

SECTION C - STATEMENT OF WORK

1.0 Introduction 5

1.1 Scope 5

1.2 Associated Contractors..... 5

1.3 Description of Facilities..... 5

 1.3.1 Access to Controlled Access Areas (CAA) 5

 1.3.2 Area Types 6

1.4 Location of Services 6

1.5 Hours of Operation 6

1.6 Frequency of Service..... 7

1.7 Work Scheduling..... 7

1.8 Definitions and Acronyms..... 7

1.9 Records and Reports..... 8

1.10 Custodial Services Management 8

 1.10.1 Custodial Phase-In Plan 8

1.11 Safety and Health 9

1.12 Quality Assurance 9

1.13 Emergency Preparedness 9

1.14 Environmental Management System (EMS) and Compliance 9

1.15 Information Technology (IT)..... 10

 1.15.1 Government-Provided Computer Workstations 10

 1.15.2 FAX Machine Transmission Capability 10

 1.15.3 Applications, Protocols, IT Systems 10

 1.15.4 IT Security 10

 1.15.4.1 Contractor Responsibilities..... 10

 1.15.4.2 IT Training 11

1.16 Contractor Furnished Items 11

 1.16.1 Vacuum Cleaners..... 11

 1.16.2 Waste Container Liners..... 12

 1.16.3 Desktop Paper Recycling Containers 12

 1.16.4 Vehicle Management and Regulations 12

- 1.17 Government Furnished Items** 12
 - 1.17.1 Facilities Management 12
- 1.18 Contract Personnel**..... 13
 - 1.18.1 Personnel Requirements 13
 - 1.18.2 Program manager 13
 - 1.18.2.1 Authority to Act..... 13
 - 1.18.2.2 Availability 13
- 1.19 Uniforms** 14
- 1.20 Training and Certification Requirements**..... 14
 - 1.20.1 Clean Up of Blood/Infectious Materials 15
- 1.21 Material Requirements** 15
 - 1.21.1 Items Covered Under EPA Comprehensive Procurement Guidelines(CPG) 15
 - 1.21.2 Cleaning Product Requirements..... 15
- 1.22 Performance Evaluation and Surveillance**..... 16
- 2.0 Basic Services** **16**
- 2.1 Basic, Regularly Scheduled Services** 16
 - 2.1.1 Drinking Fountains and Wash Stations 16
 - 2.1.2 Mirror & Glass Cleaning 17
 - 2.1.3 Elevator Cleaning 17
 - 2.1.4 Dusting & Cleaning Entrances, Hallways, and Carpeted Areas 17
 - 2.1.5 Clean & Service Restrooms and Medical Offices 17
 - 2.1.6 Machine Scrub Restroom Floors 18
 - 2.1.7 Inside Stairs, Stairwells, Ramps, and Landings..... 18
 - 2.1.8 Inside/Outside Entrance Area Floors..... 18
 - 2.1.9 Hard Floor Cleaning 19
 - 2.1.10 Vacuum Carpets and Rugs 19
 - 2.1.11 Spray Buffing in Hallways..... 19
 - 2.1.12 Dusting and Cleaning 20
 - 2.1.13 Exterior Glass Surfaces/Window Frames 20
 - 2.1.13.1 First Floor Cleaning..... 20
 - 2.1.13.2 Above First Floor Cleaning..... 20
 - 2.1.14 Interior Windows/Window Area/Venetian Blinds..... 21
 - 2.1.15 Recycling Program 21
 - 2.1.16 Solid Waste Removal 21
 - 2.1.16.1 Interior Waste Containers..... 21
 - 2.1.16.2 Exterior Waste Container 22
 - 2.1.16.3 Tobacco Receptacles..... 22

2.1.16.4 Solid Waste Removal Service 22

2.1.17 Strip, Seal, and Wax/Finish Hard Floors 23

2.1.18 Steam Clean Carpet/Rugs..... 23

2.1.19 Pest Control..... 23

 2.1.19.1 Exterior Pest Control 24

 2.1.19.2 Interior Pest Control 24

 2.1.19.3 Termite Services 25

2.2 Emergency Custodial Services..... 25

2.3 Special Events..... 25

 2.3.1 Supplemental Waste Removal 26

 2.3.1.1 Municipal Solid Waste Removal 26

 2.3.1.2 Portable Restrooms..... 26

3.0 Indefinite Delivery/Indefinite Quantity (IDIQ) 26

Attachment A: Acronyms 27

Attachment B: Definitions 28

Attachment C: CLIN Frequencies 32

Attachment D: Frequencies of Service..... 35

Attachment E: Dumpster and Roll Off Table Schedule..... 36

Attachment F: Municipal Solid Waste & Recycling Table..... 38

1.0 Introduction

1.1 Scope

The Contractor shall provide all resources to perform the custodial services identified within this Statement of Work for the Johnson Space Center (JSC), Ellington Field (EF), and the Sonny Carter Training Facility (SCTF) in Houston, Texas. Custodial Services consist of basic, regularly scheduled services which include: drinking fountain and wash station cleaning; mirror and glass cleaning; elevator cleaning; dusting/cleaning entrances, hallways, and carpeted areas; clean and service restrooms, medical office, and laboratories; machine scrub restroom floors; clean inside stairs, stairwells, ramps, and landings; clean inside/outside entrance area floors; hard floor cleaning; vacuum carpet and rugs; spray buffing in hallways; dusting/cleaning; clean exterior glass surfaces/window frames and interior windows/window area/Venetian blinds; recycling program; solid waste removal; strip, seal, and wax/finish hard floors; steam clean carpet/rugs; pest control; emergency services; and special events. The Contractor shall focus on safety, environmental compliance, sanitation and customer service. The Contractor shall focus on cleaning for health protection first and appearance second.

1.2 Associated Contractors

JSC is a Government-owned, Government-operated installation. Government-Contractor and Contractor-Contractor partnering is essential to the success of JSC operations. Therefore, a Center Operations Directorate (COD) Associate Contractor Agreement (ACA) as specified in Section H of this contract between internal support Contractors, such as Facilities, Logistics, Grounds, and Environmental, as well as external support Contractors, is required to ensure the successful operation at JSC. Similarly, ACA's between other support Contractors may also be necessary for successful JSC operations.

1.3 Description of Facilities

JSC (including EF and SCTF) has an on-site population of approximately 9,000 civil servants and contractor employees. As specified in Section J, Attachment G1, the site contains approximately 200 buildings with approximately 3 million square feet of interior floor space. The buildings are a mixture of administrative, office, laboratory, industrial, research, and storage facilities.

1.3.1 Access to Controlled Access Areas (CAA)

Access to some facilities at JSC is restricted and requires special clearance. The Contractor shall notify the Government Facility Manager (FM) and Security personnel at

least 15 minutes in advance for access to restricted facilities. CAAs are specified in Section J, Attachment C2.

1.3.2 Area Types

Floor surface types as they relate to this Contract are noted in Attachment B of this document, for requirements and tasks that apply to this contract.

1.4 Location of Services

The Contractor shall perform all Custodial services at JSC. Within the context of this SOW, the term “JSC” shall be used interchangeably to refer to activities that occur at the JSC main campus, EF, and SCTF site locations. One way distances from JSC are as follows: EF is approximately 8 miles and SCTF is approximately 3 miles.

1.5 Hours of Operation

Unless otherwise directed by the Contracting Officer or specified in this SOW, the Contractor’s continuous core hours of operation for basic services for JSC, EF, and SCTF shall be 5:00 a.m. – 5:30 p.m., Monday through Friday excluding Federal holidays. The Contractor shall obtain prior written approval to perform work outside the hours of operation listed.

The Contractor shall schedule and arrange work to cause the least interference with the normal occurrence of Government business. In those cases where some interference is unavoidable, the Contractor shall make every effort to minimize the impact of the interference, inconvenience, and customer discomfort.

Table 1.5 - Custodial services core hours.

