIAL CARE FACILITY AND THERE IS STATE STAFF ON SITE 24 HOURS PER DAY.			
NUMBER OF RESIDENTS:	CURRENT CENSUS: 408 CERTIFIED FOR: 550	APPROXIMATE DAILY VISITORS:	VARIES
NUMBER OF EMPLOYEES:	590		
DAYS OF CLEANING SERVICE:	7 Days/ WK	HOURS FACILITY IS AVAILABLE FOR CLEANING SERVICES TO BE PERFORMED:	6:45 A.M.- 3:30P.M. FOR MOST SERVICES. 2ND SHIFT: 3:00P.M. – 11:00P.M. MON.- FRI. ONLY FOR OFFICE AREAS INACCESSIBLE DURING 1ST SHIFT AND MAIN DINING ROOMS 3RD SHIFT: 10:30P.M. – 6:30A.M. FOR FLOOR CLEANING CREW
TOTAL SQ. FT. TO BE CLEANED:	267,502	NUMBER OF STORIES IN BUILDING:	MCLEISH-4 RANKIN-3 MANN-4 OUTBUILDINGS-1
SQ. FT. CARPET:	17,400	AREA(S): Staff cubicles, offices, main hallways, conf. rooms, break room, reception area	
SQ. FT. VINYL:	17,400	AREA(S): Lobby	
SQ. FT. CERAMIC:	24,208	AREA(S): RESTROOMS, LOCKER ROOMS	
SQ. FT. CONCRETE:	8,712	AREA(S): ALL BUILDINGS; JANITOR CLOSETS, PORCHES ON UNITS, AND AREA OUTSIDE OF MAIN ENTRIES	
SQ. FT. TERRAZO:	92,812	AREA(S): HALLWAYS, LOBBY	
SQ. FT. RUBBER FLOORING:	4,970	AREA(S): ITP ROOM IN MANN BUILDING	
NUMBER OF RESTROOMS IN BUILDING:	283	NUMBER OF TOTAL UNITS FOR BUILDING RESTROOM(S): 283 TOILETS, 552 SINKS, 46 SHOWERS, 24 TUBS, 6 URINALS	



<p>IS WINDOW CLEANING REQUIRED? SPECIFY IF INTERIOR AND / OR EXTERIOR AND NUMBER OF FLOORS – TYPICALLY 1ST FLOOR FOR EXTERIOR.</p>	<p>YES, ALL INTERIOR AND EXTERIOR WINDOWS, FIRST FLOOR EXTERIOR WINDOWS CLEANED INSIDE AND OUTSIDE INCLUDING SCREENS WHERE APPLICABLE. THE EXTERIOR OF WINDOWS ABOVE 1ST FLOOR ARE NOT PART OF THIS RFP</p>
<p>DOES LOCATION HAVE CHILD PLAY AREA(S), GYMNASIUM, LOCKER ROOM, ETC.? IF SO, PLEASE IDENTIFY ALONG WITH CLEANING STANDARD.</p>	<p>NO CHILD PLAY AREAS. EMPLOYEE LOCKER ROOMS EXIST AND THE CLEANING SCHEDULE IDENTIFIED HERE IN THIS LOCATION SPECIFICATION SHEET</p>
<p>WHAT IS THE RECOMMENDED LEVEL OF INSURANCE RISK FOR THIS CONTRACT?</p>	<p>MODERATE</p>
<p>ADDITIONAL INFORMATION: THE 4TH FLOOR OF McLEISH IS CURRENTLY VACANT. HOUSEKEEPING SERVICES ARE REQUIRED ON THAT FLOOR ONE TIME MONTHLY TO BE PERFORMED IN ACCORDANCE WITH THE SPECIFICATIONS SCHEDULE A, SECTION 1.</p>	

C. DESCRIPTION OF SERVICE NEEDS TASK AND FREQUENCIES

SERVICES	FREQUENCY					
	Daily 365 days per year - Number of times per Day	Weekly 52 weeks per year- Number of times per Week	Monthly 12 months per year- Number to times per Month	Quarterly 4 quarters per year – Number of times per Quarter	Semi-Annual 2 times per year	Annual Once Per Year
BASIC SERVICES				N/A	N/A	N/A
1. Member Care Areas (Nursing Units) Includes: Member Rooms		7x				
a. Empty trash/recyclable paper pick up		7x				
b. Sweep mats		1x				
c. Dust Mop and/or Damp mop		7x				
d. Maintain clean mirrors		7x				
e. Completely dust all fixtures includes ledges, edges, shelves, exposed pipe, furniture, partitions door-frames etc.		7x				
f. Damp wipe all non-upholstered furniture, tables & counter areas		7x as needed				
g. Thorough cleaning of room; move furniture on wheels or easily movable furniture and items away from the walls and clean behind the item		1x				
2. Member Care Areas (dining rooms)		7x				
a. Empty waste receptacles		3x				
b. Clean and disinfect waste receptacles and dispensers		3x				
c. Clean and disinfect sinks		3x				



d. Dust and damp mop		3x				
3. Office Cleaning M/T/W/T/F						
a. Vacuum carpet, sweep & damp mop hard surface floor if applicable.		3x				
b. Remove spots/stains from carpet		As needed				
c. Empty waste receptacles. Replace liners when torn or soiled.		3x				
4. Member Care (Nursing Unit) Restrooms/ Toilet Rooms						
a. Close restroom		7x				
b. Empty waste receptacles		7x				
c. Fill dispensers ** See Replenish-able Supplies.		7x				
d. Clean and disinfect waste receptacles and dispensers		1x				
SERVICES	FREQUENCY					
BASIC SERVICES	Daily 365 days per year - Number of times per Day	Weekly 52 weeks per year- Number of times per Week	Monthly 12 months per year- Number to times per Month	Quarterly 4 quarters per year – Number of times per Quarter	Semi-Annual 2 times per year	Annual Once Per Year
e. Clean and disinfect sinks		7x				
f. Clean glass and mirrors		7x				
g. Clean and disinfect Toilets and Urinals		7x				
h. Clean and disinfect walls, doors, partitions and handrails		7x				
i. Damp mop and disinfect floors		7x				
j. Maintain floor drain(s) traps – free of odors		7x				
k. Thorough cleaning of room; move furniture on wheels or easily movable furniture and items away from the walls and clean behind the item		1x				
l. Service restrooms as requested by Project Manager	3x					
5. Physical Therapy/Rehab Services						
a. Close restroom		5x				
b. Empty waste receptacles		5x				
c. Fill dispensers ** See Replenish-able Supplies.		5x				
d. Clean and disinfect waste receptacles and dispensers		5x				
e. Clean and disinfect sinks		5x				
f. Clean glass and mirrors		5x				
g. Clean and disinfect Toilets and Urinals		5x				
h. Clean and disinfect walls, doors, partitions and handrails		5x				
i. Damp mop and disinfect floors		5x				
j. Maintain floor drain(s) traps – free of odors		5x				
h. Empty trash/recyclable paper pick up		5x				
i. Sweep mats		5x				



j. Dust Mop and/or Damp mop		5x				
k. Completely dust all fixtures includes ledges, edges, shelves, exposed pipe, furniture, partitions door-frames etc.		5x				
l. Damp wipe all non-upholstered furniture, tables & counter areas		5x				
m. Thorough cleaning of room; move furniture and equipment on wheels or easily movable furniture and items away from the walls and clean behind the item		1x				
6. Professional Wing Clinics (Dental/Exam Room/X-Ray)						
a. Empty trash/recyclable paper pick up		5x				
b. Dust mop		5x				
c. Damp mop or machine scrub		5x				
d. Completely dust all fixtures includes ledges, edges, shelves, exposed pipe, furniture, partitions door-frames etc.		5x				
e. Damp wipe all non-upholstered furniture, tables & counter areas		5x				
SERVICES						
		FREQUENCY				
BASIC SERVICES	Daily 365 days per year - Number of times per Day	Weekly 52 weeks per year- Number of times per Week	Monthly 12 months per year- Number to times per Month	Quarterly 4 quarters per year – Number of times per Quarter	Semi-Annual 2 times per year	Annual Once Per Year
f. Thorough cleaning of rooms; move furniture and equipment on wheels or easily movable furniture and items away from the walls and clean behind the item		1x				
7. Pharmacy						
a. Empty trash/recyclable paper pick up	2x					
b. Vacuum carpets (Second Shift)		5x				
c. Completely dust all fixtures includes ledges, edges, shelves, exposed pipe, furniture, partitions door-frames etc.		5x				
8. Chapel						
a. Empty trash/recyclable paper pick up		5x				
b. Vacuum carpets		5x				
c. Completely dust all fixtures includes ledges, edges, shelves, exposed pipe, furniture, partitions door-frames etc.		5x				
d. Remove carpet stains			2x			
9. Barber and Beauty Shop						
a. Empty trash/recyclable paper pick up		5x				
b. Dust mop and Damp Mop		5x				
c. Completely dust all fixtures includes ledges, edges, shelves, exposed pipe, furniture, partitions door-frames etc.		5x				



10. Member Laundry Rooms						
a. Empty trash/recyclable paper pick up						5x
b. Dust mop and Damp Mop						5x
11. Main Dining Room						
k. Close employee restroom						7x
l. Empty waste receptacles						7x
m. Fill dispensers ** See Replenish-able Supplies.						7x
n. Clean and disinfect waste receptacles and dispensers				1x		
o. Clean and disinfect sinks						7x
p. Clean glass and mirrors						7x
q. Clean and disinfect Toilets and Urinals						7x
r. Clean and disinfect walls, doors, partitions and handrails						7x
s. Damp mop and disinfect restroom floor						7x
t. Maintain floor drain(s) traps – free of odors						7x
n. Empty trash/recyclable paper pick up						3x
o. Clean and disinfect walls, doors, partitions and handrails						3x
p. Dust mop and Damp Mop						3x
q. Deep Scrub Floor at Night						1x
SERVICES						
FREQUENCY						
BASIC SERVICES	Daily 365 days per year - Number of times per Day	Weekly 52 weeks per year- Number of times per Week	Monthly 12 months per year- Number to times per Month	Quarterly 4 quarters per year – Number of times per Quarter	Semi-Annual 2 times per year	Annual Once Per Year
12. Wheelchair Repair						
a. Empty trash/recyclable paper pick up						5x
b. Dust mop and Damp Mop						5x
13. Exchange Cart/Respiratory Therapy						
a. Empty trash/recyclable paper pick up						5x
b. Dust mop and Damp Mop						5x
14. B3 Library						
a. Empty trash/recyclable paper pick up						2x
b. Dust mop and Damp Mop						2x
15. Activities Therapy (Incentive Therapy, Video, Storage Rooms)						
a. Empty trash/recyclable paper pick up						5x
b. Dust mop and Damp Mop						5x
c. Completely dust all fixtures includes ledges, edges, shelves, exposed pipe, furniture, partitions door-frames etc.						5x
d. Strip Activity Therapy rubber floor on Sunday						1x
16. NCO Club						



a. Empty trash/recyclable paper pick up				1x			
b. Dust mop and Damp Mop				1x			
c. Completely dust all fixtures includes ledges, edges, shelves, exposed pipe, furniture, partitions door-frames etc.				1x			
17. Kozy Korners							
a. Empty trash/recyclable paper pick up				7x			
b. Dust mop and Damp Mop				7x			
c. Completely dust all fixtures includes ledges, edges, shelves, exposed pipe, furniture, partitions door-frames etc.				7x			
18. All Purpose Room							
a. Empty trash/recyclable paper pick up				1x or as needed			
b. Dust mop and Damp Mop				1x or as needed			
c. Completely dust all fixtures includes ledges, edges, shelves, exposed pipe, furniture, partitions door-frames etc.				1x or as needed			
d. Set up and take down of tables and chairs in the Activities Room.				5x			
19. Bowling Alley and Mt. Room (no lane cleaning)							
a. Empty trash/recyclable paper pick up				6x			
b. Dust mop and Damp Mop				6x			
c. Wax tile floor					1x		
20. Clothing Room							
a. Close restroom				5x			
b. Empty waste receptacles				5x			
c. Fill dispensers ** See Replenish-able Supplies.				5x			
SERVICES	FREQUENCY						
BASIC SERVICES	Daily 365 days per year - Number of times per Day	Weekly 52 weeks per year- Number of times per Week	Monthly 12 months per year- Number to times per Month	Quarterly 4 quarters per year – Number of times per Quarter	Semi-Annual 2 times per year	Annual Once Per Year	
d. Clean and disinfect waste receptacles and dispensers		5x					
e. Clean and disinfect sinks		5x					
f. Clean glass and mirrors		5x					
g. Clean and disinfect Toilets and Urinals		5x					
h. Clean and disinfect walls, doors, partitions and handrails		5x					
i. Damp mop and disinfect floors		5x					
j. Maintain floor drain(s) traps – free of odors		5x					
k. Empty trash/recyclable paper pick up		5x					
l. Dust mop and Damp Mop		5x					



m. Completely dust all fixtures includes ledges, edges, shelves, exposed pipe, furniture, partitions door-frames etc.		5x				
21. Bait Shop (May 15 – September 30)						
a. Empty trash/recyclable paper pick up		1x				
b. Dust mop and Damp Mop		1x				
c. Completely dust all fixtures includes ledges, edges, shelves, exposed pipe, furniture, partitions door-frames etc.		1x				
22. Outside Toilet Building						
						As requested by Work Order (typically 2 events per year)
a. Close restroom						As needed for events
b. Empty waste receptacles						As needed for events
c. Fill dispensers ** See Replenish-able Supplies.						As needed for events
d. Clean and disinfect waste receptacles and dispensers						As needed for events
e. Clean and disinfect sinks						As needed for events
f. Clean glass and mirrors						As needed for events
g. Clean and disinfect Toilets and Urinals						As needed for events
h. Clean and disinfect walls, doors, partitions and handrails						As needed for events



i. Damp mop and disinfect floors						As needed for events
SERVICES	FREQUENCY					
BASIC SERVICES	Daily 365 days per year - Number of times per Day	Weekly 52 weeks per year- Number of times per Week	Monthly 12 months per year- Number to times per Month	Quarterly 4 quarters per year – Number of times per Quarter	Semi-Annual 2 times per year	Annual Once Per Year
j. Maintain floor drain(s) traps – free of odors						As needed for events
23. Poppy Room						
k. Close restroom		1x				
l. Empty waste receptacles		1x				
m. Fill dispensers ** See Replenish-able Supplies.		1x				
n. Clean and disinfect waste receptacles and dispensers		1x				
o. Clean and disinfect sinks		1x				
p. Clean glass and mirrors		1x				
q. Clean and disinfect Toilets and Urinals		1x				
r. Clean and disinfect walls, doors, partitions and handrails		1x				
s. Damp mop and disinfect floors		1x				
t. Maintain floor drain(s) traps – free of odors		1x				
u. Service restrooms as requested by Project Manager		1x				
24. Public Restrooms- including those in Lobbies, Chapel and Kozy Korners						
a. Close restroom	2x					
b. Empty waste receptacles	2x					
c. Fill dispensers ** See Replenishable Supplies.	2x					
d. Clean and disinfect waste receptacles and dispensers	1x					
e. Clean and disinfect sinks	1x					
f. Clean glass and mirrors	1x					
g. Clean and disinfect Toilets and Urinals	2x					
h. Clean and disinfect walls, doors, partitions and handrails	2x					
i. Damp mop and disinfect floors	2x					
j. Maintain floor drain(s) traps – free of odors	2x					
k. Service restrooms as requested by Project Manager	3x					
25. Drinking Fountains, Ice/Water Dispensers						
a. Clean, disinfect and wipe dry exterior.	1x or more as needed					



