

## **ANNEX 4.4**

# **CUSTODIAL SERVICES**

#### **4.4 CUSTODIAL SERVICES**

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#### **4.4 CUSTODIAL SERVICES**

##### **4.4.1 GENERAL REQUIREMENTS**

###### **4.4.1.1 Return Moved Items**

Numerous tasks required by this annex will necessitate moving chairs, furniture and other items in order to fully accomplish the task. In all cases, when items are moved to accomplish a task, the items will be returned to their approximate original position.

###### **4.4.1.2 Protect Government Property**

During execution of the work, the Contractor shall take special care to protect all Government property including furniture, walls, baseboards, and other surfaces from being used improperly. Accidental splashes shall be removed immediately. The Contractor shall notify the trouble desk of needed repairs and/or damage to fixtures by 10:00 a.m. of the work day following the discovery. Any item of a critical, priority, or emergency nature shall be reported immediately upon discovery. (See Paragraph 4.1.1.8)

###### **4.4.1.3 Definitions**

Definitions unique to this Annex is shown in **\*\*Table 4.4.1.\*\***

###### **4.4.1.4 Facilities**

The estimated square footage is included in the TRL as **\*\*Workload Data for Custodial Services\*\***, approximately 40% is covered with immovable objects and shall not be considered as areas to be cleaned.

##### **4.4.2 WORK SCHEDULE**

###### **4.4.2.1 Routine**

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The initial work schedule for applicable routine tasks, shall be submitted to the CO for approval no later than 7 days after the contract award. Once approved, all work shall be performed in strict compliance with the work schedule to facilitate the Government's inspection of the work. The work schedule shall reflect service to test complex facilities on all holidays (see Annex 1.0) except Memorial Day, Independence Day, Labor Day, Thanksgiving Day, Christmas Day and New Year's Day.

#### **4.4.2.2 Shiftwork**

Since it is the intention of NASA to minimize work performed at night in order to meet federally mandated energy conservation goals, except as may otherwise be specified, all basic work shall be performed between the hours of 6:00 a.m. and 9:30 p.m. However, to minimize inconvenience to both the customers and NASA personnel, some discrete projects, such as stripping, waxing, or shampooing floors, may be performed outside of the normal work hours. Such project work may be accomplished between the extended hours of 5:00 p.m. to 1:30 a.m. (second shift). It should be noted that access to certain offices and buildings may be restricted outside the normal "core hours" of 7:00 a.m. to 4:30 p.m. When such access is restricted, Security personnel will have to be notified by the Contractor, in advance, to provide that access.

#### **4.4.2.3 Effects of Holidays**

When a service is required less than three times per week and the time for that service falls on a holiday, the services shall be accomplished on the work day preceding or following the holiday.

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4.4.3	Work Areas			
4.4.3.1	Clean Hard Floors	a. Dust mop or sweep hard floors.	W	Floor will be free of any laden airborne dirt, liquid, heel marks, soil, lint, or foreign material.
		b. Sweep, wet mop, and rinse hard floors in Bldg. 1100 cafeteria, Atrium & site maintenance cafeteria.	5W	See 4.4.3.1.a
		c. Spray buff hard floors in the Fluid Component Processing Facility (FCPF).	2M	Spray buffed floors will be free of dirt, soil, stains, heel marks, debris and have a high gloss appearance.
		d. Strip, wax and seal hard floors.	A	A stripped floor shall be completely free of all dirt, stains, deposits, wax, finish, water and cleaning solution and shall be ready for the reapplication of sealer, and floor finish. No splash evidence on baseboards and furniture/fixtures shall exist. The floor shall present a uniform high gloss appearance.
		e. Sweep and damp mop hard floors.	2M	See 4.4.3.1.a

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		g. Dust mop or sweep hard floors in high-visibility areas and executive areas.	5W	See 4.4.3.1.a
		h. Dust mop or sweep hard floors in common use areas.	5W	See 4.4.3.1.a
		i. Sweep & damp mop common use areas.	W	See 4.4.3.1.c
		j. Spray buff hard floors in site cafeteria.	M	See 4.4.3.1.c
		k. Spray buff hard floors at North and South gates.	2M	See.4.5.3.1.c
		l. Spray buff hard floors in cafeteria and Bldg 1100 Snack Bar area.	W	See 4.4.3.1.c
		m. Stripping wax or Finish coat from Asbestos containing floor coverings	2A	In accordance with EPA recommendations for custodial/maintenance of Asbestos containing floor coverings
4.4.3.2	Clean Carpets	a. Vacuum carpet.	W	No evidence of any dust, dirt, or any other loose foreign material.
		b. Spot clean carpet	1 as Required	For spot cleaning, remove any evidence of the soiling and return the finish of the area affected to its previous condition.
		c. Shampoo carpet	A	Carpet will be free of dirt,

