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PRO\$ RFP

CSL Plasma Scope of Work

This Scope of Work outlines janitorial requirements for CSL Plasma Centers, which operate as specialized medical facilities serving plasma donors, staff, and visitors. Because of the nature of CSL's operations, cleaning services must go beyond standard office cleaning to support a clinical-grade environment that emphasizes safety, sanitation, and customer confidence.

CSL Plasma – Janitorial Scope of Work

Introduction

This Scope of Work outlines janitorial requirements for **CSL Plasma Centers**, which operate as specialized medical facilities serving plasma donors, staff, and visitors. Because of the nature of CSL's operations, cleaning services must go beyond standard office cleaning to support a **clinical-grade environment** that emphasizes **safety, sanitation, and customer confidence**.

The purpose of this guide is to give janitorial teams clear, step-by-step instructions on cleaning **each area of the facility** by **daily, weekly, and monthly frequencies**. The structure is designed so that every technician understands:

- **What tasks to perform** in each space.
- **How often tasks must be completed**.
- **What supplies and equipment are required**.
- **What results are expected when cleaning is finished**.

Following this scope ensures that all CSL Plasma facilities remain visibly clean, odor-free, and compliant with industry standards. Proper cleaning contributes directly to donor comfort, operational safety, and the professional image of the center.

Key Expectations for Janitorial Teams

- **Health & Safety First:** Always use approved cleaning agents and wear proper PPE. All chemicals must be pre-approved by CSL Environmental Health & Safety (EHS) to avoid risk to donors, staff, or medical equipment.
- **Compliance:** Services must align with CSL's ethical values, applicable laws, and Good Industry Practice. Cleaning methods should extend the life of all floors, furniture, and fixtures.
- **Consistency & Reliability:** Daily routines must be executed without exception, while weekly and monthly tasks ensure deep cleaning and long-term upkeep.
- **Incident Response:** Spills, accidents, or biohazard events must be reported and addressed immediately, following CSL's safety procedures.
- **Customer Experience:** Donors and visitors should always walk into a center that feels safe, hygienic, and professional — from the lobby to the restroom to the donation area.

Scope Structure

The following sections break down all cleaning tasks by **area of the facility** (Lobby, Donor Areas, Restrooms, Break Rooms, Offices, Labs, Stairwells, Mechanical Rooms, and Exterior Grounds). Each section is presented in a consistent format:

- **Daily Tasks** – Core cleaning required every operating day.
- **Weekly Tasks** – Additional detailed cleaning for buildup prevention.
- **Monthly Tasks** – Deep cleaning and maintenance tasks.
- **Equipment & Supplies Needed** – Specific tools and approved products.
- **Post Cleaning Goals** – Measurable results to confirm completion and quality.

By following this Scope of Work, janitorial teams will maintain an environment that meets CSL's standards for **cleanliness, safety, and donor trust**.

1. Lobby, Entrances & Reception

Daily Tasks

- Clean and disinfect entrance glass doors and handles.
- Empty trash and recycling; replace liners; wipe bin exteriors.
- Vacuum walk-off mats.
- Sweep and mop lobby floors.
- Wipe down counters, desks, and furniture.

Weekly Tasks

- Dust light fixtures, ledges, and door frames up to 10 feet.
- Spot clean walls, door frames, and baseboards.

Monthly Tasks

- High dust vents, lighting, and fixtures above 10 feet.

Equipment & Supplies Needed

- Glass cleaner, microfiber cloths, dusters.
- Upright/backpack vacuum, mop, neutral floor cleaner.

Post Cleaning Goals

- Entry glass streak-free.
 - Floors dust-free, evenly mopped, and odor-free.
 - Lobby furniture and surfaces visibly clean.
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2. Donor Areas & Hallways

Daily Tasks

- Sweep, mop, and vacuum all flooring.
- Empty trash and recycling; replace liners; wipe bin exteriors.
- Disinfect high-touch surfaces (handrails, counters, donor chairs).

Weekly Tasks

- Spot clean carpet stains and wall scuffs.
- Wipe down doors and interior glass partitions.
- Vacuum carpet edges and corners.

Monthly Tasks

- Deep clean floor grout.
- Dust overhead light fixtures and HVAC vents.

Equipment & Supplies Needed

- Dual-motor vacuum with beater bar.
- Neutral floor cleaner, mop, microfiber cloths.