26. Lobbies, Hallways/ Alcoves, Main Employee Lounge, Main Nursing Office, Safety Office						
p. Empty trash/recyclable paper pick up		6x				
q. Vacuum carpet and runners		6x				
r. Remove carpet runners, clean floor and replace runners		1x				
s. Dust mop		5x				
t. Damp mop or machine scrub		1x				
u. Maintain clean glass includes entrance doors		1x				
SERVICES	FREQUENCY					
BASIC SERVICES	Daily 365 days per year - Number of times per Day	Weekly 52 weeks per year- Number of times per Week	Monthly 12 months per year- Number to times per Month	Quarterly 4 quarters per year – Number of times per Quarter	Semi-Annual 2 times per year	Annual Once Per Year
v. Completely dust all fixtures includes ledges, edges, shelves, exposed pipe, furniture, partitions door-frames etc.		1x				
w. Damp wipe all non-upholstered furniture, tables & counter areas		6x				
27. General Admin and Volunteer Office						
a. Empty trash/recyclable paper pick up		5x				
b. Vacuum carpet and runners		5x				
c. Remove carpet runners, clean floor and replace runners		1x				
d. Dust mop		5x				
e. Damp mop or machine scrub		1x				
f. Maintain clean glass includes entrance doors		1x				
g. Completely dust all fixtures includes ledges, edges, shelves, exposed pipe, furniture, partitions door-frames etc.		1x				
h. Damp wipe all non-upholstered furniture, tables & counter areas		1x				
28. Stairway Cleaning - McLeish A, Mann D, Rankin S&E,						
a. Vacuum/dust mop		6x				
b. Vacuum/dust mop – Winter (November 1 – April 1)		6x				
c. Dust		6x				
d. Clean w/ disinfectant & wipe dry handrails & doorknobs		6x				
e. Damp mop		1x				
f. Damp mop Winter (November 1 – April 1) for designated areas	1x					
g. Spot clean walls and glass		1x				
29. Stairway Cleaning - McLeish B, C, D, E, Mann A, B, C and Public Stairways						
a. Vacuum/dust mop		4x				
b. Vacuum/dust mop – Winter (November 1 – April 1)		4x				



c. Dust		4x				
d. Clean w/ disinfectant & wipe dry handrails & doorknobs		4x				
e. Damp mop		1x				
f. Damp mop Winter (November 1 – April 1) for designated areas		2x				
g. Spot clean walls and glass		1x				
30. Wall/Partition Cleaning/Washing						
a. Spot cleaning – including light switches			1x			
b. Thorough wall/partition vacuuming and washing, as required				1x		
c. Clean partition/glass windows		1x				
31. Elevator Cleaning (Except Kitchen)						
a. Clean door guide tracks	1x					
SERVICES	FREQUENCY					
BASIC SERVICES	Daily 365 days per year - Number of times per Day	Weekly 52 weeks per year- Number of times per Week	Monthly 12 months per year- Number to times per Month	Quarterly 4 quarters per year – Number of times per Quarter	Semi-Annual 2 times per year	Annual Once Per Year
b. Dust, damp wipe and wipe dry handrails, cab walls, doors		3x				
c. Damp Mop Floors	1x or more as needed during winter months					
32. Store Rooms & Janitor Closets						
a. Mop floors, spot clean		1x				
b. Maintain organized shelves and hang up brooms and mops		1x				
33. High Use Areas						
Special attention must be given to the areas listed below both schedules & duties will be conducted as indicated. The Project Manager reserves the right to schedule the activities listed in this section. Cleaning to include: vacuum carpet, sweep and damp mop hard surface floors, remove spots/stains from carpet and empty waste receptacles as applicable.						
a. Conference Rooms		2x				
b. Clean drawing boards in conference rooms		2x				
c. Lunch/break rooms, coffee areas, vending machine areas, concession stands, lounges, recreation areas, computer rooms & adjacent office areas. Clean metal cover of each receptacle.	1x					
d. Includes cleaning of table, counter tops and microwaves	1x					
34. Variable Procedures						



a. Empty exterior trash receptacles & clean all general areas including entrances during Winter months of November 1 – April 1	1x					
b. Empty exterior trash receptacles & clean all general areas including entrances during summer months April 1-October 1	2x					
c. Wash all waste receptacles (inside & out) which present a soiled or odorous condition & disinfect			1x or as needed			
d. Replace waste receptacle liner when soiled or worn	Each time emptied					

SERVICES	FREQUENCY					
	Daily 365 days per year - Number of times per Day	Weekly 52 weeks per year- Number of times per Week	Monthly 12 months per year- Number to times per Month	Quarterly 4 quarters per year – Number of times per Quarter	Semi-Annual 2 times per year	Annual Once Per Year
PERIODIC SERVICES-						
1. General						
a. Clean air bars and vents					1x	
b. Dust/clean baseboards (except for Member Rooms)		1x				
c. Dust clean blinds, curtains, window treatments					1x	
d. Vacuum fabric upholstered furniture - office				2x		
e. Vacuum fabric upholstered furniture for GRHV Members						As requested by Work Order (average 2-3 requests per month)
f. Clean Light Fixtures				1x		
g. Additional/Emergency services						As requested by Work Order
2. Intensive Floor Care						



a. Emergency stain / gum removal from carpet						As requested by Work Order
b. High speed burnish hard Terrazzo removing scuff marks, wet scrub and rinse. All member areas and service areas		1x				
c. Remove scuff marks, wet scrub, rinse and refinish vinyl floors			1x			
d. Scrub restroom floors			1x			
e. Power Scrub clean and seal kitchen floor (Ceramic, Clay, Tile, etc.) scheduled with kitchen supervision				1x		
f. Extraction clean carpet in- Nursing Admin Inn and Doc offices, Main Office, Safety Office, Large Instruction Room, Board Room				1x		
g. Carpet Cleaning – whole contract area						1x
h. Scrub stairwell floors					1x	
i. Strip & refinish all hard surface floors					1x	
j. Top strip and finish all vinyl floors					1x	
3. Windows- Caution must be used when removing and replacing sashes and screens.						
a. Clean windows inside and outside on Exteriors walls of building including Screens, where present, at First Floor Breezeways, Lobby Areas, Entryways (inside and outside)- April through October			.5x			
b. Clean windows inside and outside on Exteriors walls of building including Screens, where present, on all floors					1x	
c. Clean windows and Glass on Interiors of building (inside and outside) including: Receptionist area, display cases, entrance areas, and door and window glass.		1x				
SERVICES	FREQUENCY					
PERIODIC SERVICES-	Daily 365 days per year - Number of times per Day	Weekly 52 weeks per year- Number of times per Week	Monthly 12 months per year- Number to times per Month	Quarterly 4 quarters per year – Number of times per Quarter	Semi-Annual 2 times per year	Annual Once Per Year
4. Non-Routine Cleaning Services- As Needed - As requested by work order						
a. Emergency Cleaning – including but not limited to Flooding, spills, restroom overflow.						Estimated 10x per year
b. Infectious Disease Control/ Disinfection Services						Estimated 5x per year
c. Unit discharge cleanings (Full cleaning of resident’s room when resident is discharged prior to reassignment to new resident)		Estimate				



		2-5 times per week				
d. Remove/Rehang Cubicle Curtains		Estimate 5x per week				
e. Misc. Facilities Maintenance- including but not limited to replacing light fixture lamps interior building only, hanging paper towel dispensers.						As requested by Work Order

NOTES AND ADDITIONAL INFORMATION

- All cleaning schedules are to be established with and approved by the Program Manager (PM) at the beginning of the contract period. Any deviation from the established schedule must be pre-approved by the PM.
- All periodic services must be priced and invoiced separately from the basic services. A work order will be created by the PM prior to Contractor starting this work with pricing based on quoted and contracted hourly rates with mutually agreed upon material costs.
- Any service requests beyond the scope of this service contract shall be pre-agreed upon, described in an authorizing work order and billed separately at the hourly rate quoted by the contractor for additional/ emergency services.

****RESPONSIBILITY FOR REPLENISH-ABLE SUPPLIES****

Replenish-able Items	Provided by
Paper towels	Grand Rapids Home for Veterans
Hand soap	Grand Rapids Home for Veterans
Feminine Sanitary vending supplies & Disposal bags	Grand Rapids Home for Veterans
Toilet tissue	Grand Rapids Home for Veterans
Plastic Trash Can Liners	Grand Rapids Home for Veterans
Air Fresheners	Grand Rapids Home for Veterans
Light Bulbs	Grand Rapids Home for Veterans

***** ALL CLEANING SUPPLIES ARE TO BE PROVIDED BY THE CONTRACTOR *****



STATE OF MICHIGAN

Contract No. 071B7700013

Housekeeping and Laundry Sorting Services for Grand Rapids Home for Veterans (GRHV)

**SCHEDULE C
LAUNDRY SORTING SERVICE
LOCATION SPECIFICATION SHEET**

A. CONTRACT AND PROGRAM MANAGER INFORMATION

CONTRACT INFORMATION			
CONTRACT TERM:	Five Years	Options:	Two, One Year
CONTRACT START DATE:	11/01/2016	CONTRACT END DATE:	10/31/2021
CONTRACTING AGENCY:	DEPARTMENT OF MILITARY VETERAN AFFAIRS (DMVA)		
BUILDING NAME AND NUMBER:	GRAND RAPIDS HOME FOR VETERANS- MCLEISH, RANKIN & MANN BUILDINGS		
BUILDING ADDRESS:	3000 MONROE AVE, N.W., GRAND RAPIDS, MI 49505		
IS LOCATION ON CRO "SET ASIDE"? SCHEDULED TO BE IN FUTURE?	Yes <input type="checkbox"/> No <input checked="" type="checkbox"/> Yes <input type="checkbox"/> No <input checked="" type="checkbox"/>		
PROSPERITY REGION and COUNTY:	Region: GRAND County: KENT		
PROCUREMENT CONTACT INFORMATION			
CONTACT	NAME	EMAIL	PHONE
DTMB BUYER (This is the only person authorized to make changes to the contract):	VALERIE HILTZ	HILTZV@MICHIGAN.GOV	517-284-7026
PROGRAM/ FACILITY MANAGER (This is the person the contractor will work with on a day to day basis with regard to directions for work, answers to questions and the person who will create work orders for additional work):	BRIAN STEDMAN	STEDMANB@MICHIGAN.GOV	616-364-5409



B. BUILDING SPECIFICATION INFORMATION

BUILDING LOCATION INFORMATION			
THIS IS A 24/7 RESIDENTIAL CARE FACILITY AND THERE IS STATE STAFF ON SITE 24 HOURS PER DAY.			
NUMBER OF RESIDENTS:	CURRENT CENSUS: 408 CERTIFIED FOR: 550	APPROXIMATE DAILY VISITORS:	VARIES
DAYS OF LAUNDRY SORTING SERVICE:	365 DAYS PER YEAR	HOURS FACILITY IS AVAILABLE FOR LAUNDRY SORTING SERVICES TO BE PERFORMED:	6:30 AM TO 3:30 PM
SCHEDULE OF TIME LAUNDRY MUST BE COLLECTED AND SORTED BY IN ORDER TO BE AVAILABLE FOR PICK UP BY THIRD PARTY LAUNDERER	TIME OF 3RD PARTY PICK-UP 7:00 AM 12:30 PM 3:00 PM	ALL UNITS MCLEISH AND RANKIN UNITS ALL UNITS	

C. DESCRIPTION OF SERVICE NEEDS - HISTORIC AVERAGE

Description of Services	Unit of Measure	Estimated Services Per Year
PERSONAL LAUNDRY SORTING SERVICES	Pounds	191,000 pounds
AGENCY LAUNDRY SORTING SERVICES	Pounds	1,169,900 pounds



STATE OF MICHIGAN

Contract No. 071B7700013

Housekeeping and Laundry Sorting Services for Grand Rapids Home for Veterans (GRHV)

**SCHEDULE D
GRHV MEMBER ABUSE AND NEGLECT POLICY**

**MICHIGAN VETERAN HEALTH SYSTEM
POLICY & PROCEDURES**



Subject: **Member Abuse and Neglect Policy**

Policy: The Michigan Veteran Health System will promptly investigate all reports of alleged abuse, neglect, misappropriation of member property and injuries of unknown origin; and take appropriate administrative action in compliance with state and federal regulations, requirements, and standards. Prior to employment and/or providing services all State of Michigan employees, contract employees and volunteers will undergo prescreening to determine that they have not been found guilty of abusing, neglecting, or mistreating individuals by a court of law; or have not had a finding entered into an applicable state registry or with the applicable licensing authority concerning abuse, neglect, mistreatment of members or misappropriation of their property.

Definition: **Abuse categories:** verbal, mental, physical, sexual, neglect, involuntary seclusion and misappropriation of member property.

Verbal Abuse—includes but not limited to, using spoken, written or gestured language that includes insulting, offensive or disapproving terms to any member (or within his or her hearing distance), regardless of age, disability or ability to comprehend.

Mental Abuse—includes but not limited to, humiliation, harassment, and threats of punishment or deprivation.

Physical Abuse – includes hitting, slapping, pinching, and kicking. It also includes controlling behavior through corporal punishment.

Sexual Abuse – occurs when there is sexual contact and the member does not, or is not able to, provide consent.

Neglect - the failure to provide goods and services necessary to the member's physical, mental and social well-being. .

Involuntary Seclusion—separating a member from other members or from his or her room, or confining the member to his or her room or other area against the members will.

Misappropriation of Member Property— the illegal theft, misuse, or concealment of funds, property and/or assets of a member for someone else's



benefit. Also including; the deliberately misplacing of a member's belongings or money and/or using a members belonging without his or her permission.