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				soil, stains. Excess cleaning agent shall be removed from baseboards, walls and furniture/fixtures.
		d. Vacuum carpet in high-visibility, executive offices, and Bldg. 2120 and TRL 263.	5W	See 4.4.3.2.a
		e. Vacuum carpet in Bldg. 1100 common use	5W	See 4.4.3.2.a
		f. Shampoo carpet common use areas, Bldg. 2120 and TRL 263.	M	See 4.4.3.2.c
		g. Shampoo carpet cafeteria, Bldg 1200 first floor, 2201 Security.	6A	See 4.4.3.2.c
4.4.3.3	Empty all Trash Receptacles and Replace Liners	a. Waste containers shall be emptied.	5W	The waste receptacles will be free of all waste and disposed materials.
		b. Replace soiled or torn plastic liners	5W	The waste receptacles will be lined with unsoiled & new plastic liners.
		c. Containers shall be cleaned and disinfected if soiled.	5W	Wash with a disinfectant solution.
		d. Remove items placed adjacent to waste containers marked “TRASH”. Provide extra plastic liners or portable trash bins and remove upon request. Cardboard trash shall be broken down and put in the proper outside receptacles marked for cardboard only which will be located next to trash bins in high	5W	Area shall remain debris-free, and any residue which may be left from the material collection shall be immediately cleaned so that the collection area is

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		cardboard use areas. If the cardboard receptacles do not exist at a building, the broken down cardboard shall be stacked neatly next to the outside trash bin for pick up as covered under sub-annex 5.4.6.		free from stains and odor. Keep all areas around the containers free of any type of debris.
4.4.3.4	Clean Stairwells	Clean stairs	2M	The stairs, railings, ledges, and ramps will be free of any laden airborne materials, streaks, smudges, dirt, soil, debris, liquids or other foreign material.
4.4.3.5	Clean Elevators	a. Clean elevator cab walls and door tracks.	W	The elevator cab walls and door tracks will be free of all dirt, soil, stains, or other foreign material.
		b. Clean elevator floors.	W	The floor will be free of any laden airborne dirt, soil, lint or other foreign material.
4.4.3.6	Clean Entrance Ways	a. Sweep outside entrances and steps.	5W	Entrance ways will be free of all dirt, soil, stains, other foreign material, and debris.
		b. Sweep or vacuum entrance way mats.	5W; 225 SF per entrance	See 4.4.3.6.a
		c. Empty ash receptacles.	5W	All ash receptacles will be emptied.

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4.4.3.7	Perform Dusting/Cleaning and Furniture Polishing	a. Dusting/cleaning shall be performed.	A	Dusted/cleaned items to be free of dust, dirt, lint, soil, stains, and foreign material with no streaking.
		b. Baseboards, door frames, venetian blinds, and window ledges dusted	M	All items will be free of dirt, soil, stains, bugs, cobwebs, trash, refuse, and any other foreign material.
		c. Cleaning/polishing will be performed on wood furniture, fixtures, walls, vestibule doors and bathrooms with an approved wood cleaner, oil and/or polish.	M	All items will be free of dirt, soils and stains and have a high-gloss appearance.
		d. Dust/cleaning shall be performed in high-visibility and executive offices.	W	See 4.4.3.7.a
		e. Baseboards, door frames, and window ledges dusted in high-visibility and executive offices.	W	See 4.4.3.7.a
		f. Cleaning/polishing will be performed on wood furniture, fixtures, walls, vestibule doors and bathrooms with an approved wood cleaner, oil and/or polish in executive offices.	W	See 4.4.3.7.a
		g. Exposed surfaces of vents, defusers & grill	2A	
4.4.3.8	Clean Drinking Fountains	Clean, disinfect and polish drinking fountains.	5W	Drinking fountains will be free of all dirt, soil, stains, or other foreign material, and will have a non-

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				abrasive high gloss appearance.
4.4.3.9	Clean Glass	a. Clean interior windows and associated window frames.	2A	Glass surfaces and trim will be free of dirt, soil, smudges, smears, and present uniform appearance.
		b. Clean entranceway glass doors.	5W	See 4.4.3.9.a
		c. Clean display shelves in high visibility areas	2A	
4.4.3.10	Clean Medical Clinic, Labs, Bldg. 2120, TRL 263 and Restrooms.	a. Restroom fixtures, water closets, urinals, lavatories, wash stations, and sinks shall be washed inside and outside utilizing a disinfectant.	5W	Fixtures, floors, floor drains shall be free of stains, dirt, soil, smudges, graffiti and odors.
		b. Contractor shall clean and disinfect partitions, stalls, doors, and wall areas adjacent to wall-mounted lavatories, urinals, and toilets.	5W	See 4.4.3.10.a
		c. Mop hard floors with a disinfectant.	5W	See 4.4.3.10.a
		d. Floor drains shall be cleaned and flushed with a disinfectant.	5W	No offensive odors
		e. Mirrors shall be cleaned and polished.	W	Mirrors and mirror trim shall be free of dirt, soil, smudges, smears, or other substances and have a streak-free appearance.