CLIN		Core Hours
2.1.1	Drinking Fountains & Wash Stations	5:00 a.m. to 5:30 p.m
2.1.2	Mirror & Glass Cleaning	5:00 a.m. to 5:30 p.m
2.1.3	Elevator Cleaning	5:00 a.m. to 5:30 p.m
2.1.4 *	Dusting/Cleaning Entrances, Hallways, & Carpeted Areas	5:00 a.m. to 5:30 p.m
2.1.5	Clean and Service Restrooms, Medical Office, and Laboratories	5:00 a.m. to 5:30 p.m
2.1.6	Machine Scrub Restroom Floors	5:00 a.m. to 5:30 p.m
2.1.7	Inside Stairs, Stairwells, Ramps & Landings	5:00 a.m. to 5:30 p.m

2.1.8	Inside/Outside Entrance Area Floors	5:00 a.m. to 5:30 p.m
2.1.9	Hard Floor Cleaning	5:00 a.m. to 5:30 p.m
2.1.10	Vacuum Carpets & Rugs	5:00 a.m. to 5:30 p.m
2.1.11	Spray Buffing in Hallways	5:00 a.m. to 5:30 p.m
2.1.12	Dusting/Cleaning	5:00 a.m. to 5:30 p.m
2.1.13	Exterior Glass Surfaces/Window Frames	5:00 a.m. to 5:30 p.m
2.1.14	Interior Windows/Window Area/Venetian Blinds	5:00 a.m. to 5:30 p.m
2.1.15	Recycling Program	5:30 p.m. to 5:00 a.m.
2.1.16	Solid Waste Removal	5:30 p.m. to 5:00 a.m.
2.1.17	Strip, Seal, & Wax/Finish Hard Floors	5:30 p.m. to 5:00 a.m.
2.1.18	Steam Clean Carpet/Rugs	5:30 p.m. to 5:00 a.m.
2.1.19 **	Pest Control	2:00 p.m. to 10:00 p.m.
2.2	Emergency Custodial Services	See paragraph 2.2
2.3	Special Events	See paragraph 2.3
* when not performed in conjunction with 2.1.9		
** See paragraph 2.1.19.2 for interior pest control hours		

1.6 Frequency of Service

When a service is required less than three times per week and the time for that service falls on a holiday, the service shall be provided on the workday preceding or following the holiday. See Attachment C of this document, CLIN Frequencies.

1.7 Work Scheduling

The Contractor shall submit an initial work schedule for basic services twenty (20) business days prior to contract start. Once approved, work shall be performed in strict compliance with the schedule. Changes to the work schedule shall be submitted for approval as stated in Section J, Attachment B, DRD 014.

1.8 Definitions and Acronyms

Acronyms used throughout this contract are identified in Attachment A to this document. Definitions used throughout this contract are identified in Attachment B to this document.

1.9 Records and Reports

The Contractor shall maintain records and reports necessary to substantiate that services have been performed, and support Government audits with adequate personnel and timely documentation retrieval.

Report requirements are contained in individual Data Requirements Documents (DRD's) in Section J, Attachment B. Due dates are specified for each separate report. When the due date falls on a Saturday, Sunday, or holiday, the report is due by 9 a.m., Monday, or the day following the holiday. Reports shall be submitted electronically unless otherwise specified. The Contractor shall use the format specified in the DRD unless otherwise approved.

1.10 Custodial Services Management

The Contractor shall conduct Custodial Services, management, administration, and risk management, necessary to fulfill the requirements of this contract. The Contractor shall provide for the planning, organization, control and reporting of all activities required by this contract

The Contractor shall develop, and implement a Government-approved Custodial Management Plan which fully and optimally describes and integrates all parts identified within this SOW. The Contractor shall address in the plan the Contractor's management of all custodial services and data requirements described in this SOW. The Contractor's plan shall address the Contractor's process for receiving, categorizing, prioritizing, scheduling, tracking, documenting, and performing all custodial services, ensuring all work meets the objective within this SOW. The Contractor's plan shall describe how the Contractor shall receive, document, and assign work requests from JSC customers, to ensure the Government can obtain accurate and up-to-date work status information when requested. The initial plan shall be prepared in accordance with Section J, Attachment B, DRD 011.

1.10.1 Custodial Phase-In Plan

The contractor shall develop, update, and implement a Government-approved Custodial Phase-In Plan which describes the Contractor's management approach that fully and optimally transitions the custodial functional operations, employee workforce, schedule of critical transition activities, and data requirements described in this contract from the incumbent Contractor. The plan shall be submitted in accordance with Section J, Attachment B, DRD 019.

1.11 Safety and Health

The Contractor shall develop, implement, and maintain a Government-approved Safety and Health Plan in accordance with JPR 1700.1 JSC Safety and Health Handbook. The initial plan shall be prepared and submitted at time of proposal submission in accordance with DRD 001, Safety and Health Plan. The Contractor shall develop, status, and maintain monthly Safety and Health Metrics in accordance with Section J, Attachment B, DRD 001.

1.12 Quality Assurance

The Contractor shall develop and implement a Government-approved Quality Assurance (QA) Plan that is compliant with ANSI/ISO/ASQ Q9001 – 2000. The plan shall be prepared in accordance with Section J, Attachment B, DRD 010.

1.13 Emergency Preparedness

The Contractor shall develop and implement an Emergency Preparedness Plan in accordance with Section J, Attachment B, DRD 006, ensuring compliance with JSC's Emergency Preparedness Plan.

1.14 Environmental Management System (EMS) and Compliance

The Contractor shall ensure that all work performed and equipment used to fulfill the requirements of this contract are in compliance with all Federal, state, and local regulations and public laws, and the following NASA JSC Directives: JPD 8500.1, JSC Environmental Excellence Policy; JPR 8550.1, JSC Environmental Compliance Procedural Requirements; JPR 8553.1, JSC Environmental Management System Manual; CWI JE9W-06, EMS Aspect/Impact Assessment and EMP Process; NPR 8570.1, Energy Efficiency and Water Conservation; JSC's Energy and Water Conservation 5-Year Plan; and CWI J69W-03, Energy Conservation. The Contractor shall provide data on affirmative procurement, waste reduction activity, energy efficient product procurement, and ozone depleting substances in accordance with DRD 007, Environmental and Energy Consuming Product Compliance Reports.

The Government remains the owner and operator of record for all environmental activities conducted at NASA owned properties unless otherwise documented in a signed agreement between NASA and the Contractor. The Contractor is advised that activities performed at JSC and associated facilities are subject to Federal, State and local regulatory agency inspections to review compliance with environmental laws and regulations. For on-site issues, JSC's Environmental Office will be the single point of contact with Federal and State regulatory agencies and their representatives unless otherwise directed by the Contracting Officer or the Environmental Office. The Contractor shall immediately notify the JSC Environmental Office when contacted by external regulatory agency representatives and shall cooperate fully. The Contractor shall complete, maintain, and make available to the Contracting Officer, JSC

Environmental Office, JSC Energy Manager, or regulatory agency personnel all documentation relating to environmental compliance matters under applicable laws. The Contractor shall immediately notify the JSC Environmental Office upon issuance of a Notice of Violation or noncompliance to the Contractor.

Should a Notice of Violation, Notice of Noncompliance, Notice of Deficiency, or similar regulatory agency notice be issued to the Government as a facility owner/operator on account of the actions or inactions of the Contractor or one of its subcontractors in the performance of work under this contract, the Contractor shall fully cooperate with the Government in correcting any problems and defending against regulatory assessment of any civil fines or penalties arising out of such actions or inactions.

1.15 Information Technology (IT)

The Contractor shall comply with all applicable NASA and JSC Information IT Policy Directives and the JPD, 2800.4, JSC IT Program Management, and JPR 2810.1C, Johnson Space Center Information Technology Security Handbook.

1.15.1 Government-Provided Computer Workstations

The Government shall provide workstations identified in Section J, Attachment E1 in this Contract. The workstations will have site standard software, including Microsoft Office, and will be maintained by NASA's Outsourcing Desktop Initiative (ODIN) contract.

1.15.2 FAX Machine Transmission Capability

The Government shall supply institutional FAX machine line connectivity only. The FAX hardware shall be the responsibility of the Contractor.

1.15.3 Applications, Protocols, IT Systems

The Contractor shall use only JSC-standard applications, protocols, or IT systems for use in this contract, unless prior authorization is obtained.

1.15.4 IT Security

1.15.4.1 Contractor Responsibilities

The Contractor shall ensure that IT systems used in the performance of this contract meet the requirements of JPR 2810.1C, Johnson Space Center Information Technology Security Handbook, and the JPD, 2800.4, Johnson Space Center IT Program Management.

1.15.4.2 IT Training

The Contractor shall ensure that contractor personnel with access to Personal Computer (PC) workstations have completed the annual IT Security Training in accordance with NPR 2810.1A, Section 4.3.1.1, Security of Information Technology. New employees requiring access to JSC IT resources shall take the Basic IT security training within 15 business days of obtaining JSC IT System access.

1.16 Contractor Furnished Items

The Contractor shall furnish supplies, equipment, personnel, tools, materials, supervision, and other items and services necessary to perform the statement of work. The Contractor shall also provide auxiliary equipment required to store and dispense such materials. The Contractor shall submit a list of supplies and materials in accordance with Section J, Attachment B, DRD 013.