Injuries of unknown origin- Source of injury was not observed by any person or the source of the injury could not be explained by the resident; and Injury is suspicious because of the extent of the injury or the location of the injury (e.g., the injury is located in an area not generally vulnerable to trauma) or the number of injuries observed at one particular point in time or the incidence of injuries over time.

Purpose: To provide a procedure for administrative response to allegations of abuse/neglect/exploitation of members and to promote the prevention of abuse/neglect/exploitation of members.

Procedure: All employees of the MVHS, including state employees, contractor employees, and volunteers are to take the Hand in Hand Elder Abuse Training; Module 2 "What is Elder Abuse?"

The Social Service (SS) departments along with the Social Service Director/Supervisor (SSD/SSS) are to complete additional elder abuse training (see SS training policy).

All MVHS employees, including state employees, contractor employees, and volunteers, are to report all suspicions of abuse, neglect, and misappropriation of member property immediately to their unit supervisor who shall report to the members unit SS employee or SS designee (SSD) for immediate investigation. Prior to investigation, the investigator shall report the allegations of abuse and/or neglect to the Chief Operating Officer (COO) or the COO designee(s) (COOD). The SS/SSD employee will conduct investigation and report findings in writing to the COO/COOD. The COO/COOD will determine disciplinary actions and notify regulatory bodies as required. SS/SSD employee will ensure member is made aware of member rights, member advocacy groups and update care plans, and follow up as needed. (see attached below).

During shifts when SS/SSD is not on-site, 2nd shift starting at 5pm and continuing on through 3rd shifts until 8:00 am Monday through Friday, it will be the nurses' job on each unit to notify COO/COOD of allegations of abuse and/or neglect, investigate and follow-up with the findings. This also includes the 24/7 responsibility of full reporting to COO/COOD and investigations on Saturday and Sundays for the nurses on each unit when SS/SSD is not on site. SS/SSD resumes reporting to COO/COOD and investigation responsibility on Monday morning @ 8:00am.

At any time, during any shift, if anyone suspects, witness or hears of abuse and cannot find COO/COOD, supervisor or investigator to report allegations of abuse or neglect, immediately report to security and security will follow protocol.



**Grand Rapids Home for Veterans
Elder Abuse and Neglect
Investigative Protocol**

Protect

The first priority must be the immediate protection of members from further harm. Protecting members from further harm means keeping the members safe, each situation will be different, but here are some examples of actions that might be implemented:

- Ensure the reported perpetrator is kept away from the member and/or other members;
- Have a trusted person stay with the member(s);
- Have the member(s) stay in a safe area (for example, the nurses' station);
- Safeguard the member(s)' well-being and property; and
- Implement other interventions as appropriate.

Report

Report immediately to COO or COO designee ***BEFORE initiating an investigation***

Investigate

All incidents require a thorough investigation to determine what occurred and to implement measures, as needed, to prevent recurrence. A thorough investigation is a systematic (consistent and ordered) collection of information that describes and explains an incident or series of incidents. The investigation seeks to determine if abuse occurred, how the incident occurred, and how to prevent further occurrences. Critical components of any investigation include:

- The timely initiation of the investigation;
- The objectivity of the investigator;
- The preservation of evidence; and
- The thoroughness of the investigation.

Timeliness

Staff must immediately report and investigate all incidents in accordance with federal and state regulations, and facility policy. To help organize and allow the investigative process to proceed with speed and efficiency, staff training and written policies are required of the facility. Policies should define the responsibilities of staff who conduct investigations. A prompt response to an incident is critical for protection of the member(s), treatment of injury or adverse effects, and the collection of accurate data.

Objectivity of the Investigator

The investigator of any incident must remain objective and maintain neutrality during the course of the investigation. Investigations should not begin with a presumption of guilt or innocence of individual(s) reported as perpetrator(s). The investigator's approach should be from an impartial perspective to collect accurate, appropriate data and come to a conclusion. Conclusions should not be made based on incomplete information.

Preservation of Evidence

Evidence collected during the investigation may include, but is not limited to, some or all of the following:

- **Testimonial evidence:** witness statements, telephone notes, e-mails, faxes;
- **Documentary evidence:** alert charting/24 hour report, change of shift log, staffing log, in-room care plans, medication and treatment sheets, chart notes, x-rays, lab results, flow charts, orders, interview notes, post-its, medical records, care plans, incident reports, internal investigation, hospital records, maintenance logs, work documents, personnel records, contact information, financial records, police reports, over bed postings, in-service/training records;
- **Pictorial evidence:** drawn diagrams, photographs; and/or
- **Direct or physical evidence:** clothing, personal effects, linens, tissues, side rails, wheelchairs, foot rests, equipment, oxygen tanks, furniture. Preservation of evidence is especially important when dealing with criminal or other serious incidents. Evidence identified during the course of an investigation must be preserved and made available upon request of COO/Designee or local law enforcement and other authorities as appropriate.



Thoroughness of Investigation

A thorough investigation will enable Grand Rapids Home for Veterans to identify and document who, what, where, when, why and how the incident happened, including the cause or source of the incident. ***Each investigation must seek to answer who, what, where, when, why and how, through interviews, comprehensive record review, and their observation's.*** Interviews may include but are not limited to: reported victim(s), reported perpetrator(s), CNA/NA(s), staff in immediate area or who provided services, visitors and/or family.

The following sample questions are not all-inclusive and should be used as they relate to the facts and circumstances of the incident that is being investigated.

Each investigation must be documented.

Who:

- is/are the reported victim(s)?
- is/are the reported perpetrator(s)?
- witnessed the incident?
- first spoke to the reported victim(s)/perpetrator(s) regarding the incident?
- has information related to the incident?
- reported the incident?

What:

- happened?
- is the chronology of actions leading up to the alleged incident?
- are the injuries or negative consequences to the member(s)?
- was done to protect the member(s) from further harm?
- information can the reported victim(s) share?
- did the discovering person(s) or witness(es) see, hear or smell?
- was done upon discovery of the incident?
- information do other staff members have surrounding the incident?
- was the functional, mental and cognitive status of the reported victim(s)/perpetrator(s) before and after the incident?
- is the member's current medical condition (labs, progress notes, resident assessment instrument, care plan, injury trends)?
- diagnoses may have contributed to the incident, if any?
- recent changes in treatment and physician's orders may have contributed to the incident?
- is the member's current physical status?
- is the impact of the environment to the incident?
- is the history of the member(s)? Was the incident foreseeable?
- is the member's condition/need? Is the assessment and care plan reflective of the member's needs? Was the care plan being followed?
- did the incident happen? Be specific: room number, wing, hall, floor, or other specific location.
- were the witnesses in relationship to the incident or members?

When:

- did the incident happen? (date, time, shift)
- was facility supervisory/management staff first contacted about the incident?

Why/How:

- How did the incident occur?
- Why did the incident and/or injury occur?

An investigation may be expanded to determine how widespread abuse is/was, and to identify other potential affected members and/or perpetrators. It is important that conclusions not be reached without adequate information. The following elements may be included in an expanded investigation, as appropriate:

- Further examine events which preceded and followed the incident.
- Repeat interviews to clarify information.



- Interview additional potential witnesses, such as: medical personnel, contract personnel, volunteers, family, visitors, clergy, vendors, etc.
- Interview additional members who may have had contact with the reported perpetrator.
- Conduct follow-up investigation of newly discovered information.
- Consult with other professionals.

Please note per VA Federal Guide Lines and Regulation all Substantiated Allegations of Abuse must be reported to the VA via an Issue Brief (IB). If the investigation will proceed longer than 24hrs, a Heads Up needs to be sent within 24hrs.

Heads Up

A “Heads Up Message” is a notification designed to allow facility and VISN leadership to provide a brief synopsis of the issue while facts are being gathered to be submitted as an Issue Brief within the appropriate timeframe, usually within 24 hours (not to exceed 48 hours). Urgent issues and Serious Incidents (According to VA require a Heads Up to alert the Deputy Under Secretary for Health for Operations and Management or the Under Secretary for Health as appropriate.

Issue Briefs (IB):

Events that occur in a State Veterans Home that are requested to be provided to the VA medical center of jurisdiction are as follows:

1. Substantiated allegations of mistreatment, neglect, abuse, or misappropriation of resident property;
2. Elopements, pursuant to state regulations;
3. Infectious outbreaks (Definition - Infectious Outbreak: Events reportable to Public Health agencies pursuant to state regulations);
4. Resident to resident or resident to staff altercations resulting in any injury that is other than minor;
5. When an adverse event occurs which is not determined to be a Sentinel Event, but the respective State requires that the occurrence be reported to the State, the VA medical center of jurisdiction can request that the State Veteran Nursing Home also report it to the VA medical center of jurisdiction;
6. Inspection / Survey reports by oversight agencies;
7. Information regarding the SVH that appears in local or national media;

Results of the investigation should be reported to the COO or designee in a timely manner after the initial reporting. Per MVHS Elder Abuse and Neglect Policy, the COO or COO Designee will report to regulatory bodies as needed.



STATE OF MICHIGAN

Contract No. 071B7700013

Housekeeping and Laundry Sorting Services for Grand Rapids Home for Veterans (GRHV)

SCHEDULE E

MISSING ITEMS AND CONCERN POLICY and MEMBER INVENTORY SHEET POLICY



**MICHIGAN VETERAN HEALTH SYSTEM
POLICY & PROCEDURES**

Subject: Missing Items and Concern Policy

Policy: In order to provide a positive and consistent home environment in Michigan State Veteran Homes all members and members' family concerns will be addressed within 72 hours of submission.

Definition(s): A concern is any complaint received verbally or in writing regarding the violation of any member's rights. **This does not include unexplained injuries of members or abuse (see abuse policy).**

Information: Member /Family Care Concerns include, but are not limited to:

- Member hygiene
- Nursing care
- Quality of staff interaction/communications with member and family
- Housekeeping services
- Personal laundry services
- Social service support
- Quality of activity programs
- Billing issues
- Other member care/service concerns
- Meal/dinning issues
- Missing items

Procedure: Any concern may be made in person, orally, in writing, by telephone, or by mail and may be reported anonymously. **Concerns / Missing Items Forms are available in the following areas:**

- **Dining Room (by drink station)**
- **Therapy Room**
- **Kozy Korners**
- **All Nurses Stations**
- **Main Lobby Desk**

After the concern has been submitted the appropriate department will complete an investigation of the complaint and SS will notify the member or family with the resolution within 72 hours. Appropriate care plan will be completed and placed in members chart if it applies.

- Each staff member will be trained and expected to fill out the concern/missing item form once notified of concern/missing item and place in correct log book (7 days a week, all shifts, all disciplines).



- Each floor will have a concern/missing log book (DOM/SNF) located at the nurses' station. SS will check log books on a daily basis (M-F) in the am and bring any concerns to the morning stand-up meeting. SS will ensure all members are made aware of member advocate groups (see attached).
- Saturday and Sunday am it will be the nurses' job on unit to check the log books for possible investigation until SS resumes Monday morning @ 8:00am.

***Once the concern/missing item has been resolved, SS will place the completed forms in a binder to be kept in the Administrators office.**



MICHIGAN VETERAN HEALTH SYSTEM POLICY & PROCEDURES

Subject: Member Inventory Sheet Policy

Policy: The Michigan Veteran Health System will provide a positive, consistent and safe home environment at all Michigan State Veteran Homes. All members and/or responsible party are to update member inventory sheets anytime a new item is brought in for a member. If member or responsible party do not update the member inventory sheet, MVHS is not responsible for any missing items. **(Please see missing items/concern policy for procedure).**

Definition(s): A member item is anything the member deems of value. **This does not include member finance (please see policy on member finance).**

Information: Inventory sheets are located at each nurse's station. This new policy will streamline with the concerns/missing item policy.

Member items include, but are not limited to:

- Clothing
- Electronics
- Hearing aids
- Dentures
- Household Items
- Glasses
- Bedding
- Watches
- Jewelry
- Pictures
- Personal Care Items

Procedure: To ensure proper inventory of all member items, when a new item of value is brought in the members and/or responsible party is to update the members' inventory sheet. Inventory sheets are located at the nurse's stations.

Once updated, the nurse, member and/or responsible party are to sign and date. A copy is kept at the nurses' station in a binder and a copy is given to the individual(s) who updated. Nursing is to write a progress note of the updated inventory sheet, which will notify SS to update their soft file.



STATE OF MICHIGAN

Contract No. 071B7700013

Housekeeping and Laundry Sorting Services for Grand Rapids Home for Veterans (GRHV)

**SCHEDULE F
EXPOSURE CONTROL PLAN**

Guideline Number: **NS-11-E1**

Guideline Subject: **EXPOSURE CONTROL PLAN: BLOODBORNE INFECTIOUS DISEASES**

Effective Date: August 3, 2015

Responsible Persons: Director of Nursing
Infection Preventionist

Prepared by: Naomi Berrones, RN, Infection Prevention and Control Specialist

Guideline Statement: To maintain operational integrity and compliance with lawfully applied regulations, requirements, and standards of state and federal government agencies and offices.

Purpose:

1. To eliminate or minimize occupational exposure to bloodborne pathogens.
2. To meet the requirements of Michigan Department of Consumer and Industry Services, Occupational Health Standards, Part 554, Bloodborne Infectious Diseases, Rules 325.70001 - .70018, as mandated June 28, 2001.

References:

1. MIOSHA, Department of Consumer & Industry Services, Occupational Health Standards, R 325.70001, R 325.70002, R 325.70004 and R 325.70015. Part 554 Bloodborne Infectious Diseases (as amended June 28, 2001).
2. NIOSH Preventing Needlestick Injuries in Healthcare Settings. NIOSH *Alert* November 1999 DHHS (NIOSH) Publication No. 2000-108.
3. OSHA Occupational Exposure to Bloodborne Pathogens: Needlesticks and other sharps injuries: final rule (OSHA 29 CFR Part 1910) *federal register* January 2001; 66; 5318-5325.
4. Pugliese G, Salahuddin M, eds. 1999 Sharps Injury Prevention Program; A Step-By-Step Guide. Chicago, IL: American Hospital Association.
5. University of Virginia International Healthcare Worker Safety Center. EPI Net data collection form for needlestick and sharp object injuries.
6. Updated US Public Health Service Guidelines for Management of Occupational Exposures to HIV. Recommendations for Postexposure Prophylaxis. MMWR, September 30, 2005/54 (RROG): 1 – 17.
7. Updated US Public Health Service Guidelines for the Management of Occupational Exposures to HBV, HCV and HIV and Recommendations for Postexposure Prophylaxis. MMWR, June 29, 2001/50 (RRII); 1 – 42.

