



# **Business Requirement**

**Veterans Health Administration  
Robert McFarland**

**Chief, Environmental Management Service Line  
Michael E. DeBakey VA Medical Center**



## Who Am I?

- Name: Robert, McFarland
- Title: Chief of Environmental Management Service Line
- Organization: Veterans Health Administration
- Office within: Department of Veterans Affairs
- Responsibilities: Charged with overseeing a full Environment care department for one of the largest V.A. healthcare facilities.



# Responsibilities

- **Environmental Services**
  - Hospital Cleaning and Sanitation
  - Pest Management
  - Laundry Operations
  - Uniform Management
  - Patient Effect Management
  - Lost and Found Operation



# Mission

- To provide, operate and maintain a safe, healthy and aseptically pleasing environment, to all that enter the Houston V.A. Medical Center and to ensure the Environmental Management Service program operates in support of our veterans healthcare system.



## Key Objectives

- Provide a consistent clean environment using approved hospital grade products that are cost effective and reliable.
- Work with vendors that understand the mission of the environmental management services department. Vendors that realize the importance of building a relationships and providing excellent service to clients.



# Partnership With Small Business

- **Challenges/hurdles**
  - Working with new vendors that don't understand the mission of the environmental management services department.
  - Getting new vendors to realize that service should be offered with the product.
  - Getting vendors to realize the importance of building a relationships and providing excellent service to their VA partners at all times.
  - Getting vendors to understand that without excellent service to their VA partners, their partnerships wont last long.
  - Getting vendors to understand the importance of face – face meeting
  - Vendors not having the expert knowledge of their products nor having any affiliations with governing associations such as AHE or ALM or certifications such as CHESP, RLLD, RESD.



## Partnership With Small Business (Cont.)

- **Expectations**
  - Good working relationship.
  - Cost Efficient Product and Service
  - Good understanding of the Environmental Management Program
  - Quality Service at all times
  - Information sharing



# Re Occurring Needs

- Products
  - Paper Towels
  - Toilet paper
  - Cleaning/Disinfecting Chemicals
  - Hand Soap and Sanitizer
  - Cleaning Equipment
  - Linen





# Current Partnership Contractors

CONTRACT	PERFORMANCE PERIOD
Public Restroom Cleaning	10/1/2015 to 9/30/2016
Canteen Cleaning	10/1/2015 to 9/30/2016
Window Washing	10/1/2015 to 9/30/2016
Lufkin OPC Cleaning	10/1/2015 to 9/30/2016
Beaumont OPC Cleaning	10/1/2015 to 9/30/2016
Lake Jackson OPC Cleaning	10/1/2015 to 9/30/2016



# Current Partnership with Contractors Cont.

CONTRACT	PERFORMANCE PERIOD
Document Shredding	10/1/2015 to 9/30/2016
Clinic Cleaning	10/1/2015 to 9/30/2016
Corridor Floor Care	10/1/2015 to 9/30/2016
Pest Control	10/1/2015 to 9/30/2016
EMS Supplies	10/1/2015 to 9/30/2016