The Contractor shall provide personnel, tools, and vehicles to transport material, supplies and equipment. The Contractor employees' private vehicles shall not be used to perform any work under this contract. Vehicles shall be registered, licensed, insured, and operated in accordance with JSC Vehicle Code; JSC 27996.

The COTR shall approve paper towel dispenser(s), soap dispenser(s), toilet paper dispenser(s), and any other dispensing equipment prior to installation. If the Contractor decides to purchase products from a different company other than currently used, the Contractor shall be required to provide replacement dispensers at no additional charge to the Government and maintain those dispensers in good working order, including repair or replacement with equivalent equipment when deemed necessary by the Government and at no additional expense to the Government.

NOTE: The dispensers currently in use at JSC are provided by Pollock, a distributor for Georgia Pacific.

1.16.1 Vacuum Cleaners

The Contractor shall use High Efficiency Particle Arrest (HEPA) vacuum cleaners of industrial quality with a motor driven brush and beater-bar for carpeted areas and a hose attachment for corners, drapery, and upholstered furniture.

The Contractor shall service the HEPA vacuum cleaners in compliance with manufacturer specifications and OSHA and JSC safety regulations.

1.16.2 Waste Container Liners

The Contractor shall furnish plastic waste container liners of commercial strength and size to protect each waste container. Liners shall ensure no spillage or leakage occurs from the time trash is initially discarded until it is removed and properly disposed of as solid waste.

1.16.3 Desktop Paper Recycling Containers

The Contractor shall provide replacement desktop paper recycling containers (Maximum 1000 per year) to JSC employees and on-site contractors suitable for collecting mixed office paper for recycling purposes.

1.16.4 Vehicle Management and Regulations

The Contractor shall provide and maintain contractor owned or leased vehicles to meet the requirements of this contract. Any Contractor vehicle used in the performance of this contract shall have the company name prominently displayed on both sides of the vehicle. For the purposes of the requirements of this contract, a vehicle is defined as a car, sedan, or light duty truck such as a pickup truck or a van.

The Contractor shall ensure that employees' private vehicles are not used in the performance of the requirements of the SOW. The Contractor shall use properly licensed, street legal vehicles to convey Contractor personnel, materials, and equipment used in the performance of this contract. The Contractor shall ensure that all Contractor vehicles used in the performance of the SOW comply with JSC27996, JSC Vehicle Code.

1.17 Government Furnished Items

Government-furnished property is identified in Section J, Attachment E3, Installation Accountable Government Property.

1.17.1 Facilities Management

Government provided facilities are identified in Section J, Attachment E2. The Contractor shall designate an Alternate Facility Manager (FM) for each facility which they occupy to ensure FM duties are performed in accordance with JSC Common Work Instruction (CWI) JC9W-06, Facility Manager Program. The Contractor shall coordinate their applicable Contractor operations with the JSC FM for Government and Contractor occupied facilities. The Contractor shall conduct quarterly safety inspections of all facilities occupied by the Custodial Contractor.

The Contractor shall follow JSC Security regulations NPR 1600.1 and NPR 1620.3 regarding key request and key control for physical security of all assigned facilities providing a complete audit trail of all keys issued to Contractor personnel to ensure security of Government property.

The Contractor shall keep the work, office, and warehouse areas, including storage areas, free from accumulations of waste materials, and debris shall be packaged up and disposed of properly.

1.18 Contract Personnel

1.18.1 Personnel Requirements

The Program Manager and Supervisor(s) shall be able to speak and read English and shall be on site at all times while work is being performed. The Contractor shall maintain communications via a Contractor-supplied voice pager or cellular telephone with the COTR during all hours of operation.

The Contractor personnel shall maintain current State of Texas Licenses and Certifications for work specified in this contract. The Contractor shall employ licensed and certified specialty service providers when identified in the performance this contract. Personnel operating motor vehicles shall meet the requirements of JSC Vehicle Code; JSC 27996.

1.18.2 Program Manager

The Contractor shall provide a program manager who shall be responsible for the performance of the work. The name of this person and an alternate or alternates who shall act for the Contractor when the program manager is absent shall be designated in writing to the CO and COTR prior to the contract start date. For this contract, the program manager may also serve as the safety official.

1.18.2.1 Authority to Act

The program manager or alternate shall have full authority to act for the Contractor on all contract matters relating to daily operation of the contract.

1.18.2.2 Availability

The program manager or alternate shall be available during duty hours within 30 minutes to meet at JSC with government personnel (designated by the COTR) to discuss problem areas. The Contractor shall provide telephone number(s) for the

program manager or alternate so they can be reached during core hours and after core hours.

1.19 Uniforms

The Contractor shall furnish and maintain all uniforms. The Contractor shall ensure that Contractor personnel who come into regular contact with internal customers wear a uniform. Administrative personnel are exempt from this requirement. Uniform clothing shall be clean, suitable for the prevailing weather conditions, and display the name of the Contractor on the left front, and employee name on the right front of the shirt.

1.20 Training and Certification Requirements

The Contractor shall establish and maintain training and certification plans designed to meet the requirements of this SOW to ensure the Contractor work force is trained and certified in the required field of specialization and for each employee to competently, safely, and efficiently perform work identified in this statement of work. The Contractor shall establish and maintain training records for all personnel including training manuals and documentation of certification and periodic recertification of personnel. The Contractor shall ensure the training records are available for COTR review during regular business hours.

The Government will provide training in English for any JSC-specific safety-related courses required. When non-English speaking and reading personnel are to be trained, the Contractor shall provide the training in the appropriate languages and ensure the training covers the same material as for English-speaking and reading personnel.

Typical types of Government and Contractor provided training include, but are not limited to: orientation, introduction to assignments, chemical usage, tools and equipment, general procedures, restroom cleaning, common mistakes, spray buffing, safety, recycling, personal protective equipment, OSHA Class IV (4) Asbestos Training, and Blood Borne Pathogen training.

The Contractor shall provide and document adequate training for each employee to competently, safely, and efficiently perform work identified in the contract. The Contractor shall ensure that all training is received prior to performing work.

JSC specific training relating to Safety and Health shall also be required for all employees, along with periodic refresher courses, as required by JSC and/or OSHA. When non-English speaking and reading personnel are to be trained, the Contractor shall provide the training and ensure the training is the same program used for English-speaking and reading personnel.

Provide all necessary equipment and supplies to conduct the non-JSC/OSHA specific training courses including, but not limited to: audio-visual equipment, as well as any equipment, supplies, or chemicals used for demonstration purposes. JSC will provide training for any JSC-specific safety-related courses required per JPR 1700.1 JSC Safety and Health Handbook.

Train and maintain clean-up response crews to provide for clean up of blood/infectious material.

NOTE: List of Government-provided training is located in Technical Reference Library (TRL).

1.20.1 Clean Up of Blood/Infectious Materials

The Contractor shall follow procedures outlined in JPR 1700.1 JSC Safety and Health Handbook for the clean up of blood/infectious materials. All Contractor personnel responsible for handling blood/infectious materials shall receive training as listed in the TRL.

1.21 Material Requirements

1.21.1 Items Covered Under EPA Comprehensive Procurement Guidelines(CPG)

The Contractor shall follow EPA's CPG requirements when purchasing materials on the EPA's CPG list which can be found by following URL www.epa.gov/cpg .

1.21.2 Cleaning Product Requirements

The Contractor shall use only Green Seal Certified cleaning products or products that meet the Bio-based Products Preferred Procurement Program (B4P) designation in the fulfillment of this contract, unless otherwise specified by the COTR in writing, in order to promote healthy workplaces, reduce worker exposure to hazardous materials and to reduce waste.

The Contractor shall not use any material which will scratch or etch floors, floor covering, toilet fixtures, woodwork, painted surfaces, furniture, or which will create health or safety hazards.

The Contractor shall propose and submit a list of products to the COTR thirty (30) days prior to contract start. The Contractor shall recommend products that are Green Seal Certified or meet the B4P requirements as specified in the table below. Once approved, there shall be no deviation or substitution without the prior written approval of the COTR. The Contractor shall submit copies of product Material Safety Data Sheets

(MSDS) to the Occupational Medicine Occupational Health (OMOH) Support Contractor and shall ensure a copy is kept in each building where the product is being used. The Contractor shall notify their employees and the COTR of the MSDS location for each building.