Attachments:

- A. Hepatitis B Vaccine Consent/Declination Form, GRHV 574
- B. Blood/Body Fluid Post-Exposure Procedure
- C. Employee Bloodborne Exposure Report form
- D. Spectrum Health “Company Notification of Medical Written Opinion for Blood Or Body Fluids Exposure” form
- E. Post-Exposure Management Record
- F. Sharps Injury Log



Approved By:

JoAnne Cripps, RN, MSN, Director of Nursing

August 3, 2015
Three Year Review Date

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 - a. Gloves
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 - f. Sharps Injury Log

Note: Rule 2 defines the scope, rule 2 provides definitions, and Rule 12 addresses research laboratories and production facilities and are not included in this document.

Exposure Determination (Rule 3)

After evaluating routine and reasonably anticipated tasks and procedures to determine whether there is actual or reasonably anticipated employee exposure to blood or other potentially infectious material (OPIM), the following job classifications have been determined to be Category A.

Note: Category B consists of occupations that do not require tasks that involve exposure to blood or other potentially infectious material on a routine or non-routine basis as a condition of employment. Job classifications not considered Category A are automatically defined as Category B.

Category A Job Classifications



Purpose: To identify positions in various departments whose job duties indicate a reasonable anticipation of exposure to blood or other potentially infectious materials during routine tasks.

Scope: As noted below. Note: If job classification overlooked, the Infection Prevention Specialist will determine which category those not listed would fall into.

Hepatitis B vaccine shall be provided to all without cost in this category upon hire or transfer into department if from a Category B classification. Those who refuse the vaccine are to sign declining statement.

Category A

Activity Therapy

- Activity Therapy Aide
- Lead Workers
- Supervisor

Dental Services

- Dentist
- Dental Assistant
- Dental Hygienist

Drivers

Fire & Safety Supervisor

Fire & Safety Officers

Housekeeping

Nursing Services

- Director of Nursing
- Assistant Director of Nursing
- Licensed Practical Nurses
- Registered Nurses
- Resident Care Aides

Physicians

- Physician extenders (Nurse Practitioner, Physician Assistant)

Physical Therapy

- Registered Physical Therapists
- Physical Therapy Assistants

Phlebotomist

Plumber

Podiatrist

Respiratory Technician

Exposure Control Plan: Bloodborne Infectious Diseases (Rule 4)

A. Program Administration

1. The Commandant is responsible for assuring preparation, implementation and compliance to this Exposure Control Plan (ECP).
2. The Infection Prevention Specialist will:
 - Develop, maintain, review and update the ECP.
 - Assure the evaluation, selection and provision of all necessary personal protective equipment (PPE), engineering controls (e.g. sharps disposal containers, safe sharps/devices), and related supplies as required by the standard.
 - Provide copy of the MIOSHA rules and/or the facility exposure control plan as requested by Category A employees or MIOSHA representative.



- Ensure that post-exposure evaluation and follow-up are facilitated.
- Provide oversight and assure training, documentation of training accomplished.

3. Exchange cart personnel will ensure that adequate supplies of the aforementioned equipment/supplies are available, as indicated.

4. The Infection Prevention Specialist will be responsible for ensuring that all medical actions required are performed and that appropriate employee health and MIOSHA records are maintained.

B. Standard Operating Procedures (SOPs)

In response to each separate rule, the translation of the content to this specific work place is reflected in the procedure related to the identified rule and is considered facility standard of practice.

Protect Yourself from Bloodborne Pathogens “In a Nutshell”

1. Understand how infections caused by bloodborne pathogens are spread/transmitted.
2. Understand what “Universal Precautions” mean.
3. Know that bloodborne pathogens most often refer to Hepatitis B, C, and HIV. Hepatitis C is very similar to Hepatitis B but there is no vaccine to prevent it. Consider Hepatitis B vaccine.
4. Perform hand hygiene frequently using alcohol based hand rub or soap and water.
5. Respect sharps....blood/body fluid contaminated medical instruments and equipment.
6. Immediately report all blood/body fluid exposures to Infection Prevention Specialist. In her absence, contact the House Supervisor. Complete Employee Bloodborne Exposure Report form.

Equip Your Work Area With Such Items As:

- Gloves...latex/plastic/vinyl or household duty. to prevent contact with blood/body fluid, mucous membrane, non-intact skin.
- Protect clothing ***with protective outer garments when needed. .
- Protective eyewear, shields. Wear to protect eyes, nose and/or mouth from splatters of blood/body fluids or chemicals.
- Paper and/or cloth towel(s) to absorb blood/fluid and use to disinfect soiled surface.
- Plastic bags. ***to place soiled items in and dispose of them or to send linen to laundry.
- Resuscitation ambu bag or pocket mouth-to-mouth mask for CPR rescue breathing.

Considerations for Helping a Bleeding Person

1. Use equipment as stated above.
2. Instruct bleeding person to control own bleeding, if able; such as, after drawing blood, nosebleed, etc.
3. Don't panic if blood/body fluids get on you. Pathogens do NOT go through intact skin. Wash area as soon as possible. If poked with bloody sharp, seek medical help. If syringe with needle, save and take with you (safely) when getting medical help.
4. Need input/counseling as to what to do if exposed to blood? Consult with Infection Prevention and Control Specialist.
5. No gloves?! Use piece of clothing, plastic or paper as a barrier. Be inventive.

Other Hazards to Think About

NEVER remove a used needle from a syringe. Avoid bending, breaking or recapping of used needle. Recap only if absolutely necessary and then use one hand “scoop” method. Properly dispose of all sharp items immediately after use in closest biohazard sharp container.



NEVER reach into trash containers. If you need to retrieve an object, search with eyes. You may need to empty contents and search with eyes, don't blindly retrieve. NEVER push trash down with hand(s) or foot/shoe.

Don't touch broken glass. Use tongs or use broom and dustpan to pick up. Put broken glass in puncture resistant container (i.e.; sharps container).

Medical equipment/instruments and environmental surfaces need to be cleaned and disinfected if contaminated with blood or other body fluid.

Universal Precautions (Rule 5)

Scope:

- Considers each member, visitor, healthcare worker and volunteer potentially infectious.
- To be practiced by all healthcare workers.
- Protection afforded by a combination of hand washing and barriers.

MIOSHA Definition: The control method that assumes all human blood and other potentially infectious materials (OPIM). If telling the difference between body fluid types is difficult or impossible, all body fluids will be considered potentially infectious.

OPIM Defined:

- Amniotic Fluid
- Cerebrospinal Fluid
- Pericardial Fluid
- Peritoneal Fluid
- Pleural Fluid
- Semen
- Synovial Fluid—saliva in dental procedures
- Vaginal Secretions
- Any body fluid with visible blood
- All body fluids in situations where it is difficult or impossible to differentiate between body fluids.

GRHV Definition/Practice: Broad control method that expects that blood, all body fluids (liquid and solid), mucous membranes, indwelling device insertion site and non-intact skin are potentially infectious. Synonymous with term standard precautions.

Engineering Controls (Rule 6)

Purpose: 1. To isolate or remove the hazard from the workplace.
2. To comply with the Needlestick Safety and Prevention Act.

Scope: Controls that meet the stated purpose are provided to all healthcare workers who would benefit from their use.

Sharps—Injury Prevention Program

1. Task force initiated October 2, 2001. Membership includes front-line healthcare workers (LPNs, RNs and Materials Management employees) and managerial employees. Meets at least annually and as indicated by identified need or action related to specific product.
2. Task Force



Mission: Create an environment that prevents employee injury from sharps by identifying, evaluating, selecting and implementing use of appropriate and effective sharps device with engineered sharps injury protection.

Objectives:

- To reduce risks associated with sharp devices and to develop a systematic approach for replacing conventional devices with safety devices.
 - To eliminate unnecessary needles and sharps.
 - To reduce needle-stick injuries carrying the greatest risk of transmitting bloodborne pathogens.
 - To develop a systematic method for collecting and analyzing data as it relates to sharps injury prevention.
3. Proceedings related to discussion of available safer technology (identification) evaluation and selection of devices and other controls are documented and available in the office the Infection Prevention Specialist.
 4. A sharps injury log that includes injuries from any contaminated sharp object that penetrate the skin will be completed and maintained by the Infection Prevention Specialist. Log documents:
 - Type and brand of device involved.
 - Location of incident (department/work area).
 - Description of occurrence.
 - Body part affected.

NOTE: This log does not replace form OSHA 300.

5. Sharps using safer technology will be provided at the recommendation of the task force.
6. Use of safety devices is monitored continuously through feedback to the task force and the incident review by the Infection Prevention Specialist.

Work Practices (Rule 7)

Purpose: Further reduce the likelihood of exposure to blood and OPIM, after implementing engineering controls.

Scope: All healthcare workers having direct contact with members or their blood/body fluids will utilize barriers (PPE) when indicated.

Practices to Reduce Risk of Exposure:

1. Hand hygiene is the most effective means to prevent exposure to all potentially infectious agents. The protocol fully outlining hand hygiene is found in 11-11 H3.
2. All PPE is to be removed before leaving the work area and placed in the appropriate designated container or area for storage, washing, decontamination or disposal.
3. Soiled clothing is to be removed immediately or as soon as possible. Small soiled area may be covered with tape, if necessary.
4. Do not break, recap or resheath any used needles or other contaminated sharps. Do not remove needle from syringe or vacutainer prior to disposal. Should a sharps disposal container not be readily available, recapping of a used needle or contaminated sharp must be done using a one-handed scoop method. This is also the preferred method for recapping a needle after drawing up medication (to help prevent clean needle stick injury).
5. When a needle/sharp is available with safer technology, it will be used.
6. Do not store food and drink in refrigerators, freezers, shelves, cabinets or on countertops (or work carts) where blood, OPIM (or cleaning solutions or chemicals) may be present.



7. All procedures that involve blood or OPIM will be performed in a manner that minimizes splashing, spraying and aerosolization. Protective shields (i.e.; protective-glass) may be used to provide barrier between worker and work field.
8. Specimens of blood or OPIM must be placed in leak-proof containers.
9. Healthcare workers are responsible for following universal precautions, using PPE and identifying tasks with potential for risks. Department Directors are responsible to ensure engineering controls and PPE are available and associates comply with training and proper use.
10. Member equipment must be checked and decontaminated prior to return to use or sending for repair or service. The equipment is to be labeled to identify contamination if unable to clean and decontaminate.

Protective Work Clothing and Equipment (referred to as PPE or Barrier Precautions) Rule 8

Protective work clothing and equipment will be provided and used to protect the employee from hazard. PPE will be considered appropriate only if it does not permit blood or OPIM to pass through it to reach clothes (work or street), undergarments, skin, eyes, mouth or mucous membranes under normal conditions of use and for the duration of time that the PPE will be used.

Scope: All healthcare workers having direct contact with a member's blood/body fluids will use PPE.

Knowledge Considerations:

PPE MUST BE USED WHEN THERE IS A LIKELIHOOD OF EXPOSURE TO BLOOD OR OPIM, E.G. WHEN THE TASK WILL REQUIRE/EXPECT CONTACT WITH MEMBER SECRETIONS OR EXCRETIONS.

PPE will be:

- a. Available near anticipated sites for routine use.
- b. Single-use in most cases. EXCEPTIONS: i.e., protective eyewear/shields, lab coats.
- c. Appropriate to healthcare worker's need, including appropriate sizes.
- d. Replaced or repaired to maintain their effectiveness.
- e. Made of material that is appropriate for a particular task.
- f. Provided at no cost to the employee.
- g. Used as defined; immediate supervisor responsible for compliance.
- h. Evaluated by potential users before recommendation for purchase.

Contingency Plan:

In the event that PPE is not immediately available for task, or if PPE fails, e.g., material compromised, the employee will, after task completion, immediately wash hands/body part normally covered by barrier. Flush mucous membranes with water. If available, substantiate medical quality product (barrier) with plastic, paper or cloth.

Gloves

Scope: are available to all healthcare workers in all areas of anticipated use, including member/exam rooms, food handling areas, clinics, and areas where cleaning and disinfection is to be done.

General Guidelines for Glove Use:

1. Use gloves in situations where hand contamination with member blood, any body fluid (liquid or solid), mucous membrane, non-intact skin, indwelling device insertion site, is likely.



2. Use gloves when cuts, scratches or breaks in skin are present on hand(s) of healthcare worker and, if doubt exists that something is clean or dirty and/or likely to have had exposure to blood or OPIM.
3. Use gloves when handling soiled (medical) items.
4. Use gloves for procedures as outlined under “Work Practices...examples”

Glove Practice Recommendations to Remember:

1. Gloves are to be put on just prior to use and removed at task completion.
2. Replace gloves if/when torn or punctured.
3. Change gloves between members and between tasks on same member, if indicated.
4. Gloves are NOT a substitute for hand washing or using antiseptic hand gels.
5. Unsterile examination and sterile gloves are NOT to be washed or disinfected for reuse.
6. Housekeeping (rubber utility gloves) may be decontaminated and reused. They are to be discarded if they crack, peel or are discolored or punctured or torn.

Special Considerations with Gloves:

1. Glove provision – single use unsterile examination, sterile and reusable utility.
2. Any employee expressing sensitivity to provided gloves is required to secure a physician prescription for an alternative product and will report to Exchange Cart personnel for gloves.

Gowns, Lab Coats or Similar Outer Garment and Other Protective Clothing

Purpose: Gowns or lab coats are worn to protect exposed skin when contamination is likely.

Scope: All healthcare workers who must observe universal precaution work practices.

Types of Protective Clothing:

- Blue gowns, impervious to fluid, when contamination is likely (i.e., laundry personnel sorting soiled clothing/linen).
- Yellow cloth/paper gown for use in special precautions when no wet exposure is anticipated.

NOTE: Laboratory (lab) coat and /or scrub apparel (no protection afforded).

Recommendations When Gown Used:

1. Blue gowns may be assigned to employee and reused for same tasks and/or same member. Gown to remain in room.
2. Discard when soiled or integrity compromised, or when task/shift complete.
3. Lab coats:
 - a. Worn at personal preference (e.g. by Chaplain, Rehabilitation personnel) will be laundered by user.
 - b. Clinic personnel will facilitate issuing and laundering of lab coats worn during clinical procedures/contact.
 - c. Items contaminated at work will be laundered by facility; facilitated by contract linen supervisor.



Masks and Protective Eyewear or Face Shields (chin length)

Purpose: Will be worn whenever there is a potential for splashes, spraying droplets or aerosols of blood or other body fluids if there is likelihood for eye, nose or mouth contamination.

Knowledge Considerations:

1. Personal eye glasses are NOT appropriate protective eyewear.
2. Protective eyewear and face shields should fit to forehead to prevent blood or liquid contamination from striking into eyes.
3. Protective eyewear and face shields must have side protections to avoid exposure when turning head.
4. Assign equipment to one person for continued use.
5. When protective eyewear or face shields may be shared between employees, they are to be wiped with alcohol wipe as soon as feasible after/between use and allowed to air dry, if possible.