Post Cleaning Goals

- Floors free of dust, debris, and spots.
 - Donor areas organized and disinfected.
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3. Restrooms

Daily Tasks

- Clean/disinfect toilets, urinals, sinks, counters, mirrors.
- Sweep and mop floors with germicidal disinfectant.
- Empty trash bins; replace liners; wipe bin exteriors.
- Restock paper towels, toilet tissue, and soap.

Weekly Tasks

- Wipe down partitions and tile walls below 5 feet.
- Pour water into floor drains to prevent odor.

Monthly Tasks

- Deep clean grout and tile surfaces.
- Clean vents, light fixtures, and partitions.

Equipment & Supplies Needed

- Toilet bowl cleaner, germicidal disinfectant, mop & bucket.
- PPE, paper product refills, gloves.

Post Cleaning Goals

- Fixtures clean, dry, and sanitized.
 - Floors disinfected, odor-free.
 - Restrooms fully stocked.
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4. Break Rooms & Kitchenettes

Daily Tasks

- Sweep and mop floors.
- Wipe counters, sinks, and tabletops.
- Clean exterior of microwaves, refrigerators, vending machines.
- Empty trash and recycling; replace liners; wipe bin exteriors.
- Restock paper towels, soap, and hand sanitizer.

Weekly Tasks

- Clean interior of microwaves, refrigerators, and small appliances.
- Dust light fixtures and shelving.

Monthly Tasks

- Deep clean refrigerator interiors (coordinate with staff for contents).

Equipment & Supplies Needed

- Food-safe disinfectant, degreaser, microfiber cloths.
- Mop & bucket.

Post Cleaning Goals

- Break room sanitized, tidy, and odor-free.
 - Appliances clean inside and out.
 - Floors streak-free and free of food debris.
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5. Offices, Labs & Workspaces

Daily Tasks

- Empty trash and recycling; replace liners; wipe bin exteriors.
- Vacuum carpets; sweep and mop hard floors.
- Wipe desks, phones, and keyboards (where allowed).
- Dust low surfaces and remove cobwebs.

Weekly Tasks

- Dust blinds, shelving, and high surfaces up to 10 feet.
- Wipe door frames, light switches, and baseboards.

Monthly Tasks

- High dust above 10 feet.
- Vacuum upholstered furniture.

Equipment & Supplies Needed

- HEPA vacuum, microfiber cloths, extension duster.
- Mop & bucket, neutral cleaner.

Post Cleaning Goals

- Work areas neat, dust-free, and sanitized.
 - No visible debris on desks or flooring.
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6. Stairwells & Mechanical Rooms

Daily Tasks

- Inspect and maintain stairwell cleanliness.
- Empty trash bins; replace liners.

Weekly Tasks

- Sweep and mop stairwell and mechanical room floors.
- Wipe handrails and stair nosing.
- Dust low surfaces and remove cobwebs.

Monthly Tasks

- High dust vents, pipes, and lighting fixtures.

Equipment & Supplies Needed

- Mop & bucket, neutral cleaner.
- Duster, microfiber cloths, gloves.

Post Cleaning Goals

- Safe, slip-free stairs.
 - Handrails disinfected and free of residue.
 - Mechanical rooms clean and organized.
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7. Exterior, Parking Lot & Grounds

Daily Tasks

- Empty exterior waste containers; replace liners.
- Sweep entry walkways and curbs.

Weekly Tasks

- Power sweep parking lot as needed.
- Remove cobwebs and debris from exterior walls.

Monthly Tasks

- Pressure wash entry areas (if applicable).

Equipment & Supplies Needed

- Outdoor broom, power sweeper, liners, gloves.
- Pressure washer (as needed).

Post Cleaning Goals

- Exterior free of trash, debris, and odors.
 - Entry areas welcoming and well-maintained.
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General Equipment & Supplies Checklist

- **Cleaning Tools:** Vacuums, dusters, mop buckets, neutral floor scrubbers.
 - **Chemicals:** Neutral cleaner, disinfectant, germicidal solutions, glass cleaner, food-safe degreaser.
 - **Consumables:** Paper towels, toilet tissue, soap refills, liners.
 - **Protective Gear:** Gloves, PPE, wet floor signs.
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Post Cleaning Goals Summary

- **Visible Cleanliness:** No dust, debris, streaks, or stains.
- **Disinfection:** High-touch surfaces sanitized across facility.
- **Customer-Ready:** Donor and staff spaces safe, tidy, and welcoming.
- **Trash Control:** All receptacles emptied, odor-free, and wiped.
- **Odor Neutrality:** Restrooms and public spaces smell fresh.