Table 1.21.2 – Environmental Certification Program Requirements

Category	Certification Program
General Purpose Cleaners	Green Seal
Bathroom Cleaners	B4P
Glass Cleaners	B4P
Carpet Cleaners	B4P
Disinfectants	Green Seal
Floor Care Products	Green Seal
Floor Strippers	B4P
Hand Soaps	B4P
Grease and Graffiti Removers	B4P

NOTE: GSA *Advantage!* sells products that meet these requirements.

1.22 Performance Evaluation and Surveillance

Performance evaluation and surveillance of the Contractor shall be accomplished through data collected by observation of the contractor’s performance through inspections, random floor check, validated customer satisfaction reports and complaints.

2.0 Basic Services

2.1 Basic, Regularly Scheduled Services

The Contractor shall plan and perform the basic services identified in this section at the frequencies indicated in Attachment C of this document.

2.1.1 Drinking Fountains and Wash Stations

The Contractor shall ensure that drinking fountains and washbasins are clean. The Contractor shall clean, disinfect, and polish drinking fountains and wash stations free of material containing living bacteria, viruses, or other contaminants capable of causing infections.

2.1.2 Mirror & Glass Cleaning

The Contractor shall ensure that mirrors and glass surfaces are clean. The Contractor shall clean interior and exterior door glass and associated frames in carpeted or hard floor entrance areas, common areas, and hallways. The Contractor shall remove excess spray/solution from surrounding trim or surfaces. Examples of areas to be cleaned are building entry doors, glass panels next to the entry doors, and glass covered bulletin boards.

2.1.3 Elevator Cleaning

The Contractor shall ensure that elevators are clean. The Contractor shall clean elevator cab walls, doors, and threshold plates. The Contractor shall sweep and damp mop elevator hard floors or vacuum elevator carpeted floors. The Contractor shall vacuum elevator door tracks.

2.1.4 Dusting & Cleaning Entrances, Hallways, and Carpeted Areas

The Contractor shall ensure that entrances, hallways and carpeted areas are dusted and cleaned. The Contractor shall dust and clean carpeted rooms, tiled and carpeted hallways and inside entrance areas. The Contractor shall not use devices that merely displace or redistribute the matter, such as feather dusters, unless treated to attract and hold the matter. The Contractor shall clean furniture, fixtures and walls with a cleaner, wood cleaner, or polish as appropriate for surface. The Contractor shall clean/polish metal surfaces and fixtures with a nonabrasive cleaner/polish. Dusting and cleaning includes cleaning and disinfecting Heating Ventilation and Air Conditioning (HVAC) louvers, baseboards, corners, areas behind doors, air vents, Venetian blinds and ledges/windowsills.

2.1.5 Clean & Service Restrooms and Medical Offices

The Contractor shall ensure that restrooms and medical offices are clean and serviced. The Contractor shall clean inside and outside of fixtures with a disinfectant solution. Fixtures include toilets, urinals, lavatories, and sinks. The Contractor shall not clean lavatories and sinks with any items used to clean any other restroom items including toilets, urinals, walls, floors, and partitions. The Contractor shall disinfect partitions, stalls, stall doors, and wall areas adjacent to wall-mounted lavatories, urinals, and toilets. If present, shower, locker, and dressing rooms shall be considered part of the restrooms and cleaned under the same guidelines. The Contractor shall clean mirrors, mirror trim, and hardware. The Contractor shall clean or polish any furniture as appropriate.

The Contractor shall service dispensers, stocking with sufficient supplies to last to next scheduled service. The Contractor shall replenish dispensers if emptied prior to the next scheduled servicing. The Contractor shall repair or replace any non-functional or

damaged dispensers. The Contractor shall empty and disinfect waste containers and replace plastic liners.

The Contractor shall sweep and wet mop hard floors with a disinfectant. The Contractor shall clean floor drains and flush with a disinfectant. The Contractor shall vacuum carpeted floors. The Contractor shall clean any wainscoting, partitions, walls, and doors.

The Contractor shall ensure that a "Closed for Cleaning" bar-type sign is placed between the doorjamb of the restroom, locker room, or vestibule entrance during the entire cleaning process. Upon completion of the cleaning, remove the signs and display "Wet floor" caution signs, one sign to be placed every 30-35 feet in an area where people are or shall be present before floors are dry. The Contractor shall remove and store the signs when floors are dry and police the area and spot clean to remove any spills or standing water.

The Contractor shall use Joint Commission on Accreditation of Healthcare Organizations (JCAHO) cleaning procedures in the JSC Occupational Health Services Clinic located in Building 8.

2.1.6 Machine Scrub Restroom Floors

The Contractor shall ensure that built-up dirt, soil, liquids, or other foreign materials are removed from hard floors using a scrubbing machine equipped with nylon grit block or approved equivalent in conjunction with a cleaner/disinfectant. The use of alternate equipment shall be approved in writing by the COTR prior to use.

The Contractor shall ensure floors have no build-up in corners, crevices, or under and around furniture. The Contractor shall machine scrub floors using low speed to reduce splashing. Walls and furniture shall be free of splash marks/spots caused by cleaning solutions.

2.1.7 Inside Stairs, Stairwells, Ramps, and Landings

The Contractor shall ensure that stairs, railing, ledges, inside stairwells and landing surfaces are clean. The Contractor shall not use devices that merely displace or redistribute the matter, such as feather dusters, unless they are treated to attract and hold the matter. The Contractor shall damp mop stair surfaces and landings. Walls, furniture, and fixtures shall be free of splash marks, spots or cleaning residue.

2.1.8 Inside/Outside Entrance Area Floors

The Contractor shall sweep and damp mop inside entrance area floors to remove all dirt, dust, spills, stains, and standing water. The Contractor shall ensure that standing water is removed from interior entrance areas during foul weather. The Contractor shall display "Wet Floor" caution signs, one sign to be placed every 30-35 feet, when

cleaning floors in an area where people are or shall be present before floors are dry. The signs shall be removed and stored when floors are dry. The Contractor shall ensure the umbrella bag dispensers located in most building inside entrance areas are sufficiently stocked with Government provided bags.

The Contractor shall clean entrance mats, remove dirt, dust, soil, and moisture from underneath mats, clean the floor under the mats so it matches the rest of the floor, and return the mats to their original location. The Contractor shall clean walk-off mats located outside of building entrance areas and the steps leading to the building.

The Contractor shall replace damaged or worn mats within 2 days of being provided by the Government.

2.1.9 Hard Floor Cleaning

The Contractor shall dust-mop or sweep hard floors to remove dirt, soil, lint, or other foreign material using a clean anti-static dust-mop.

The Contractor shall wet or damp mop, or machine scrub floors to clean, free of dirt, lint, debris, liquids, streaks, smudges, heel marks, or other foreign material. The Contractor shall sweep floors prior to mopping or machine scrubbing. The Contractor shall allow no build-up in corners, crevices, under or around furniture parts. The Contractor shall machine scrub floors using low speed equipment to reduce splashing. Walls and furniture shall be free of splash marks/spots caused by cleaning solutions. The Contractor shall employ special care to ensure that liquid does not seep through tiled pedestal floors. Floors with vinyl floor tile shall be scrubbed or stripped in strict compliance with OSHA Floor Care Operations, 29 Code of Federal Regulations (CFR) 1910.

2.1.10 Vacuum Carpets and Rugs

The Contractor shall HEPA vacuum carpet and rugs free of loose soil, dirt, debris, or any other loose foreign matter. The Contractor shall ensure daily inspection of carpet and rugs, and spot vacuum between designated frequencies.

The Contractor shall clean Building 30S, Flight Control Rooms 2306 and 2326 with non-electrical sweepers.

2.1.11 Spray Buffing in Hallways

The Contractor shall remove soil, streaks, or scuffmarks from hard floors in hallways using a scrubbing machine equipped with buffing pad. The Contractor shall damp mop floors, prior to the application of floor finish using a wax and water solution, allowing no build-up in corners, crevices, or under or around furniture. The Contractor shall spray buff floors using low speed (rpm) to reduce splashing. The Contractor shall ensure

walls, furniture, and IT equipment are free of splash marks/spots caused by the cleaning or finishing process.

The Contractor shall ensure that floors with vinyl floor tile shall be spray buffed in strict compliance with OSHA Floor Care Operations, 29 Code of Federal Regulations (CFR) 1910.

2.1.12 Dusting and Cleaning

The Contractor shall provide a plan to the Government for dusting and cleaning. The Contractor shall clean furniture, fixtures and walls with a cleaner, wood cleaner, or polish as appropriate for the surface to remove loose soil, dirt, debris, and other loose foreign matter. The Contractor shall clean/polish metal surfaces and fixtures with a nonabrasive cleaner/polish. Dusting/cleaning includes cleaning and disinfecting Heating Ventilation Air Conditioning (HVAC) louvers, baseboards, corners, areas behind doors, and air vents. The Contractor shall not use devices that merely displace or redistribute the matter, such as feather dusters, unless treated to attract and hold the matter.