Resuscitation Equipment

Purpose: To prevent exposure to bloodborne pathogens in the event that a member/person requires rescue breathing.

Scope: Applies to all healthcare workers within the facility who have basic life support (CPR) certification (e.g. all Registered Nurses, Activities personnel).

Knowledge Considerations:

1. Employees will utilize 911 and prepare member for transfer to a hospital.
2. Do not provide direct mouth-to-mouth resuscitation
3. Equipment available:
 - a. resuscitation bag with mask attachment
 - b. pocket mouth-to-mouth device/mask
4. Location of equipment:
 - a. One person brings the resuscitator breathing bag kit from the nurses' station (and the AED kit if on that unit).
 - b. AED kits will be kept in the nurses' stations of Rankin 1, 3 South and 2Red. A person from that unit will take the kit to the location of any code in that building. Rankin kit will be used for Main Courtyard.

For further instructions regarding rescue breathing, refer to policy NS-13-H1 (Heimlich Maneuver).

Housekeeping (Rule 9)

Purpose: To assure that the work site is maintained in a clean and sanitary condition.



Scope: All healthcare workers play a role in keeping work environment clean. Those who are responsible for cleaning are to follow guidelines established by employer.

Practices to Maintain Environment and Work Surfaces in Sanitary Condition:

1. Protective coverings (i.e., plastic drapes) may be used to cover equipment or surfaces to prevent contamination (e.g. dental clinic).
2. Broken glassware will not be picked up directly by hand. Mechanical means, such as tongs, forceps, broom and dustpan can be used. Do not place broken glass in regular trash unless it's in a protective container. Sharps container may be used for disposal of blood-contaminated glass.
3. Reusable items that have been contaminated with blood or OPIM are to be washed to remove contaminants before disinfecting or reprocessing for sterilization. To prevent blood or OPIM from drying, the item may be wiped, rinsed under running water or placed in a container with enzymatic detergent as soon as possible upon completion of use.
4. The floor of every work area shall be maintained in clean and dry condition. "Wet floor" signs are to be placed when mopping them and/or to identify a spill waiting to be mopped up. Paper, tissues, etc., should be picked up by any employee who sees them. Housekeeping Office should be notified ASAP for large spills or mishaps.
5. Cleaning schedules for individual departments and member procedure rooms vary. The schedules are to be worked out between General Services and Housekeeping Supervisor and, available upon request, the Infection Prevention Specialist may be used as consultant.
6. All bins, pails, cans and similar receptacles that have a likelihood to be contaminated with blood or OPIM shall be inspected on a regular basis and cleaned and decontaminated as soon as possible when soiled.
7. Hospital grade (EPA) approved disinfectants will be used to decontaminate surfaces, equipment. Housekeeping may be consulted for products to use for bigger jobs. Infection Prevention Specialist will provide consultation.

Regulated Waste Disposal (Rule 10) – Medical Waste

Purpose: To minimize exposure of the facility's employees to infectious agents throughout the process of handling and disposing of the medical waste, including, where applicable, the use of protocols, procedures and training personal protective devices and clothing, physical containment or isolation devices or systems, and prevention or control of aerosols.

Scope: All healthcare workers are responsible for knowing what is meant by regulated medical waste and how to identify a biohazard symbol:



Practices to Reduce BIO HAZARD Medical Waste exposure:

1. Immediately after use, used/contaminated sharps are to be placed in a container labeled BIOHAZARD.



2. Medical waste includes such things as (not a complete list):
 - Items, such as dressings that are saturated with blood, unable to be contained in a bag.
 - Used Sharps (needles, scalpels, lancets, disposable medical items, broken glass).
 - When in doubt, contact Infection Prevention Specialist.
3. Sharps disposal containers will be mounted to walls in clinic exam room, shower room, medication carts, medication rooms and soiled utility rooms. The lid/opening of all sharps disposal containers are to be locked shut before removing from wall bracket for transporting.
4. Housekeeping is responsible for transporting biohazard waste to the secure holding area.
5. Gloves (utility/work) are to be worn by person handling capped medical waste containers

Michigan Medical Regulatory Waste Program Administration:

General Services Director is responsible for all components of the GRHV Medical Waste Program – including plan, training, securing certificate of registration, required documentation, and contracted agency.

Laundry (Rule 11)

Purpose: Laundry that is or may be soiled with blood or OPIM or that may contain contaminated sharps will be treated as if it were contaminated.

Scope: All nursing staff that may have responsibilities for changing beds or linen, and staff working in the laundry department.

Practices to Reduce Exposures:

1. Handle as little as possible with minimum of agitation.
2. All linen should be rolled off a bed, table, stretcher, etc., keeping it from touching your clothing/uniform.
3. Employees will place soiled linen in a bag or in the soiled linen hamper placed near point-of-use.
4. All laundry workers (on and off-site) will wear PPE while handling contaminated laundry.
5. NEVER put anything but linen in soiled linen bag. No disposable diapers/chux, instruments, etc.
6. Dispose of paper linen in regular trash.
7. Sorting or rinsing contaminated items soiled with blood or OPIM is prohibited in areas where members are cared for.
8. Privacy curtains are changed as needed.
9. When privacy curtains are soiled, call Housekeeping for replacement.

Vaccinations and Post-Exposure Follow-Up (Rule 13)

Purpose:

- To assure all medical evaluations and lab tests are performed under supervision of licensed physician.
- To assure that follow-up is provided at no cost to the healthcare worker.
- To assure that appropriate counseling with regard to medical risks and benefits occurs.
- To assure that post-exposure protocol adheres to U.S. Public Health Service recommendations.



Scope: All healthcare workers, regardless of job classification.

Oversight Responsibility:

1. Hepatitis B Vaccination Program—Infection Prevention Specialist.
2. Post-Exposure Management—Infection Prevention Specialist.
 - a. Infection Prevention and Control Specialist and Medical Director will meet with Occupational Health Service Administrator at least annually to discuss procedures and process.

Procedure:

1. Within 10 days of work assignment and after training on “EXPOSURE CONTROL PLAN” a category A employee:
 - a. Hepatitis B vaccination will be offered and will consent or decline in writing (form attached).
 - b. If employee initially declines but later decides to accept HBV, new consent will be signed and vaccine will be provided.
 - c. Employee who has completed vaccine series prior to Grand Rapids Home for Veterans employment will sign declination.
 - d. New employee may request HBV antibody testing before deciding whether to receive HBV vaccination.
 - e. HBV antibody testing will be completed one to two months after completion of the third dose of HBV vaccine to determine protection status. Persons who do not respond to the primary vaccine series (nonresponders) will be provided a second 3-dose vaccine series. Re-vaccinated employees will be retested at the completion of the second vaccine series. No further vaccine (booster doses) is necessary regardless of titer.
2. Following occupational exposure employees will report to designated occupational health service provider for a **confidential medical evaluation and follow-up**.

This includes:

- a. Documentation of route or routes of exposure and circumstances under which exposure occurred.
- b. Documentation of use or lack of PPE used at time of incident.
- c. Identification and documentation of source individual, unless source unknown. Process facilitated by Infection Prevention Specialist or designee.
 - 1). Test source blood as soon as possible.
 - 2). If source is already know to be HBV, HIV or HCV infected, testing need not be repeated.
 - 3). Results of source testing will be made available to healthcare worker as soon as results available. The healthcare worker, by law, shall not disclose this information or identify the infectious status of a source.
 - d. The healthcare worker’s blood shall be collected and tested as soon as feasible after an exposure. It may be held until source member results are known. Consent of healthcare worker must be given before testing is done.
 - 1). Baseline testing is required when prophylaxis is recommended.
 - 2). Blood for HIV baseline (when source is not known) may be held for 90 days. This would allow for outside confidential testing if worker desires or if employee elects to have sample tested.
 - e. If post-exposure prophylaxis indicated, recommendations of US public health service will be utilized.
 - f. Counseling on risk reduction, risks/benefits of HIV testing, and reporting of illnesses related to exposure.
 - g. Written opinion will be provided to the employee within 15 working days following completion of medical evaluation.
 - h. Documentation – physician written opinion (see attached) will be forwarded to GRHV human resource department and stored in a confidential manner.

Note: Copy of evaluation procedure facilitated by occupational health service, MED 1, is available in the office of the Infection Prevention and Control Specialist.



Communication of Hazards to Employees (Rule 14)

Purpose: To alert employees to potential hazard/exposure risk posed by blood/OPIM-contaminated equipment, containers or materials.

Scope: All employees.

Procedure:

1. Warning labels are/will be affixed to sharps containers and refrigerators if they might contain blood or OPIM specimens and any other container, if indicated.



2. Labels will be orange or orange-red with lettering or symbols in a contrasting color.

3. Quest Laboratory will assure that any blood, OPIM, or specimen refrigerator will be labeled appropriately.

Record Keeping (Medical, Training, Sharps Injury) (Rule 15)

Purpose: To assure that establishment and maintenance of medical record and training records are required.

Scope: All Category A employees.

Procedure:

The medical record will:

1. Be kept separate from personnel files, confidential, not disclosed or reported to anyone without the employee's written permission within or outside the workplace except as required by this rule or by law.
2. Be maintained by Human Resources and kept in a locked cabinet in the Human Resources Department.
3. Post exposure evaluation will be maintained for the duration of the employee's employment plus 30 years.
4. Contain, at a minimum:
 - Employee name and social security number.
 - Copy of the employee's hepatitis B vaccination status, including dates administered.
 - Copy of the medical history and all results of physical examinations, medical testing and follow-up procedures as they relate to either.

--The employee's ability to wear protective clothing and equipment and receive vaccinations.

--Post exposure evaluation following an occupational exposure incident.

- The employer's copy of the physician's written report.
- A copy of the information provided to the physician, related to the exposure incident.

5. Be available, upon request, to the employee for examination and copying and anyone who has the written consent of the employee and to MIOSHA representative.

**The training record will:**

1. Be maintained for 3 years after the date training occurred.
2. Include the following:
 - *Dates of training sessions.
 - *Contents/summary of session.
 - *Name and qualification of trainer.
 - *Names and job titles of all attendees.
3. Available upon request for examination and copying to employees and MIOSHA representative.

Sharps Injury Log:

1. A log for the purpose of recording percutaneous injuries from contaminated sharps will be maintained by the Infection Prevention Specialist.
2. Confidentiality of the information will be assured.
3. Will include:
 - *Type and brand of device involved in the incident.
 - *Work area where incident occurred.
 - *Explanation of how the incident occurred.
4. Will be maintained in accordance with R 408.22101 et seq., part 11.

Information and Training (Rule 16)

1. All category A employees will be provided training during general orientation prior to initial assignment and at least annually thereafter.
2. All training will be provided at no cost and during working hours.
3. Additional training will be provided when indicated by new or modification of tasks or procedures or when new product is introduced.
4. Training methods will be appropriate in content and vocabulary to the educational level, literacy and language background of the employees.
 - Training sessions will include opportunity for discussion and answering of questions, and
 - Opportunities for supervised practice with PPE.
 - Trainer will be knowledgeable in content of exposure control plan.
 - Documentation of attendance will be maintained for three years by Staff Development personnel.
5. Initial training will include:
 - How to secure copy of MIOSHA rule and GRHV exposure control plan.
 - General explanation of HIV, HBV, HCV, including epidemiology, symptoms, modes of transmission.
 - Explanation of recognizing hazards/tasks that may involve exposure to blood/OPIM, and practices to prevent or reduce exposure.
 - Information related to PPE—types available, use, limitations, location, handling and disposal.
 - Information on Hepatitis B vaccine, including availability, efficacy, safety, benefits, methods of administration.



- Post-exposure management—method of reporting the incident and medical follow-up and counseling.
- Explanation of GRHV exposure control plan and standard operation procedures.
- Explanation of biohazard signage.

6. Annual Training – content, timing, etc, will be coordinated and facilitated by Infection Prevention Specialist and Staff Development Manager.



Attachment A

Michigan Department of Military Affairs
Grand Rapids Home for Veterans

HEPATITIS "B" VACCINE CONSENT/DECLINATION FORM

Employee Name: _____ Department: _____ Work Unit: _____

Employment Date: _____ Position: _____

I accept the Hepatitis "B" Vaccination

I have been given a copy of the Vaccine Information Statement and have been given the opportunity to ask questions and they have been answered to my satisfaction.

I will keep my appointment to receive the vaccine in accordance with the recommended interval -- initial dose, second one month later, third dose five months following the second one.

I decline the hepatitis "B" vaccination.

I understand that due to my occupational exposure to blood or other potentially infectious material (OPIM) I may be at risk of acquiring Hepatitis "B" virus (HBV) infection. I have been given the opportunity to be vaccinated with hepatitis "B" vaccine at no charge to myself. However, I decline hepatitis "B" vaccination at this time. I understand that by declining this vaccine, I continue to be at risk of acquiring hepatitis "B", a serious disease. If in the future I continue to have occupational exposure to blood or OPIM, and I want to be vaccinated with hepatitis "B" vaccine, I can receive the vaccination series at no charge to me.

Please check one of the following if you are declining:

I am declining because I have previously completed the hepatitis "B" vaccination series.

I am declining because I choose not to have the hepatitis "B" vaccination series. I am also aware that I may change my mind at a later date.

Employee Signature: _____ Date: _____

VACCINATION ADMINISTRATION RECORD

<u>DOSE</u>	<u>LOT</u>	<u>DATE</u>	<u>SIGNATURE</u>	<u>GIVEN BY</u>
No. 1	_____	_____	_____	_____
No. 2	_____	_____	_____	_____
No. 3	_____	_____	_____	_____

This record is to be filed with employee medical record.)



BLOOD/BODY FLUID POST-EXPOSURE PROCEDURE

Definition: Exposure incident means a specific eye, mouth, other mucous membrane, nonintact skin, or parenteral contact with blood or other potentially infectious material that results from the performance of an employee's duties. These infectious materials include blood, tissues or bodily fluids (semen, vaginal secretions, peritoneal fluid, pleural fluid, saliva, etc.) infected with HIV or HBV.

Attention: Contract and Agency staff will be directed to contact their employer's occupational health nurse.

STAFF MEMBER EXPERIENCES A BBF EXPOSURE
(Needle stick or other)

7-3 SHIFT – CALL INFECTION CONTROL MANAGER 364-5257; PAGER 338-4800.
3-11, 11-7, AND WEEKENDS NOTIFY THE HOUSE SUPERVISOR AT 364-5365 OR PAGE THEM.

COMPLETE THE "BLOOD BORNE EXPOSURE REPORT"
GIVE TO INFECTION CONTROL MANAGER OR SUPERVISOR

Contact Spectrum Health
(central scheduling)
immediately at 391-2778 and
send staff member to
designated site for evaluation

Infection Control Manager
will initiate source testing
for HBV, HCV, HIV as
indicated.