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		f. Waste containers shall be emptied, disinfected, and plastic liners replaced. Cardboard trash shall be broken down and put in the proper outside receptacles marked for cardboard only which will be located next to trash bins in high cardboard use areas. If the cardboard receptacles do not exist at a building, the broken down cardboard shall be stacked neatly next to the outside trash bin for pick up as covered under sub-annex 5.4.6.	5W	Waste containers will be free of all wastes and liners replaced.
		g. All Dispensers shall be filled to include those in restrooms, labs, cafeteria, breakrooms.	5W	No empty dispensers
		h. Clean-up spaces and equipment contaminated with blood, body fluids or potentially infectious materials.	5W	In accordance with section E (items 1 thru 7 and section F) ,of the SSC Health Clinic, Blood Borne Pathogens Exposure Control Plan, SPG 8715.1
4.4.3.11	Reports & Schedules	a. Cleaning Schedules, DR 4-SC01	A	Conformance to DR 4-SC01
		b. Materials List, DR 4-SC02	M	Conformance to DR 4-SC02

## ANNEX 4.4 CUSTODIAL SERVICES

TABLE 4.4-1  
DEFINITIONS

**Annually (A).** Services performed once during each 12-month period of the contract at intervals of 345 to 365 days.

**Cleaning.** The removal of dirt, soil, stains, liquids, trash, refuse, scale, and any other foreign material.

**Daily (5W).** Services performed once each calendar day, Monday through Friday, excluding holidays unless otherwise specified.

**Damp mopping.** The use of a cotton or similar yarn-type mop, which has been mechanically wrung/squeezed to remove excess solution, for the purpose of removing light soil, dirt, liquid, or other foreign material from a floor which does not require the complete mopping of the area, or the area is not soiled sufficiently to require wet mopping.

**Disinfecting.** The removal or neutralization of material containing or supporting the growth of bacteria/viral organisms capable of causing infection in humans if untreated.

**Dispenser service.** The checking and refilling of all towel, toilet tissue, soap, or any other dispensers which may be identified by the Government.

**Dusting.** The removal of laden airborne dirt, soil, lint, or other foreign material from railings, ledges, and any other items which may accumulate airborne particles or stains.

**Dusting/cleaning.** The removal of dirt, soil, stains, , liquids, bugs, cobwebs, trash, refuse, and any other foreign material from any item, office furnishing, fixture, horizontal or vertical surface, or area.

**Dust-mopping.** The removal of laden airborne dirt, soil, lint or other foreign material from a floor using a clean antistatic dust mop.

**Hard floors.** Includes composition tile, ceramic tile, brick and exposed concrete.

**Mirror/glass cleaning.** The removal of dirt, soil, smudges, smears, or any other substance which will interfere with the passage or reflectance of light depending on the particular object and/or condition.

**Monthly (M).** Services performed 12 times during each 12-month period of the contract at intervals of 28 to 31 calendar days.

**Polishing .** The removal of dirt, soil, fingerprints, smudges, water marks, scale, and other foreign material from metal surfaces and fixtures.

**Scrubbing.** The removal of built-up dirt, soil, or other foreign material from a hard floor surface by manual or mechanical means.

**Sealing.** The application of an approved floor sealer prior to the application of the final floor finish in accordance with industry standards and manufacturer recommendations.

**Semi-annually (2A).** Services performed 2 times during each 12-month period of the contract at intervals of 6 months.

**Semi-monthly (2M).** Services performed 24 times during each 12-month period of the contract at intervals of 14 to 16 calendar days.

**Shampooing.** The application of an approved cleaning agent to a carpeted floor, cloth material, or covering for the purpose of removing embedded soil, dirt, stains, or other foreign materials.

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**Spray buffing.** The application of a wax and water solution to a floor and buffing with a high speed buffing machine to refurbish the floor finish after wet or damp mopping.

**Spot cleaning.** The removal of dirt, soil, debris, liquids, stains, or other foreign materials from carpets where adequate cleanliness can be accomplished by cleaning only the immediately affected area and where the cleaning of the entire area would not be necessary.

**Stripping.** The complete (95 percent or greater) removal of the wax/finish applied to non-carpeted flooring.

**Sweeping.** The removal of loose dirt, dust, debris, and other foreign material through either manual or mechanized methods.

**Three times weekly (3W).** Services performed three times a week, on Monday, Wednesday, and Friday.

**Trash/waste removal.** The collection and disposal of all materials which have been placed into appropriate containers dedicated for disposal or bagged and set aside.

**Asbestos Containing Floor Covering.** Any floor covering containing 1% or greater of Chrysotile, Amosite, or Trimolite asbestos.

**Vacuuuming.** The mechanical removal of loose dust, dirt, soil, debris and other foreign material from carpeted floors and elevator tracks as applicable.

**Waxing/finishing.** The application of three coats of an approved nonslip gloss finish to hard surfaced floors such as vinyl, rubber, cork, linoleum, terrazzo, wood, or tile.

**Weekly (W).** Services performed 52 times during each 12-month period of the contract at intervals of 6 to 7 calendar days.

**Wet mopping.** The removal of built up dirt, soil, liquids or other foreign materials from a floor using a cotton, or similar yarn-type mop with either sufficient neutral detergent and water solution, or neutral disinfecting detergent and water solution. This will include rinsing if recommended by the detergent manufacturer.