The Contractor shall prepare and submit an Annual Work Plan for Dusting and Cleaning in accordance with DRD 015.

2.1.13 Exterior Glass Surfaces/Window Frames

The Contractor shall prepare and submit an Annual Work Plan for cleaning Exterior Glass Surfaces/Window Frames in accordance with DRD 015.

2.1.13.1 First Floor Cleaning

The Contractor shall clean first floor exterior glass surfaces including windows and window frames to ensure a clean, streak-free appearance.

2.1.13.2 Above First Floor Cleaning

The Contractor shall clean exterior glass surfaces above the first floor of buildings equipped with fall protection equipment including windows and window frames to ensure a clean, streak-free appearance. Buildings with fall protection equipment are listed below.

Table 2.1.13.2 – Buildings with fall protection equipment

Bldg No.	Floors Above First Floor	Square Footage
1	8	62,576
7a	2	7,172
29	1	2,927
31	1	4,018
Total		76,693

2.1.14 Interior Windows/Window Area/Venetian Blinds

The Contractor shall clean interior window glass surfaces, frames, sills, trim, Venetian blinds, and similar window covering ensuring a clean, uniform appearance. The Contractor shall ensure that excess spray/solution from surrounding trim or surface is removed. The Contractor shall not use devices that merely displace or redistribute the matter, such as feather dusters, unless they are treated to attract and hold the matter.

The Contractor shall prepare and submit an Annual Work Plan for cleaning Interior Windows/Window Area/Venetian Blinds in accordance with DRD 015.

2.1.15 Recycling Program

The Contractor shall arrange for the recycling of mixed office paper, cardboard, plastic drink containers, aluminum drink containers, newspaper, and phone books. The Contractor shall set up recycling stations, collect and consolidate recyclables, and arrange for the sale and off-site disposal of recyclable materials. The Contractor shall return the net proceeds from the sale of recyclables to JSC's recycling fund along with receipts.

The Contractor shall empty recycling collection containers when they become $\frac{3}{4}$ full. When emptying recycling collection containers, the Contractor shall ensure that trash is not commingled with recyclable material. The Contractor shall clean any beverage spills that occur during collection of recyclable beverage containers.

The Contractor shall maintain collection locations for recyclables throughout facilities at JSC, EF and SCTF as approved by the COTR. The Contractor shall transport recyclables from the facility collection stations to a centralized location(s) at JSC Buildings 333 and 336. The Contractor shall submit station locations and type of centralized collection containers for approval. The Contractor shall be responsible for maintaining the centralized collection locations in a neat, clean and organized manner. The Contractor shall remove cardboard found upon discovery in the process of custodial duties and place it in the appropriate recycling collection container. Cardboard may be found in hallways, near copy machines, and near facility entrances.

The Contractor shall prepare and submit a monthly Recycling Report in accordance with Section J, Attachment B, DRD 008.

2.1.16 Solid Waste Removal

2.1.16.1 Interior Waste Containers

The Contractor shall empty all waste containers within buildings. The Contractor shall clean container if soiled and wipe dry. The Contractor shall replace plastic liner if soiled or damaged. The Contractor shall replace liners on all containers used for disposal of liquids, and clean and disinfect the container. The Contractor shall empty

waste containers in food consumption areas, including cafeterias, vending areas, concession areas, and break rooms. The Contractor shall empty waste containers in Building 211 and Building 30S/Rooms 2326, 4301, and 4328 daily and replace plastic liners. The Contractor shall pick up and dispose of any waste that falls on the floor and outside grounds during the solid waste removal process. The Contractor shall place collected waste in outside waste containers.

2.1.16.2 Exterior Waste Container

The Contractor shall empty waste receptacles and replace the plastic liners in approximately 200 trash containers located outside of buildings, at the Gilruth grounds, the Longhorn Pavilion and in parking areas. The Contractor shall clean picnic/pavilion areas on the Gilruth grounds and the Longhorn Pavilion (Building 95) and clean picnic tables weekly to remove residue. The Contractor shall empty and clean barbecue grills and remove cobwebs and visible dirt from pavilion structures semimonthly.

The Contractor shall maintain free of litter and debris JSC, EF and SCTF property, including building perimeter concrete walks, parking lots, the Longhorn Pavilion, and the entire Gilruth complex (except the ball fields).

NOTE: This service shall specifically exclude those areas of Ellington Field (EF) considered to be off-limits to pedestrian traffic, including runways, taxiways, and aprons.

2.1.16.3 Tobacco Receptacles

The Contractor shall remove tobacco residue from approximately 165 ash receptacles located exterior to buildings. The Contractor shall replenish sand to appropriate level. The Contractor shall keep the area around ash receptacles free of litter and debris.

2.1.16.4 Solid Waste Removal Service

The Contractor shall establish and maintain a solid waste removal service for JSC, EF and SCTF. The Contractor shall provide and service approximately 50 dumpsters at JSC, EF, and SCTF according to Attachment E (Dumpster and Roll Off Table Schedule). The Contractor shall ensure service to the solid waste containers when 2/3 full, or more frequently if required, to prevent overfilling or non-availability. The Contractor shall not let collected trash accumulate outside any JSC facility unless it is contained in an approved Contractor supplied "dumpster" type container. The Contractor shall ensure areas around the containers are free of debris. The Contractor shall ensure exterior of dumpsters, roll-offs, and compactors are free of graffiti. The Contractor shall keep interior of dumpsters free of residue build-up or offensive odors. The Contractor shall replace unserviceable (broken, excessively dirty or odorous) containers within two days of notification by COTR. The Contractor shall ensure dumpsters are closed except when adding waste to them. The Contractor shall not stage or dispose of trash or waste, in any form, on Government property. The Contractor shall dispose waste in an approved landfill or equally acceptable means,

approved in writing, by the COTR. The Contractor shall arrange to move roll-offs to other locations when requested by the COTR.

The Contractor shall prepare and submit a monthly Solid Waste Report in accordance with DRD 009.

2.1.17 Strip, Seal, and Wax/Finish Hard Floors

The Contractor shall provide a plan to the Government for the execution of stripping, sealing and waxing/finishing hard floors. The Contractor shall plan to strip, seal and wax/finish the floors in Building 3, Building 11, Building 110 and Building 211 each quarter. The Contractor shall sweep and dust-mop floors prior to stripping. The Contractor shall strip to remove cleaning solution, deposits, dirt, marks, stains, water, and wax prior to application of sealer and wax. The Contractor shall strip floors using low speeds to prevent splashing. The Contractor shall apply sealer and wax/finish so floors have a uniform, glossy appearance with no evidence of splashing on furniture, walls, or fixtures, and no evidence of build-up or discoloring. The Contractor shall buff surface if recommended by the manufacturer. The Contractor shall buff floors using low speeds to reduce splashing. Floors with vinyl floor tile shall be stripped in strict compliance with OSHA Floor Care Operations, 29 CFR 1910.

The Contractor shall prepare and submit an Annual Work Plan for Stripping, Sealing and Waxing and Finishing Hard Floors in accordance with DRD 015.

2.1.18 Steam Clean Carpet/Rugs

The Contractor shall provide a plan to the Government for steam cleaning carpets and rugs. The Contractor shall vacuum carpet/rug free of loose soil and debris prior to steam cleaning. The Contractor shall pre-treat stains with environmentally safe chemical and soft water per carpet manufacturer's instructions. Following pre-treatment, the Contractor shall steam clean carpet/rug using vapor technology.

The Contractor shall prepare and submit an Annual Work Plan for Steam Cleaning Carpet/Rugs in accordance with DRD 015.

2.1.19 Pest Control

The Contractor shall perform pest control at JSC, EF (NASA owned structures), and SCTF following Integrated Pest Management (IPM) concepts for office buildings, and specialized facilities such as medical, food service and laboratory environments. The Contractor's pest control program shall be based upon Integrated Pest Management practices of inspection, exclusion of pests, and treatment applications.

The Contractor shall follow OSHA and Texas Structural Pest Control Board requirements for the application of pest control materials, following all product manufacturers' use instructions. A copy of the current license for the person(s)

responsible for direct supervision of pest inspections, identifications and control measures at JSC shall be made available upon request by the COTR.

The Contractor shall develop and submit to the COTR a Pest Control Inspection and Maintenance Plan in accordance with Section J, Attachment B, DRD 016, ensuring the inspection of all JSC Facilities for pest activity.