Monday-Friday
7AM – 6PM Ottawa Occupational Health
973 Ottawa, NW
6PM – 10 PM Alpine Urgent Care
2332 Alpine Avenue
*Walk-ins only

Saturday & Sunday
8AM -10PM Alpine Urgent Care
2332 Alpine Avenue
*Walk-ins only

After 10PM -7 Days a Week
Blodgett Hospital Emergency Department
1840 Wealthy Street, SE
*Walk-ins only

Questions?
Infection Control Manager
Leigh Murphy, RN
(Hours: 8-4:30 PM – Mon – Fri)
Office: 364-5257
Pager: 338-4800



Department of Military & Veterans Affairs
 Grand Rapids Home for Veterans
EMPLOYEE BLOODBORNE EXPOSURE REPORT FORM

Name: _____ Classification: _____ Assignment Location: _____

Date of Exposure: _____ Time of Exposure: _____ Place of Exposure: _____

Type of exposure (check all that apply):

- | | | |
|---|--|--|
| <input type="checkbox"/> Needlestick | <input type="checkbox"/> Exposure to intact skin | <input type="checkbox"/> Exposure to non-intact skin |
| <input type="checkbox"/> Eye Exposure (left) | <input type="checkbox"/> Other puncture | <input type="checkbox"/> Human bite |
| <input type="checkbox"/> Eye Exposure (right) | <input type="checkbox"/> Mouth exposure | <input type="checkbox"/> Laceration |
| <input type="checkbox"/> Other _____ | | |

Which body fluids were involved in the Exposure? (check all that apply)

- | | | |
|--|--|---|
| <input type="checkbox"/> Blood or blood products | <input type="checkbox"/> Peritoneal Fluid | Was body fluid contaminated with blood? <input type="checkbox"/> Yes <input type="checkbox"/> No <input type="checkbox"/> Unknown |
| <input type="checkbox"/> Vomit | <input type="checkbox"/> Pleural Fluid | |
| <input type="checkbox"/> Sputum | <input type="checkbox"/> Amniotic Fluid | |
| <input type="checkbox"/> Saliva | <input type="checkbox"/> Urine | |
| <input type="checkbox"/> CSF | <input type="checkbox"/> Other, Describe _____ | |

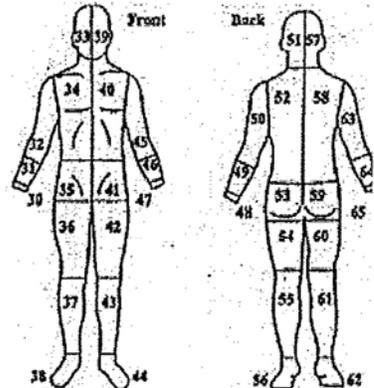
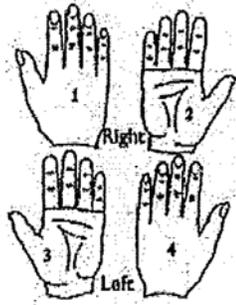
Location of the Exposure:

Write the number of the location of up to three exposed body parts in the blanks below.

Largest area of exposure: _____

Middle area of exposure: _____

Smallest area of exposure: _____



How much blood/body fluid came in contact with your skin or mucous membranes? (check one)

- 1. Small amount (up to 5 cc, or up to 1 teaspoon)
- 2. Moderate amount (up to 50 cc, or up to quarter cup)
- 3. Large amount (more than 50 cc).

For how long was the blood or body fluid in contact with your skin or mucous membranes? (check one)

- 1. Less than 5 minutes
- 2. 5 – 14 minutes
- 3. 15 minutes to 1 hour.
- 4. More than 1 hour

Was the exposed part: (check all that apply)

- | | |
|---|---|
| <input type="checkbox"/> Intact skin | <input type="checkbox"/> Nose (mucosa) |
| <input type="checkbox"/> Non-intact skin | <input type="checkbox"/> Mouth (mucosa) |
| <input type="checkbox"/> Eyes (conjunctiva) | <input type="checkbox"/> Other, Describe: _____ |

COPIES TO: Spectrum Health
 Infection Control

Employee
 ORIGINAL TO PERSONNEL



Employee Bloodborne Exposure Report Form
Page 2

Describe, in detail, how the exposure incident occurred (e.g., the procedure being performed, the body part affected, objects and body fluids involved, and how they were involved). *Example: While drawing blood from a vein, the member moved his/her arm unexpectedly. The blood-filled needle came out of the vein and stuck left thumb.*

Sharp Involved (if known)

None
 Type: _____
 Brand: _____
 Model: _____

Did the sharp being used have engineered injury protection(s)?

Yes No Don't know

Was the protective mechanism activated?

Yes No Don't know

When did the injury occur:

Before activation Don't know
 During activation
 After activation

Was the source member identifiable? (check one box only)

Known Unknown

If known (complete this section):

For HIV risk, member is

Serology positive
 Serology negative
 Risk factors unknown
 Risk factors absent
 Risk factors present (list)
 Explicit information needed

For HBV risk, member is

Serology positive
 Serology negative
 Risk factors unknown
 Risk factors absent
 Risk factors present (list)

For HCV risk, member is

Serology positive
 Serology negative
 Risk factors unknown
 Risk factors absent
 Risk factors present (list)

Lab tests requested on member: (Check all that apply) HIV Hep. B Surface Antigen Hep. C

EMPLOYEE IMMUNIZATION/SCREENING STATUS:

Hepatitis BVAC: 0 1 2 3 4 year _____
 Hepatitis B vaccine given now? N/A No Yes
 HBIG given: No Yes
 Employee refused: HBV HBIG DT Screening

HbSAb done? No Yes immune non-immune
 Year of last tetanus booster _____ DT given No Yes
 Employee screening: HIV HbSAb Hep C.
 Documentation done: _____

Employee Signature: _____ Date: _____ Time: _____

Supervisor Signature: _____ Date: _____ Time: _____



***Company Notification of Medical
Written Opinion for Blood or
Body Fluids Exposure***

B.B.F. Exposure:
Occupational Services

973 Ottawa Ave. NW
Grand Rapids, MI 49503

3350 Broadmoor SE
Grand Rapids, MI 49512

6105 Wilson Ave. S.W.
Wyoming, MI 49418

Date of evaluation: 08/06/2012

Employee name: XXXXXXXXXXXXX

SSN: XXX-XX-1234

XXXXXXXXXX
XXXXXXXXXX
XXXXXXXXXX

Hepatitis B Vaccination (HBV) Status:

Employee has completed the series. Date completed:

HBV is indicated for the employee.

First vaccination received on:

Employee declined HBV series at this time (declination attached).

HBV is not indicated for employee.

Use of personal protection clothing or equipment:

There are no limitations upon the employee's use of personal protective clothing or equipment.

Limitations upon the employee's use of personal protective clothing or equipment.

Employee notification:

Employee has been informed of evaluation results.

Employee has been informed of any medical conditions which may have resulted from exposure to blood or other potentially infectious material and which require further evaluation or treatment.

This written opinion shall not reveal specific findings or diagnoses that are unrelated to the employee's ability to wear protective clothing and equipment or receive vaccinations. Such findings and diagnoses shall remain confidential.

Sandy Fields BSN, RN
Blood Borne Pathogen Coordinator

Today's Date



Department of Military and Veterans Affairs
Grand Rapids Home for Veterans

POST-EXPOSURE MANAGEMENT RECORD

Employee Name: _____
(Please print)

Social Security # _____

Employee Information:

- _____ Employee refuses post-exposure medical care.
- _____ Employee will see post-exposure care but refuses to contribute baseline blood or allow testing.
- _____ Employee will seek post-exposure medical care but refuses to contribute baseline blood to be stored at least 90 days, but refuses testing.
- _____ Employee will see post-exposure medical care and will agree to contribute blood and grants permission for HIV, Hepatitis B and Hepatitis C testing and follow-up evaluation and treatment.

Source Individual Information:

- _____ Source individual could not be identified.
- _____ Source individual identified but refused to contribute blood.
- _____ Source individual identified and blood drawn for HIV, Hepatitis B and Hepatitis C testing.

I acknowledge that I have been provided with complete information and consultation regarding my exposure incident and options for post-exposure medical care.

Employee Signature: _____ Date: _____

Within 15 days of completion of the evaluation of the employee, a written opinion, as specified in section V of this plan, was obtained from the healthcare provider.

Signature: _____ Date: _____

2 Copies – 1 to Human Resources
1 to Infection Control Manager



STATE OF MICHIGAN

Contract No. 071B7700013

Housekeeping and Laundry Sorting Services for Grand Rapids Home for Veterans (GRHV)

**SCHEDULE G
STATEMENT OF WORK
DRUG AND ALCOHOL TESTING**

Michigan Civil Service Commission

REGULATION

SPDOC No.: 10-05	Effective Date: April 4, 2010	Index Reference: Alcohol Testing	Regulation Number: 2.08
Issued By: Executive	Rule Reference: Rules: 2-7 (Drug and Alcohol Testing)		Replaces: Reg. 2.08 (SPDOC 07-14, October 7, 2007)
Authority:	Regulations are issued by the State Personnel Director under authority granted in the Michigan Constitution and the Michigan Civil Service Commission Rules. Regulations are subordinate to the Commission Rules.		
Subject:	ALCOHOL TESTING		

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1. PURPOSE

This regulation establishes standards for conducting alcohol testing authorized in Civil Service Commission Rule 2-7.

2. CIVIL SERVICE COMMISSION RULE REFERENCE

Note: This Section 2 reprints only selected Commission Rules for quick reference by the reader. Additional Rules (that are not reprinted below) may apply. The complete, current version of the Rules can be found at www.michigan.gov/mdcs.



April 4, 2010

Reg. 2.08: Alcohol Testing

Page 2 of 7

Rule 2-7 Drug and Alcohol Testing**2-7.1 Prohibited Activities**

A classified employee shall not do any of the following:

- (a) Consume alcohol or use drugs while on duty.
- (b) Report to duty or be on duty with a prohibited level of alcohol or drugs present in the employee's bodily fluids.
- (c) Refuse to submit to a required drug test or alcohol test.
- (d) Interfere with any testing procedure or tamper with any test sample.

2-7.2 Testing Classified Employees

An appointing authority shall require an employee, as a condition of continued employment, to submit to a drug test or an alcohol test, as provided in this rule.

- (a) **Tests authorized.** The following tests are authorized:
 - (1) **Reasonable suspicion testing.** An employee shall submit to a drug test or an alcohol test if there is reasonable suspicion that the employee has violated this rule.
 - (2) **Preappointment testing.** An employee not occupying a test-designated position shall submit to a drug test if the employee is selected for a test-designated position.
 - (3) **Follow-up testing.** An employee shall submit to an unscheduled follow-up drug test or alcohol test if, within the previous 24 months, the employee has done any of the following:
 - (A) Voluntarily disclosed drug or alcohol problems.
 - (B) Entered into or completed a rehabilitation program for drug or alcohol abuse.
 - (C) Failed or refused a preappointment drug test.
 - (D) Been disciplined for violating this rule.
 - (4) **Random selection testing.** A test-designated employee shall submit to a drug test and an alcohol test if the employee is selected for testing on a random selection basis.
 - (5) **Post-accident testing.** A test-designated employee shall submit to a drug test or an alcohol test if there is evidence that the test-designated employee may have caused or contributed to a serious work accident.
- (b) **Limitations on certain tests.** An employee subject to testing under this rule may be required to submit only to a drug test, only to an alcohol test, or to both tests, subject to the following limitations.
 - (1) **Preappointment testing.** Preappointment testing is limited to drug testing.
 - (2) **Follow-up testing.** The appointing authority may require an employee who is subject to follow-up testing to submit to no more than six unscheduled drug tests or alcohol tests within any 12-month period.
 - (3) **Random selection testing.** The number of drug tests conducted in any one year on a random selection basis cannot exceed 15 percent of the number of all test-designated positions. The number of alcohol tests conducted in any one year on a random selection basis cannot exceed 15 percent of the number of all test-designated positions.



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2-7.4 Penalties**(a) Classified employees.**

- (1) **All employees.** An appointing authority shall impose discipline, up to and including dismissal, for violation of this rule. An appointing authority shall prescribe in its agency work rules the range of penalties, including any mandatory penalties, for violating this rule.
- (2) **Employee selected for test-designated position.** An employee selected for a test-designated position is prohibited from serving in the test-designated position until the employee has submitted to and passed a preappointment drug test. If the employee fails or refuses to submit to the drug test, interferes with a test procedure, or tampers with a test sample, the following occurs:
 - (A) The employee cannot be appointed, promoted, assigned, recalled, or otherwise placed in the test-designated position.
 - (B) The employee is removed from all applicant pools for test-designated positions and is disqualified from any test-designated position for a period of 3 years.
 - (C) If the employee interferes with a test procedure or tampers with a test sample, the employee may also be disciplined as provided in subsection (a)(1).

* * *

2-7.5 Self-reporting

- (a) **Reporting.** An employee who voluntarily discloses to the appointing authority a problem with controlled substances or alcohol cannot be disciplined for such disclosure if, and only if, the problem is disclosed before the occurrence of any of the following:
 - (1) For reasonable suspicion testing, before the occurrence of an event that gives rise to reasonable suspicion that the employee has violated this rule.
 - (2) For preappointment testing, follow-up testing, and random selection testing, before the employee is selected to submit to a drug or alcohol test.
 - (3) For post-accident testing, before the occurrence of any accident that results in post-accident testing.
- (b) **Employer action.** After receiving notice, the appointing authority shall permit the employee an immediate leave of absence to obtain medical treatment or to participate in a rehabilitation program. In addition, the appointing authority shall remove the employee from the duties of a test-designated position until the employee submits to and passes a follow-up drug test or alcohol test. The appointing authority may require the employee to submit to further follow-up testing as a condition of continuing or returning to work.
- (c) **Limitation.** An employee may take advantage of subsection (a) no more often than two times while employed in the classified service. An employee making a report is not excused from any subsequent drug test or alcohol test or from otherwise complying in full with this rule. An employee making a report remains subject to all drug and alcohol testing requirements after making a report and may be disciplined as the result of any subsequent drug test or alcohol test, including a follow-up test.



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2-7.6 Identification of Test-designated Positions

Each appointing authority shall first nominate classes of positions, subclasses of positions, or individual positions to be test-designated. The state employer shall review the nominations and shall recommend to the state personnel director the positions to be test-designated positions. The director shall review the recommendations and shall designate as test-designated positions all the classifications, subclasses, or individual positions that meet the definition of a test-designated position. The designation is not limited by or to the nominations or recommendations. The appointing authority shall give written notice of designation to each test-designated employee at least 14 days before implementing the testing provisions of this rule.

2-7.7 Continuation of Existing Programs

Until the state personnel director issues regulations to the contrary, nothing in this rule prohibits an appointing authority from continuing to use an existing drug or alcohol testing program. Nothing in this rule or the regulations prohibits an appointing authority from implementing a drug or alcohol testing program required by federal law or approved by the commission in a collective bargaining agreement.

2-7.8 Coordination of Rule and Federal Regulations

This rule also applies to an employee subject to mandatory federal regulations governing drug or alcohol testing. However, the employee is subject only to the provision of the federal regulation in any circumstance in which (1) it is not possible to comply with both this rule and the federal regulation or (2) compliance with this rule is an obstacle to the accomplishment and execution of any requirement of the federal regulation.

2-7.9 Regulations

The state personnel director shall establish the prohibited levels of drugs and alcohol in the regulations.

3. DEFINITIONS

A. Definitions as used in this Regulation

1. **Alcohol** means the intoxicating agent in beverage alcohol, ethyl alcohol, or other low molecular weight alcohols including methyl or isopropyl alcohol.
2. **Alcohol concentration** means the alcohol in a volume of breath expressed in terms of grams of alcohol per 210 liters of breath as indicated by a breath test under this part.
3. **Confirmation** (or **confirmatory**) **test** means a second test, following a screening test with a result of **0.02** or greater, that provides quantitative data of alcohol concentration.
4. **On duty** means being engaged in, or on-call to be engaged in, the performance of work responsibilities for the employer.
5. **Refusal to submit to an alcohol test** means any of the following:
 - a. Failing to provide an adequate sample without an adequate medical explanation.
 - b. Engaging in conduct that obstructs the testing process.



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- c. Refusing to be tested.
6. **Serious work accident** means an on-duty accident or incident resulting in death, or serious personal injury requiring immediate medical treatment, that arises out of any of the following:
 - a. The operation of a motor vehicle.
 - b. The discharge of a firearm.
 - c. A physical altercation.
 - d. The provision of direct health care services.
 - e. The handling of dangerous or hazardous materials.

STANDARDS

A. Applicability.

1. **Executive Agencies.** This regulation applies to all executive agencies of the State of Michigan.
2. **Civil Service Rules.** This regulation applies to alcohol testing conducted under Civil Service rule 2-7 [Drug and Alcohol Testing]. This regulation also applies to employees subject to mandatory federal alcohol testing, as provided in Civil Service rule 2-7.8.
3. **Collective Bargaining.** This regulation does **not** apply to alcohol testing conducted under provisions of a collective bargaining agreement approved by the Civil Service Commission, unless otherwise provided in the agreement.
4. **Deviations.** An appointing authority may not deviate from the provisions of this regulation without the written approval of the State Personnel Director. In requesting approval for a deviation, an appointing authority must petition the director in writing and describe the specific provision or provisions for which a deviation is sought and the rationale for the proposed deviation. The director may approve the request upon a finding of good cause.

B. Alcohol Testing Procedures. The state alcohol testing program will operate under the standards and protocols established under the Procedures for Transportation Workplace Drug and Alcohol Testing promulgated by the U.S. Department of Transportation, as amended, except as otherwise provided in Civil Service rules or regulations.

C. Prohibited Levels of Alcohol and Penalties.

1. **Prohibited Levels of Alcohol.** It is a violation of Civil Service rule 2-7.1(b) for an employee to report to duty or to be on duty with a breath alcohol concentration equal to or greater than **0.02**. A confirmatory test result equal to or greater than **0.02** shall constitute just cause for the appointing authority to discipline the employee. Refusal to submit to an alcohol test shall also constitute a violation of Civil Service rule 2-7.1(b).
2. **Discipline.** The appointing authority shall specify, in writing, the penalty or penalties that may be imposed for a violation of Civil Service rule 2-7. However,



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an appointing authority shall immediately remove a test-designated employee from the employee's duties if the test reveals a prohibited level of alcohol or the employee otherwise violates rule 2-7.1.

D. Availability and Disclosure of Alcohol Testing Information about Individual Employees.

1. Appointing authorities shall maintain records in a secure manner, to prevent the disclosure of information to unauthorized persons.
2. Except as required by law or expressly authorized or required in this section, no appointing authority shall release employee information that is contained in the records required to be maintained by rule 2-7 or this regulation.
3. An employee subject to testing is entitled, upon written request, to obtain copies of any records pertaining to the employee's use of alcohol, including any records pertaining to his or her alcohol tests. The appointing authority shall promptly provide records requested by the employee. Access to an employee's records shall not be contingent upon payment for records other than those specifically requested.
4. When requested by the State Personnel Director, each appointing authority shall make available copies of all results for appointing authority alcohol testing conducted under this regulation and any other information pertaining to the agency's alcohol misuse prevention program. The information shall include name-specific alcohol test results, records, and reports.
5. An appointing authority shall make records available to a subsequent appointing authority upon receipt of a written request from an employee. Disclosure by the subsequent appointing authority is permitted only as expressly authorized by the terms of the employee's written request.
6. An appointing authority may disclose information pertaining to an employee that is required to be maintained under this regulation to the decision maker in a lawsuit, grievance, or other proceeding initiated by or on behalf of the individual, and arising from the results of an alcohol test administered under this regulation, or from the appointing authority's determination that the employee engaged in prohibited conduct (including, but not limited to, a worker's compensation, unemployment compensation, or other proceeding relating to a benefit sought by the employee).
7. An appointing authority shall release information regarding an employee's records as directed by the specific, written consent of the employee authorizing release of the information to an identified person. Release of such information is permitted only in accordance with the terms of the employee's consent.

E. Education and Training.

1. **Employee Education.** All employees subject to Civil Service rule 2-7 shall be provided with educational materials that explain the state's policies and procedures with respect to meeting these requirements. This information is to be distributed to each covered employee before the start of testing under rule 2-7. The required content of this material must include:



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- a. The identity of the person designated by the employer to answer questions about the educational materials.
 - b. Which employees are subject to this regulation, including which employees are in test-designated positions.
 - c. Information explaining what the term “test-designated position” means.
 - d. Information explaining what is prohibited by this regulation.
 - e. The circumstances when employees will be tested for alcohol.
 - f. The penalties or other consequences for an employee found to have violated Civil Service rule 2-7.
 - g. The procedures used to test employees for alcohol, and the procedures to protect employees and ensure the integrity of the testing process, safeguard the validity of test results, and ensure that those test results are attributed to the correct employee.
 - h. An explanation of the requirement that employees must submit to testing in accordance with this regulation.
 - i. An explanation of what constitutes a refusal to submit and what penalties may be incurred for failure to submit to testing.
 - j. Information concerning the effects of alcohol use on an employee’s health, work, and personal life; signs and symptoms of an alcohol abuse problem; and methods for an employee to obtain assistance if an alcohol abuse problem is suspected.
2. **Supervisory Training.** In addition to the information provided to covered employees, supervisors shall be provided with training on alcohol abuse to enable them to determine when an employee should be required to submit to a reasonable suspicion test for alcohol. Such training shall include the physical, behavioral, speech, and performance indicators of probable use of alcohol.

CONTACT

Questions regarding this regulation should be directed to the Office of the General Counsel, Civil Service Commission, P.O. Box 30002, 400 South Pine Street, Lansing, Michigan 48909; or by telephone at (517) 373-3024.



STATE OF MICHIGAN

Contract No. 071B7700013
 Housekeeping and Laundry Sorting Services for Grand Rapids Home for Veterans (GRHV)

SCHEDULE H

PRICING

YEAR ONE OF CONTRACT									
BASIC WAGES – Enter hourly PAY rate. Do not include taxes or insurance.									
	# of Employees		Hour s/ Day		Rate		Days		Total
Daytime Cleaners	20	x	7	x	\$9.50	x	365	=	\$485,450.00
Nighttime Cleaners	6	x	7	x	\$9.50	x	365	=	\$145,635.00
Sorters (first shift with staggered start times)	5	x	7	x	\$9.50	x	365	=	\$121,362.50
Supervisor Housekeeping	4	x	8	x	\$16.60	x	260	=	\$138,112.00
Supervisor Laundry Sorting	1	x	6	x	\$14.00	x	260	=	\$21,840.00
BASIC ANNUAL WAGES (A)									\$912,399.50
ANNUAL BUSINESS COSTS								Total	
Annual Cost for Cleaning Supplies and Equipment								\$38,000.00	
Insurance (General Liability and Worker's Compensation)								\$16,000.00	
Wage Overhead - (A) Basic Annual Wages x 19.26%								\$154,000.00	
Other – (Provide total from detailed list which must be attached)									
Profit								\$56,800.44	
TOTAL ANNUAL BUSINESS COST (B)								\$264,800.44	
BASIC ANNUAL WAGES (A)								\$912,399.50	
TOTAL ANNUAL BUSINESS COSTS (B)								\$264,800.44	
A + B =TOTAL ANNUAL BASE RATE C								\$1,177,199.94	
C divided by 12= TOTAL MONTHLY INVOICE AMOUNT								\$98,100.00	
PERIODIC SERVICES				Times Per Year		Price Per Service			ANNUAL PRICE
General									
1.a. Clean air bars and vents				2	x	\$0.00		=	\$0.00
1.b. Dust/clean baseboards				52	x	\$0.00		=	\$0.00
1.c. Dust clean blinds, curtains, window treatments				2	x	\$400.00		=	\$800.00
1.d. Vacuum fabric upholstered furniture (offices)				8	x	\$0.00		=	\$0.00
1.f. Clean light fixtures				4	x	\$400.00		=	\$1,600.00
Intensive Floor Care									
2.b. High speed burnish of Terrazzo				52	x	\$0.00		=	\$0.00
2.c. Remove scuff marks, wet scrub and rinse vinyl floors				12	x	\$0.00		=	\$0.00



2.d. Scrub restroom floors	12	x	\$0.00	=	\$0.00
2.e. Power scrub clean and seal Kitchen floors	4	x	\$300.00	=	\$1,200.00
2.f. Extraction clean carpets for specific areas	3	x	\$0.00	=	\$0.00
2.g. Extraction clean all carpets	6	x	\$0.00	=	\$0.00
2.h. Scrub Stairwell floors	2	x	\$0.00	=	\$0.00
2.i. Strip and Refinish all hard surface floors	2	x	\$3,220.00	=	\$6,440.00
2.h. top strip and finish all vinyl floors	2	x	\$1,200.00	=	\$2,400.00
Windows					
Clean building exterior windows for specific areas (inside/out)	6	x	\$0.00	=	\$0.00
Clean building exterior windows (inside/out)	2	x	\$1,200.00	=	\$2,400.00
Clean interior windows and glass	52	x	\$0.00	=	\$0.00
TOTAL ANNUAL PERIODIC SERVICES (D)					\$14,840.00
TOTAL ANNUAL BASE SERVICES RATE (C)					\$1,177,199.94
TOTAL ANNUAL PERIODIC SERVICES (D)					\$14,840.00
TOTAL QUOTE FOR FIRST YEAR					\$1,192,039.94

NON ROUTINE – FOR QUOTION PURPOSES ONLY

DO NOT INCLUDE IN ANNUAL OR PERIODIC SERVICES PRICES . This price quote should be hourly for Additional Services on an “As Needed” basis, requested/authorized via Work Order.	Hourly Rate	Equipment or Supplies/ Hour	Total
Emergency Services Includes emergency cleaning services such as restrooms overflow, etc	\$21.00	\$0.00	\$21.00
Infectious Disease Control / Disinfection Services	\$21.00	\$0.00	\$21.00
Unit Discharge Cleanings	\$21.00	\$0.00	\$21.00
Removal/Rehanging of Cubicle Curtains	\$21.00	\$0.00	\$21.00
Miscellaneous facility maintenance services Includes light maintenance, i.e. hanging paper towel dispensers or storage shelves	\$21.00	\$0.00	\$21.00

YEAR TWO OF CONTRACT

BASIC WAGES – Enter hourly PAY rate. Do not include taxes or insurance.

	# of Employees		Hours/Day		Rate		Days		Total
Daytime Cleaners	20	x	7	x	\$9.50	x	365	=	\$485,450.00
Nighttime Cleaners	6	x	7	x	\$9.50	x	365	=	\$145,635.00
Sorters (first shift with staggered start times)	5	x	7	x	\$9.50	x	365	=	\$121,362.50
Supervisor Housekeeping	4	x	8	x	\$16.60	x	260	=	\$138,112.00
Supervisor Laundry Sorting	1	x	6	x	\$14.00	x	260	=	\$21,840.00
BASIC ANNUAL WAGES (A)									\$912,399.50



ANNUAL BUSINESS COSTS	Total
Annual Cost for Cleaning Supplies and Equipment	\$38,000.00
Insurance (General Liability and Worker's Compensation)	\$16,000.00
Wage Overhead - (A) Basic Annual Wages x 19.26%	\$154,000.00
Other – (Provide detailed list. Insert rows as needed)	
Profit	\$56,800.44
TOTAL ANNUAL BUSINESS COST (B)	\$264,800.44
BASIC ANNUAL WAGES (A)	\$912,399.50
TOTAL ANNUAL BUSINESS COSTS (B)	\$264,800.44
A + B =TOTAL ANNUAL BASE RATE C	\$1,177,199.94
C divided by 12= TOTAL MONTHLY INVOICE AMOUNT	\$98,100.00

PERIODIC SERVICES	Times Per Year		Price Per Service		ANNUAL PRICE
General					
1.a. Clean air bars and vents	2	x	\$0.00	=	\$0.00
1.b. Dust/clean baseboards	52	x	\$0.00	=	\$0.00
1.c. Dust clean blinds, curtains, window treatments	2	x	\$400.00	=	\$800.00
1.d. Vacuum fabric upholstered furniture (offices)	8	x	\$0.00	=	\$0.00
1.f. Clean light fixtures	4	x	\$400.00	=	\$1,600.00
Intensive Floor Care					
2.b. High speed burnish of Terrazzo	52	x	\$0.00	=	\$0.00
2.c. Remove scuff marks, wet scrub and rinse vinyl floors	12	x	\$0.00	=	\$0.00
2.d. Scrub restroom floors	12	x	\$0.00	=	\$0.00
2.e. Power scrub clean and seal Kitchen floors	4	x	\$300.00	=	\$1,200.00
2.f. Extraction clean carpets for specific areas	3	x	\$0.00	=	\$0.00
2.g. Extraction clean all carpets	6	x	\$0.00	=	\$0.00
2.h. Scrub Stairwell floors	2	x	\$0.00	=	\$0.00
2.i. Strip and Refinish all hard surface floors	2	x	\$3,220.00	=	\$6,440.00
2.h. top strip and finish all vinyl floors	2	x	\$1,200.00	=	\$2,400.00
Windows					
Clean building exterior windows for specific areas (inside/out)	6	x	\$0.00	=	\$0.00
Clean building exterior windows (inside/out)	2	x	\$1,200.00	=	\$2,400.00
Clean interior windows and glass	52	x	\$0.00	=	\$0.00
TOTAL ANNUAL PERIODIC SERVICES (D)					\$14,840.00

TOTAL ANNUAL BASE SERVICES RATE (C)	\$1,177,199.94
TOTAL ANNUAL PERIODIC SERVICES (D)	\$14,840.00
TOTAL QUOTE FOR SECOND YEAR	\$1,192,039.94

NON ROUTINE – FOR QUOTION PURPOSES ONLY			
DO NOT INCLUDE IN ANNUAL OR PERIODIC SERVICES PRICES . This price quote should be hourly for Additional Services on an "As Needed" basis, requested/authorized via Work Order.	Hourly Rate	Equipment or Supplies/ Hour	Total



Emergency Services Includes emergency cleaning services such as restrooms overflow, etc	\$21.00	\$0.00	\$21.00
Infectious Disease Control / Disinfection Services	\$21.00	\$0.00	\$21.00
Unit Discharge Cleanings	\$21.00	\$0.00	\$21.00
Removal/Rehanging of Cubicle Curtains	\$21.00	\$0.00	\$21.00
Miscellaneous facility maintenance services Includes light maintenance, i.e. hanging paper towel dispensers or storage shelves	\$21.00	\$0.00	\$21.00

YEAR THREE OF CONTRACT

BASIC WAGES – Enter hourly PAY rate. Do not include taxes or insurance.