The Contractor shall prepare and submit a Pest Control Application report to the COTR on a monthly basis, in accordance with Section J, Attachment B, DRD 017.

2.1.19.1 Exterior Pest Control

The Contractor shall conduct semi-annual inspections of buildings and structures at JSC and treat all facilities as required, including the building perimeter sidewalks, at JSC, EF (NASA owned structures) and SCTF to eliminate Fire Ant mounds and "Crazy Ant" colonies within 4 feet of buildings.

The Contractor shall follow the IPM concepts of pest-proofing a facility by caulking or sealing small entry holes or cracks less than ¼" (.25") with visible pest activity. Entry points larger than ¼" (.25") shall be reported to the COTR.

2.1.19.2 Interior Pest Control

The Contractor shall conduct an annual inspection of the interior of buildings and structures (approximately 3,000,000 sq ft) at JSC, EF (NASA owned structures) and SCTF for insect or rodent activity.

In accordance with DRD 016, the Contractor "shall identify a schedule for the professional visual inspection and preventive pest control treatments of the interior of facility office areas, maintenance rooms, restrooms, entrance areas" using Integrated Pest Management (IPM) concepts of inspection, exclusion of pests and treatment applications.

The Contractor shall follow the IPM concept of exclusion of pests in building interiors by caulking or sealing small pest entry holes or cracks less than ¼" (.25") with visible pest activity, when discovered. Entry points greater than ¼" (.25") shall be reported to the COTR.

The Contractor shall treat active pest activity, when discovered during inspections, using appropriate liquid or gel bait materials, insect growth regulators, quick-kill treatments or rodent traps.

The Contractor shall conduct planned pesticide chemical treatments between the hours of 2:00 p.m. and 10:00 p.m. Tuesday through Friday, and between 8:00 a.m. and 4:00 p.m. on Saturdays.

The Contractor shall respond to emergency insect and rodent pest activity inside a facility within 24 hours of notification (Tuesday-Saturday).

2.1.19.3 Termite Services

The Contractor shall conduct an annual inspection of buildings and structures at JSC, EF (NASA owned facilities) and SCTF for termites and foraging mud tubes to determine the extent of termite activity. The Contractor shall prepare and submit to the COTR in accordance with DRD 018, a report of the inspection and treated areas.

The Contractor shall treat active termite infestations in and around the buildings with localized applications of an effective termiticidal agent that eliminates 100% of the termites in three months or less. The Contractor shall follow OSHA and Texas Structural Pest Control Board regulations in the treatment of termites. The Contractor shall treat all active termite infestations in and around the buildings and or structures with localized applications of a termiticide (active ingredient - fipronil) which is low-odor, low-dose that will eliminate 100% of the termites in three months or less, creating an undetectable treatment zone to assure protection.

2.2 Emergency Custodial Services

The Contractor shall provide emergency services for cleaning tasks in Section 2.1. The Contractor shall complete the service within 1 hour of request between 5:00 a.m. and 5:30 p.m. and within 2 hours of request between 5:30 p.m. and 5:00 a.m. Examples of emergency services include clean up of overflowed restroom toilets and sinks, clean up of blood/infectious materials, spills, and broken glass.

The Contractor shall clean blood/infectious material within 30 minutes of request during core hours of operation in accordance with the OSHA Blood Borne Pathogen Program, 29 Code of Federal Regulations (CFR) 1910, and JPR1700.1 (latest revision). The Contractor shall deliver the material to the JSC Occupational Health Services Clinic in building 8.

NOTE: Historically for blood/infectious material, only one or two requests per year are considered major in nature. The majority of emergency service requests occur between 5:00 a.m. and 5:30 p.m.

The Contractor shall respond to seasonal nuisance pests such as swarms of millipedes, spiders, asps, and wasps entering facilities, using appropriate exterior barrier treatments. The Contractor shall remove invasive insect nests attached to walls or underside of loggia.

2.3 Special Events

The Contractor shall provide custodial support services for special events including VIP/dignitary visits, space flight missions, and other similar occurrences. The timeframe

covered by this CLIN will be 24 hours per day, 7 days per week (including holidays). These services will be defined by the COTR and authorized by the CO prior to the event.

2.3.1 Supplemental Waste Removal

2.3.1.1 Municipal Solid Waste Removal

The Contractor shall provide and remove wheeled trash bins with extra liners within three hours of request.

The Contractor shall provide two, four, six, or eight cubic yard supplemental dumpsters or 20, 30, or 40 cubic yard roll-off solid waste containers to support short-term special requirements within three days of a request. The Contractor shall provide service for emergency requests within 24 hours. The Contractor shall provide service to the dumpsters or roll-off containers when they are 2/3 full, ensuring they are not overfilled or unavailable. The Contractor shall ensure areas around the bins are free of debris. The Contractor shall ensure dumpsters and roll-offs are free of graffiti, residue and odor.

2.3.1.2 Portable Restrooms

The Contractor shall deliver, locate, and make ready for use solid waste, standard size portable restrooms within three workdays of the request and within 24 hours for emergency requirements. The Contractor shall remove and service by the business day following the end of the event.

3.0 Indefinite Delivery/Indefinite Quantity (IDIQ)

This section defines the firm-fixed price, Indefinite Delivery/Indefinite Quantity (IDIQ) portion of this Contract. IDIQ tasks will be issued to the Contractor when additional Non-Routine CLIN frequencies or quantities are required. The services to be provided include the management, planning, accomplishment, and quality control (QC) of Custodial Service related Task Orders (TO). These services shall be furnished on an as needed basis, in response to TO's, which are issued and authorized by the Contracting Officer (CO).

NOTE: Days called out in Task Orders are to be considered calendar days except where specifically called out as Workdays.

Attachment A: Acronyms

ACA	Associate Contractor Agreement
ANSI	American National Standards Institute
ASQ	American Society of Quality
B4P	Bio-based Products Preferred Procurement Program
CAA	Controlled Access Area
CFR	Code of Federal Regulations
CLIN	Contract Line Item Number
CO	Contracting Officer
COD	Center Operations Directorate
COTR	Contracting Officer's Technical Representative
CPG	Comprehensive Procurement Guidelines
CSM	Computer Security Manager
DRD	Data Requirements Document
EF	Ellington Field
EMS	Environmental Management System
EMP Process	Environmental Monitoring Package
EPA	Environmental Protection Agency
FEMP	Federal Energy Management Program
FM	Facility Manager
GFCI	Ground Fault Circuit Interrupter
HEPA	High Efficiency Particle Arrest Vacuum
HVAC	Heating Ventilation and Air Conditioning
IDIQ	Indefinite Delivery/Indefinite Quantity
ISO	International Organization for Standardization
IT	Information Technology
JPD	JSC Procedural Document
JPR	Joint Program Review
JCAHO	Joint Commission on Accreditation of Healthcare Organizations
JSC	Johnson Space Center
MSDS	Material Safety and Data Sheets
NASA	National Aeronautics and Space Administration
NPR	NASA Procedural Requirement
NTP	Notice to Proceed
OMOH	Occupational Medicine/Occupational Health
OSHA	Occupational Safety and Health Administration
QC	Quality Control
RFP	Request for Proposal
SCTF	Sonny Carter Training Facility
SOW	Statement of Work
SPICE	Space Program Integrated Contracts Environment
TCEQ	Texas Commission Environmental Equality
TO	Task Order
WAD	Work Authorization Document

Attachment B: Definitions

Area Type: Portions of facilities separately identified based on floor surfacing or utilization of the space identified as a particular area type. A brief identification of each area type is provided below:

- Area 1 – Tile
- Area 2 – Carpet
- Area 3 – Restrooms
- Area 4 – Tiled Hallways/Common Areas
- Area 5 – Carpeted Hallways/Common Areas
- Area 6 – Concrete Utility Rooms
- Area 7 – Stairs, Stairwells, Ramps
- Area 8 – Concrete Areas (Other)
- Area 9 – Tiled Pedestal Floors
- Area 10 – Carpeted/Tiled Medical Offices

Basic Services: Task(s) to be done in a work area on a routine, recurring basis, with frequencies called out in the Contract line item.

Building: A named or numbered facility at JSC including the inside area, and the outside area adjacent to the facility. The term building includes any outside waste receptacles. Outside waste receptacles shall be associated with the facility nearest to the receptacles.

Clean: An environmental condition free of unwanted matter – in the form of solids, liquids, gasses, or living organisms – that has the potential to cause an adverse or undesirable effect. Cleaning is the organized process of removing or repositioning unwanted matter so that human activities can take place in a built environment.