	# of Employees		Hour s/ Day		Rate		Days		Total
Daytime Cleaners	20	x	7	x	\$9.50	x	365	=	\$485,450.00
Nighttime Cleaners	6	x	7	x	\$9.50	x	365	=	\$145,635.00
Sorters (first shift with staggered start times)	5	x	7	x	\$9.50	x	365	=	\$121,362.50
Supervisor Housekeeping	4	x	8	x	\$16.60	x	260	=	\$138,112.00
Supervisor Laundry Sorting	1	x	6	x	\$14.00	x	260	=	\$21,840.00
BASIC ANNUAL WAGES (A)									\$912,399.50

ANNUAL BUSINESS COSTS

	Total
Annual Cost for Cleaning Supplies and Equipment	\$38,000.00
Insurance (General Liability and Worker's Compensation)	\$16,000.00
Wage Overhead - (A) Basic Annual Wages x 19.26%	\$154,000.00
Other – (Provide detailed list. Insert rows as needed)	
Profit	\$56,800.44
TOTAL ANNUAL BUSINESS COST (B)	\$264,800.44

BASIC ANNUAL WAGES (A)	\$912,399.50
TOTAL ANNUAL BUSINESS COSTS (B)	\$264,800.44
A + B =TOTAL ANNUAL BASE RATE C	\$1,177,199.94
C divided by 12= TOTAL MONTHLY INVOICE AMOUNT	\$98,100.00

PERIODIC SERVICES

	Times Per Year		Price Per Service		ANNUAL PRICE
General					
1.a. Clean air bars and vents	2	x	\$0.00	=	\$0.00
1.b. Dust/clean baseboards	52	x	\$0.00	=	\$0.00
1.c. Dust clean blinds, curtains, window treatments	2	x	\$400.00	=	\$800.00
1.d. Vacuum fabric upholstered furniture (offices)	8	x	\$0.00	=	\$0.00
1.f. Clean light fixtures	4	x	\$400.00	=	\$1,600.00



Intensive Floor Care					
2.b. High speed burnish of Terrazzo	52	x	\$0.00	=	\$0.00
2.c. Remove scuff marks, wet scrub and rinse vinyl floors	12	x	\$0.00	=	\$0.00
2.d. Scrub restroom floors	12	x	\$0.00	=	\$0.00
2.e. Power scrub clean and seal Kitchen floors	4	x	\$300.00	=	\$1,200.00
2.f. Extraction clean carpets for specific areas	3	x	\$0.00	=	\$0.00
2.g. Extraction clean all carpets	6	x	\$0.00	=	\$0.00
2.h. Scrub Stairwell floors	2	x	\$0.00	=	\$0.00
2.i. Strip and Refinish all hard surface floors	2	x	\$3,220.00	=	\$6,440.00
2.h. top strip and finish all vinyl floors	2	x	\$1,200.00	=	\$2,400.00
Windows					
Clean building exterior windows for specific areas (inside/out)	6	x	\$0.00	=	\$0.00
Clean building exterior windows (inside/out)	2	x	\$1,200.00	=	\$2,400.00
Clean interior windows and glass	52	x	\$0.00	=	\$0.00
TOTAL ANNUAL PERIODIC SERVICES (D)					\$14,840.00

TOTAL ANNUAL BASE SERVICES RATE (C)	\$1,177,199.94
TOTAL ANNUAL PERIODIC SERVICES (D)	\$14,840.00
TOTAL QUOTE FOR THIRD YEAR	\$1,192,039.94

NON ROUTINE – FOR QUOTION PURPOSES ONLY

DO NOT INCLUDE IN ANNUAL OR PERIODIC SERVICES PRICES . This price quote should be hourly for Additional Services on an "As Needed" basis, requested/authorized via Work Order.	Hourly Rate	Equipment or Supplies/ Hour	Total
Emergency Services Includes emergency cleaning services such as restrooms overflow, etc	\$21.00	\$0.00	\$21.00
Infectious Disease Control / Disinfection Services	\$21.00	\$0.00	\$21.00
Unit Discharge Cleanings	\$21.00	\$0.00	\$21.00
Removal/Rehanging of Cubicle Curtains	\$21.00	\$0.00	\$21.00
Miscellaneous facility maintenance services Includes light maintenance, i.e. hanging paper towel dispensers or storage shelves	\$21.00	\$0.00	\$21.00

YEAR FOUR OF CONTRACT

BASIC WAGES – Enter hourly PAY rate. Do not include taxes or insurance.

	# of Employees		Hours/Day		Rate		Days		Total
Daytime Cleaners	20	x	7	x	\$10.00	x	365	=	\$511,000.00
Nighttime Cleaners	6	x	7	x	\$10.00	x	365	=	\$153,300.00
Sorters (first shift with staggered start times)	5	x	7	x	\$10.00	x	365	=	\$127,750.00
Supervisor Housekeeping	4	x	8	x	\$17.00	x	260	=	\$141,440.00



Supervisor Laundry Sorting	1	x	6	x	\$14.00	x	260	=	\$21,840.00
BASIC ANNUAL WAGES (A)									\$955,330.00

ANNUAL BUSINESS COSTS	Total
Annual Cost for Cleaning Supplies and Equipment	\$38,000.00
Insurance (General Liability and Worker's Compensation)	\$16,000.00
Wage Overhead - (A) Basic Annual Wages x 19.26%	\$183,996.00
Other – (Provide detailed list. Insert rows as needed)	
Profit	\$56,800.44
TOTAL ANNUAL BUSINESS COST (B)	\$294,796.44

BASIC ANNUAL WAGES (A)	\$955,330.00
TOTAL ANNUAL BUSINESS COSTS (B)	\$294,796.44
A + B =TOTAL ANNUAL BASE RATE C	\$1,250,126.44
C divided by 12= TOTAL MONTHLY INVOICE AMOUNT	\$104,177.20

PERIODIC SERVICES	Times Per Year		Price Per Service		ANNUAL PRICE
General					
1.a. Clean air bars and vents	2	x	\$0.00	=	\$0.00
1.b. Dust/clean baseboards	52	x	\$0.00	=	\$0.00
1.c. Dust clean blinds, curtains, window treatments	2	x	\$400.00	=	\$800.00
1.d. Vacuum fabric upholstered furniture (offices)	8	x	\$0.00	=	\$0.00
1.f. Clean light fixtures	4	x	\$400.00	=	\$1,600.00
Intensive Floor Care					
2.b. High speed burnish of Terrazzo	52	x	\$0.00	=	\$0.00
2.c. Remove scuff marks, wet scrub and rinse vinyl floors	12	x	\$0.00	=	\$0.00
2.d. Scrub restroom floors	12	x	\$0.00	=	\$0.00
2.e. Power scrub clean and seal Kitchen floors	4	x	\$300.00	=	\$1,200.00
2.f. Extraction clean carpets for specific areas	3	x	\$0.00	=	\$0.00
2.g. Extraction clean all carpets	6	x	\$0.00	=	\$0.00
2.h. Scrub Stairwell floors	2	x	\$0.00	=	\$0.00
2.i. Strip and Refinish all hard surface floors	2	x	\$3,220.00	=	\$6,440.00
2.h. top strip and finish all vinyl floors	2	x	\$1,200.00	=	\$2,400.00
Windows					
Clean building exterior windows for specific areas (inside/out)	6	x	\$0.00	=	\$0.00
Clean building exterior windows (inside/out)	2	x	\$1,200.00	=	\$2,400.00
Clean interior windows and glass	52	x	\$0.00	=	\$0.00
TOTAL ANNUAL PERIODIC SERVICES (D)					\$14,840.00

TOTAL ANNUAL BASE SERVICES RATE (C)	\$1,250,126.44
TOTAL ANNUAL PERIODIC SERVICES (D)	\$14,840.00
TOTAL QUOTE FOR FOURTH YEAR	\$1,264,966.44

NON ROUTINE – FOR QUOTION PURPOSES ONLY



DO NOT INCLUDE IN ANNUAL OR PERIODIC SERVICES PRICES . This price quote should be hourly for Additional Services on an "As Needed" basis, requested/authorized via Work Order.	Hourly Rate	Equipment or Supplies/ Hour	Total
Emergency Services Includes emergency cleaning services such as restrooms overflow, etc	\$21.50		\$21.50
Infectious Disease Control / Disinfection Services	\$21.50		\$21.50
Unit Discharge Cleanings	\$21.50		\$21.50
Removal/Rehanging of Cubicle Curtains	\$21.50		\$21.50
Miscellaneous facility maintenance services Includes light maintenance, i.e. hanging paper towel dispensers or storage shelves	\$21.50		\$21.50

YEAR FIVE OF CONTRACT

BASIC WAGES – Enter hourly PAY rate. Do not include taxes or insurance.

	# of Employees		Hour s/ Day		Rate		Days		Total
Daytime Cleaners	20	x	7	x	\$10.00	x	365	=	\$511,000.00
Nighttime Cleaners	6	x	7	x	\$10.00	x	365	=	\$153,300.00
Sorters (first shift with staggered start times)	5	x	7	x	\$10.00	x	365	=	\$127,750.00
Supervisor Housekeeping	4	x	8	x	\$17.00	x	260	=	\$141,440.00
Supervisor Laundry Sorting	1	x	6	x	\$14.00	x	260	=	\$21,840.00
BASIC ANNUAL WAGES (A)									\$955,330.00

ANNUAL BUSINESS COSTS	Total
Annual Cost for Cleaning Supplies and Equipment	\$38,000.00
Insurance (General Liability and Worker's Compensation)	\$16,000.00
Wage Overhead - (A) Basic Annual Wages x 19.26%	\$183,996.00
Other – (Provide detailed list. Insert rows as needed)	
Profit	\$56,800.44
TOTAL ANNUAL BUSINESS COST (B)	\$294,796.44

BASIC ANNUAL WAGES (A)	\$955,330.00
TOTAL ANNUAL BUSINESS COSTS (B)	\$294,796.44
A + B =TOTAL ANNUAL BASE RATE C	\$1,250,126.44
C divided by 12= TOTAL MONTHLY INVOICE AMOUNT	\$104,177.20

PERIODIC SERVICES	Times Per Year		Price Per Service		ANNUAL PRICE
General					
1.a. Clean air bars and vents	2	x	\$0.00	=	\$0.00



1.b. Dust/clean baseboards	52	x	\$0.00	=	\$0.00
1.c. Dust clean blinds, curtains, window treatments	2	x	\$400.00	=	\$800.00
1.d. Vacuum fabric upholstered furniture (offices)	8	x	\$0.00	=	\$0.00
1.f. Clean light fixtures	4	x	\$400.00	=	\$1,600.00
Intensive Floor Care					
2.b. High speed burnish of Terrazzo	52	x	\$0.00	=	\$0.00
2.c. Remove scuff marks, wet scrub and rinse vinyl floors	12	x	\$0.00	=	\$0.00
2.d. Scrub restroom floors	12	x	\$0.00	=	\$0.00
2.e. Power scrub clean and seal Kitchen floors	4	x	\$300.00	=	\$1,200.00
2.f. Extraction clean carpets for specific areas	3	x	\$0.00	=	\$0.00
2.g. Extraction clean all carpets	6	x	\$0.00	=	\$0.00
2.h. Scrub Stairwell floors	2	x	\$0.00	=	\$0.00
2.i. Strip and Refinish all hard surface floors	2	x	\$3,220.00	=	\$6,440.00
2.h. top strip and finish all vinyl floors	2	x	\$1,200.00	=	\$2,400.00
Windows					
Clean building exterior windows for specific areas (inside/out)	6	x	\$0.00	=	\$0.00
Clean building exterior windows (inside/out)	2	x	\$1,200.00	=	\$2,400.00
Clean interior windows and glass	52	x	\$0.00	=	\$0.00
TOTAL ANNUAL PERIODIC SERVICES (D)					\$14,840.00

TOTAL ANNUAL BASE SERVICES RATE (C)					\$1,250,126.44
TOTAL ANNUAL PERIODIC SERVICES (D)					\$14,840.00
TOTAL QUOTE FOR FIFTH YEAR					\$1,264,966.44

NON ROUTINE – FOR QUOTION PURPOSES ONLY			
DO NOT INCLUDE IN ANNUAL OR PERIODIC SERVICES PRICES . This price quote should be hourly for Additional Services on an "As Needed" basis, requested/authorized via Work Order.	Hourly Rate	Equipment or Supplies/ Hour	Total
Emergency Services Includes emergency cleaning services such as restrooms overflow, etc	\$21.50	\$0.00	\$21.50
Infectious Disease Control / Disinfection Services	\$21.50	\$0.00	\$21.50
Unit Discharge Cleanings	\$21.50	\$0.00	\$21.50
Removal/Rehanging of Cubicle Curtains	\$21.50	\$0.00	\$21.50
Miscellaneous facility maintenance services Includes light maintenance, i.e. hanging paper towel dispensers or storage shelves	\$21.50	\$0.00	\$21.50

TOTAL FIVE YEAR CONTRACT VALUE	\$6,106,052.70
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