Cleaning / housekeeping is a systematic process of:

- Knowing the environment, sub-compartment, or an object to be made free of unwanted matter,
- Identification of the unwanted matter,
- Separation of matter from the object / environment,
- Containment of the matter so it can be effectively moved,
- Transporting the unwanted substance to a suitable location and
- Properly / safely disposing or repositioning the matter.

Damp Mopping: Removal of light soil, dirt, liquid, or other foreign material using a cotton, micro fiber or similar yarn-type mop, which has been mechanically rung/squeezed to remove excess solution. This method is often employed when the area that requires cleaning is not soiled sufficiently to require wet mopping; includes rinsing if recommended by the detergent manufacturer.

Disinfecting: Removal or neutralization of material containing or supporting the growth of bacterial/viral organisms capable of causing infection in humans if untreated.

Dispenser Service: Checking and refilling with approved products all towel, toilet tissue, soap, feminine hygiene, or any other dispensers to ensure that each contains an adequate supply of the product being dispensed.

Dusting/Cleaning: Removal of bugs, cobwebs, dirt, liquid, refuse, scale, soil, stains, trash, and any other foreign material from an item, fixture, horizontal or vertical surface, or area.

Emergency Services: Cleaning services requiring response within 15 minutes and mitigation within 1 hour of request between 5:30 a.m. and 5:30 p.m. and within 2 hours of request between 5:30 p.m. and 5:30 a.m.

Hand Scrubbing: Removal of built-up dirt, soil, or other foreign material from a hard floor surface using a bristle-type brush and an approved neutral detergent and water solution; includes rinsing if recommended by the detergent manufacturer.

High Efficiency Particle Arrest (HEPA) Vacuum: A vacuum designed to greatly reduce or eliminate particles through filtration or containment.

Inside Entrance Area: Area inside the exterior doors to a building, including the lobby area, but not including hallways.

JCAHO: Joint Commission on Accreditation of Healthcare Organizations

Machine Mopping: Use of a mechanized scrubbing/vacuuming machine to accomplish the same result as wet mopping for large areas, which would otherwise require extensive labor to complete in a reasonable amount of time; includes rinsing if recommended by the detergent manufacturer.

MSDS (Material Safety Data Sheet): The manufacturer's complete description of a chemical product, including its chemical structure, physical description, description of hazards, safety precautions, and regulatory information.

Mirror/Glass/Window Cleaning: Removal of dirt, soil, smudges, smears, or any other substance, which will interfere with the passage or reflectance of light.

Non Routine Tasks: Unscheduled basic services on a non-recurring basis with no pre-defined frequencies. Such work could be performed under IDIQ per Contract line item 3.0.

OMOH: Occupational Medicine, Occupational Health Contract - Life Sciences Directorate.

Outside Entrance Area: Area outside the exterior doors to a building, including the area in front of windows adjacent to the doors, the landing and/or porch area and steps leading to the building and breezeways.

Response Time: Response time is defined as the time allowed the Contractor after initial notification of a work requirement to be physically on the premises at the work site, with appropriate tools, equipment, and materials, ready to perform the work required.

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

Special Events: Festivals, workshops, tours and other events that may be outside of normal work activities, some examples being Open House, Ballunar Fest, Safety and Total Health Day.

Spot Cleaning: Removal of dirt, soil, debris, liquids, stains, or other foreign materials where adequate cleanliness can be accomplished by cleaning only affected areas and where the cleaning of the entire area would not be necessary.

Spray Buffing: Application of a wax and water solution to a floor and buffing with a high speed buffing machine to restore the floor finish after wet or damp mopping.

Steam Cleaning: Using vapor technology, a cleaning system that utilizes extremely high temperature (205 degrees – 230 degrees F) water vapor under regulated pressure to clean and sanitize carpets/rugs quickly and easily. The water vapor shall be comprised of smaller water droplets than steam, thus allowing heated water vapor to penetrate cracks and crevices.

Stripping: Complete (95 percent or more) removal of the wax/finish applied to non-carpeted flooring.

Sweepers: Non-electrical sweeping devices intended for use on low pile carpet.

Sweeping: Removal of loose dirt, dust, debris, and other foreign material through either manual or mechanized methods not requiring a wet mop.

Vacuuming: Mechanical removal of loose dust, dirt, soil, debris, and other foreign material involving movement of air. Machines used for vacuuming floors shall combine rotating brushes with air movement to effectively remove loose material. HEPA vacuums shall be used in all areas where vacuuming is called for. See High Efficiency Particle Arrest.

Venetian Blind Cleaning: Removal of dirt, soil, lint, smudges, smears, or other foreign material from window blinds.

Waste Container: Trash receptacles, wastebaskets, trashcans, wastepaper baskets, paper towel receptacles, ashtrays, or any container holding trash, paper, or refuse of any type.

Waxing/Finishing: Application of three coats of a non-slip gloss finish to hard surfaced floors such as vinyl, rubber, cork, linoleum, terrazzo, wood, or tile. Includes buffing if manufacturer recommended.

Wet Mopping: Removal of built up dirt, soil, liquids or other foreign materials from a floor using cotton, micro fiber or similar yarn type mop with either sufficient neutral detergent and water solution, or neutral disinfecting detergent and water solution; includes rinsing if recommended by the detergent manufacturer.

Attachment C: CLIN Frequencies

CLIN	Title	Unit	Annual Workload
2.0	Basic Services		
2.1	Basic, Regularly Scheduled Services		See Below
2.1.1	Drinking Fountains and Wash Stations Perform 5W on 460 drinking fountains and wash stations. NOTE: Each of the 460 drinking fountains will require 250 cleanings. (ex. 5W x 52 weeks minus 10 equals 250 includes 10 government holidays.)	Cleanings	250
2.1.2	Mirror & Glass Cleaning Perform 2W on 30,000 sq. ft.	Cleanings	104
2.1.3	Elevator Cleaning Perform 3W on 62 elevators.	Cleanings	156
2.1.4	Dusting and Cleaning Entrances, Hallways, and Carpeted Areas Perform monthly on 1,025,000 sq. ft	Cleanings	12
2.1.5	Clean and Service Restrooms and Medical Offices		See below
	a. Perform 5W on 95,600 sq. ft of restrooms and 10,250 sq. ft of medical offices/patient rooms/labs.	Cleanings	250
	b. Perform 7W on 1,055 sq. ft. for the following: Building 30S/Rooms 23RME, 23RWE, 23VME, 23VWE, 43RME, 43RWE, 43VWE, and 43VME.	Cleanings	365*
	c. Perform 8W on 506 sq. ft. for the following: Building 90D Rocket Park.	Cleanings	416*
	d. Perform 11W on 2,350 sq. ft. for the following: Building 207/Rooms 120 and 135.	Cleanings	572*
	* Count does not include deduction for holidays		
2.1.6	Machine Scrub Restroom Floors Perform monthly on 95,600 square feet	Cleanings	12
2.1.7	Inside Stairs, Stairwells, Ramps, and Landings		See below
	a. Perform weekly on 58,450 sq. ft.	Cleanings	52
	b. Perform 2W on 2,760 sq. ft. in Building 30S/All, Building 9N/Rooms 12SNE, and 12SNW.	Cleanings	104

2.1.8	Inside/Outside Entrance Area Floors	See below	
	Perform 5W on 60,000 sq. ft. of entrance floor areas	Cleanings	250
	Perform 3W on 60,000 sq. ft. of floor areas under mats	Cleanings	156
2.1.9	Hard Floor Cleaning	See below	
	a. Dust – mop or sweep hard floor		
	1. Perform 2W on 1,754,800 sq. ft.	Cleanings	104
	2. Perform 5W on 6,000 sq. ft. in Building 1/Ninth floor; Building 3/Rooms 103AC, 103AN, 103AS, 103W; Building 11/Room 101 (Serving Area); Building 110/Room 120.	Cleanings	250
	b. Wet or damp mop or machine-scrub floors		
	1. Perform weekly on 1,658,800 sq. ft.	Cleanings	52
	2. Perform 2W on 87,000 sq. ft. in Building 1/Floors 1-9, Building 110/Room 120.	Cleanings	104
	3. Perform daily 5W on 14,300 sq. ft. in Building 3/Rooms 103AC, 103AN, 103AS, 103W; Building 8/Rooms 134, 134A, 136A, 138, 139, 142, 143, 145-156, 161, 161B-D, 162-164, 1104, 1106, 208, 223, 223A, 277, 277A, 277B, 277E, 278; Building 11/Room 101 (Serving Area).	Cleanings	250
2.1.10	Vacuum Carpets and Rugs	See below	
	a. Perform 2W on 724,750 sq. ft.	Cleanings	104
	b. Perform 5W on 17,450 sq. ft in Building 3/Rooms 100, 100A, 1AN, 1AS, 1AWN, 1AWS; Building 8/Rooms 140, 141, 165, 1100, 1102, 220, 223B; Building 11/Rooms 100, 1AE1, 1AE2, 1AW, 1ASE, 1ASW.	Cleanings	250
2.1.11	Spray Buffing in Hallways		
	Perform monthly on 283,000 sq. ft.	Cleanings	12
2.1.12	Dusting and Cleaning		
	Contractor provides approved annual work plan	Sq ft	2,000,000
2.1.13	Exterior Glass Surfaces/Window Frames	See below	
2.1.13.1	First Floor Cleaning		
	Contractor provides approved annual work plan	Sq ft	365,000
2.1.13.2	Above First Floor Cleaning		
	Contractor provides approved annual work plan	Sq ft	76,693

2.1.14	Interior Windows/Window Area/Venetian Blinds Contractor provides approved annual work plan	Sq ft	365,000
2.1.15	Recycling Program	See below	
	a. Cardboard recycling	Pounds	160,000
	b. Aluminum can recycling	Pounds	2,500
	c. Mixed paper recycling	Pounds	800,000
	d. Plastic bottle recycling	Pounds	4,000
2.1.16	Solid Waste Removal	See below	
2.1.16.1	Interior Waste Containers Perform 3W approx. 38,000	Each	156
2.1.16.2	Exterior Waste Containers Perform 5W approx. 200	Each	250
2.1.16.3	Tobacco Receptacles Perform 5W approx. 165	Each	250
2.1.16.4	Solid Waste Removal Service	Pounds	3,000,000
2.1.17	Strip, Seal, and Wax/Finish Hard Floors Contractor provides approved annual work plan	Sq ft	1,800,000
2.1.18	Steam Clean Carpet/Rugs Contractor provides approved annual work plan	Sq ft	750,000
2.1.19	Pest Control	See below	
2.1.19.1	Exterior Pest Control Perform Semi-annually (2 * 90,000 linear feet)	Linear feet	180,000
2.1.19.2	Interior Pest Control Perform annually	Sq ft	3,000,000
2.1.19.3	Termite Inspection Services Perform annually	Linear feet	90,000
2.1.19.3	Termite Treatment Services Perform as needed	Linear feet	20,000
2.2	Emergency Custodial Services	Man-hours	1,600
2.3	Special Events	Man-hours	6,000
2.3.1	Supplemental Waste Removal	See below	
2.3.1.1	Municipal Solid Waste Removal	Cu yards	500
2.3.1.2	Portable Restrooms	Each	20

Attachment D: Frequencies of Service

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

Two times monthly (2M): Services performed 24 times during each 12-month period of the Contract at intervals of 14 to 16 days.

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

Two times weekly (2W): Services performed two times a week, on Tuesday and Thursday.

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

Daily (5W): Services performed once each business day, Monday through Friday, excluding holidays.

Six times weekly (6W): Services performed six times a week, once each day, Monday through Saturday.

Seven times weekly (7W): Services performed seven times per week, once each calendar day, including holidays.

Eight times weekly (8W): Services performed eight times per week, once each calendar day, including holidays, with two occurrences on Saturday at intervals of not less than 4 hours apart.

Eleven times weekly (11W): Services performed eleven times a week, twice each day Monday through Friday at intervals of not less than 4 hours apart, and once on Saturday.

Attachment E: Dumpster and Roll Off Table Schedule

Bldg	Qty	Size In Cu Yds	Freq of Service (per week)	Type of Container
1	2	6	3X	Dumpster
2	1	2	3X	Dumpster
3	2	8	5X	Dumpster
4N	1	8	3X	Dumpster
4S	1	8	3X	Dumpster
5	1	8	3X	Dumpster
7	1	6	3X	Dumpster
8	1	8	3X	Dumpster
9N	1	8	3X	Dumpster
9S	1	8	3X	Dumpster
10	1	6	3X	Dumpster
11	1	8	5X	Dumpster
12	1	6	3X	Dumpster
13	1	8	3X	Dumpster
14	1	4	3X	Dumpster
15	2	6	3X	Dumpster
24	1	4	3X	Dumpster
29	1	2	3X	Dumpster
30A	1	8	3X	Dumpster
30M	2	6	3X	Dumpster
30S	1	8	3X	Dumpster
31	1	4	3X	Dumpster
32	1	2	3X	Dumpster, w/Casters
33	1	2	3X	Dumpster
34	1	2	3X	Dumpster
36	1	8	6X	Dumpster
37	1	6	3X	Dumpster
44	1	2	3X	Dumpster
45	1	8	3X	Dumpster
46	1	6	3X	Dumpster
49	1	2	3X	Dumpster
56	1	2	3X	Dumpster
90B	1	2	2X Month	Dumpster
207	1	8	5X	Dumpster
211	1	4	5X	Dumpster
220	1	2	3X	Dumpster, w/Casters
222	1	2	3X	Dumpster

228	1	8	3X	Dumpster
259	1	2	3X	Dumpster
265	1	2	3X	Dumpster
266	1	2	3X	Dumpster
267	1	2	3X	Dumpster
323	1	6	3X	Dumpster
327	1	4	3X	Dumpster
350	1	8	3X	Dumpster
358	1	6	3X	Dumpster
422	1	4	3X	Dumpster
E-135	1	4	3X	Dumpster
E-270	1	8	3X	Dumpster
E-278	1	8	3X	Dumpster
E-990	1	4	3X	Dumpster
S-920	3	8	3X	Dumpster
Roll-Offs, Open Top				
10	1	30	On Call P/U	Roll-Off, Open Top
336	1	30	On Call P/U	Roll-Off, Open Top
PIT	2	40	On Call P/U	Roll-Off, Open Top
422	1	40	On Call P/U	Roll-Off, Open Top
E-270	1	30	On Call P/U	Roll-Off, Open Top
S-920	2	31	On Call P/U	Roll-Off, Open Top
Compactors				
333SW	1	40	On Call P/U	Compactor, White Paper
333SE	1	40	On Call P/U	Compactor, Trash
336N	1	40	On Call P/U	Compactor, Cardboard

Attachment F: Municipal Solid Waste & Recycling Table

Date	Total Trash Landfilled (pounds)	Total Trash Recycled (pounds)	Percentage Recycled	Landfill Costs	Dumpster Weight/Month
Oct-05	129,500	161,400	55.48%	\$10,003.93	83,440
Nov-05	169,720	125,720	42.55%	\$10,199.88	120,890
Dec-05	204,752	133,420	39.45%	\$10,519.88	102,872
Jan-06	235,924	139,140	37.10%	\$10,518.68	88,084
Feb-06	197,795	146,600	42.57%	\$10,427.73	103,625
Mar-06	189,325	40,770	17.72%	\$10,773.68	64,299
Apr-06	224,551	128,521	36.40%	\$9,586.28	97,659
May-06	180,905	73,100	28.78%	\$9,803.68	100,075
Jun-06	222,499	164,240	42.47%	\$9,906.58	163,499
Jul-06	140,366	134,400	48.91%	\$9,976.16	99,326
Aug-06	136,536	135,440	49.80%	\$10,850.27	80,856
Sep-06	212,230	213,550	50.16%	\$11,868.78	142,290
Totals	2,244,103	1,596,301	40.95%	\$124,435.53	1,246,915

Recycled:	White Paper (pounds)	Cardboard (pounds)	Al Can (pounds)
FY03	762,980	96,880	2,924
FY04	819,200	78,860	2,511
FY05	791,880	122,800	2,520
FY06	679,910	160,480	2,445

Fiscal Year	Total Trash Landfilled (pounds)	Total Trash Recycled (pounds)	Percentage Recycled	Landfill Costs
FY 1997	3,386,611			\$134,342
FY 1998	3,386,342	2,622,414	43.64%	\$133,683
FY 1999	3,386,880	1,469,444	30.26%	\$135,000
FY 2000	3,136,493	2,062,568	39.67%	\$139,331
FY 2001	3,158,870	1,185,622	27.29%	\$88,660
FY 2002	3,145,737	1,691,387	34.97%	\$61,318
FY 2003	3,132,160	1,702,470	34.94%	\$128,421
FY 2004	3,078,386	2,147,070	40.60%	\$142,210
FY 2005	2,835,177	2,375,562	42.74%	\$129,554
FY 2006	2,244,103	1,596,301	40.95%	\$124,436

THIS PAGE INTENTIONALLY LEFT BLANK
