

**Attachment J.1(b)6 – Contract Task Order #0004  
Logistics Management Services (LMS)  
RFP Number NNA09281196R**

**NASA TASK ORDER**

**PART I – STATEMENT OF REQUIREMENTS/TASK DESCRIPTION**

<b>Task Order Number</b>	0004		
<b>Mod Number</b>	N/A	<b>Date</b>	TBD

**SECTION 508, ELECTRONIC AND INFORMATION TECHNOLOGY ACCESSIBILITY COMPLIANCE (EITAC)**

Yes \_\_\_ No \_\_\_ This task includes EIT items and the EITAC documentation is attached. (See <http://section508.arc.nasa.gov>)

<b>Task Title</b>	Janitorial Services (SOW 4.4)		
<b>Task Requester</b>			
<b>Org Code</b>	JSL	<b>Extension</b>	

**Task requires contractor access to Government database(s) Yes \_\_\_ No \_\_\_ If yes, identify (attach pages, if necessary)**

<b>AFFIRMATIVE PROCUREMENT</b>
___ The item(s) being purchased are NOT on any of the EPA's Comprehensive Procurement Guideline lists, OR
___ The item(s) are on the EPA's Comprehensive Procurement Guideline lists, AND ___ They meet the minimum recycled/recovered content, OR ___ A waiver signed by the designated Environmental Program Manager is attached. See <a href="http://www.epa.gov/cpg/products.htm">http://www.epa.gov/cpg/products.htm</a> )

**Task Background**

Janitorial services shall include all necessary labor, materials, tools, equipment, transportation, and management necessary to perform these services at ARC and Moffett Field locations. The hours may extend beyond regular working hours for Service Calls (SC) work, Trouble Calls (TC), various projects and programs, including Swing Shift (SS) hours (4:00pm-2:00am).

The services shall include, but not be limited to, scheduling all services as necessary, supporting trouble calls, floor maintenance including elevators; trash removal; cleaning drinking fountains and restrooms; sweep, mop, and clean building entrances and stairways; dusting; emptying waste containers; maintaining the High Bay Clean Area and the High Bay Clean Room in compliance with the Contamination Control requirements for the facility. The Government Facility Services Manager or High Bay Coordinator will have oversight for this task. (See Historical data in Attachment J.1(b)7)

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**Task Description**

All work shall be performed in accordance with the appropriate regulations, Statement of Work (Attachment J.1(a)1) section 4.4, and the Quality Standards and Control as specified below. Task actions to support this functional area are specified as follows:

**4.4.1 Standard Services (3 times a week, with Friday as one service day)**

- Empty all wastebaskets, including wet trash
- Segregate contaminated materials from recyclable materials for refuse processing
- Pick-up recyclable materials, flatten cardboard, and place in the proper recycle bins receptacles outside of buildings or other designated areas
- Use appropriate containers for recycled materials, segregate by type of label, and place in designated collection areas
- Remove, dispose of, and place all trash items in designated refuse bins located outside the buildings
- Wash and disinfect soiled trash cans and replace liner

**4.4.2 Weekly Services (once per week)**

- Vacuum or sweep entrance mats of buildings, and damp/wet mop hallways and stairs
- Sweep and damp/wet mop elevator floors and door tracks
- Sweep all entryways and landings, both inside and outside, and remove debris at all entryways and landings
- Empty cigarette urns of cigarette butts and all other debris
- Clean and disinfect drinking fountains

**4.4.3 Bi-Weekly (every other week)**

- Damp/wet mop laboratories, computers rooms (excluding raised floors tiles), and offices with hard floor surfaces
- Vacuum all carpeted areas; and clean all entry glass doors

**4.4.4 Quarterly (every 3 months)**

- Vacuum all carpeted areas; and clean entry door glass

**4.4.5 Standard (Daily): Restrooms and Showers (except Source Evaluation Board (SEB) building)**

- Damp/wet mop and disinfect floors
- Refill all dispensers (soap, towels, toilet paper, etc., excluding tampons); clean and disinfect all fixtures (i.e., toilets, urinals, sinks, etc.)
- Clean and remove stains, encrustation, and water rings from exposed and hidden surfaces
- Clean and disinfect mirrors and mirror framing, walls, partitions, doors, and showers, including trims, framings, kickplates, etc
- Empty waste containers and pick up debris

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**4.4.6 Special Services**

The Contractor shall provide restroom cleaning services, including disinfecting restroom/showers, damp/wet mopping of hard floor areas, vacuuming carpet, and emptying waste containers for the following buildings:

**4.4.6.1 Buildings N215 (Health Unit)**

- Daily: Schedule and provide cleaning services to disinfect restrooms/showers, damp/wet mop hard floor areas, vacuum carpet and empty waste containers
- Monthly: Schedule and provide services for low dusting, shampooing carpets, stripping and waxing floors

**4.4.6.2 Building N235 (Ames Café)**

- Daily: Schedule and provide cleaning services to disinfect restrooms, damp/wet mop hard floor areas, vacuum carpet, empty waste containers, wipe down eating tables inside, and outside at the patio area
- Monthly: Schedule and provide services for low dusting, shampooing carpets, stripping and waxing floors

**4.4.6.3 Building N253 (Ames Child Care Center)**

- Daily: Schedule and provide cleaning services to disinfect restrooms/showers, damp/wet mop hard floor areas, vacuum carpet and empty waste containers
- Monthly: Schedule and provide services for low dusting and shampooing carpets

**4.4.6.4 Entry Gate Buildings (Sentry Houses), Main Gate 36 (Inspection Station), Macon Gate 78, Arnold Avenue Gate 272, Wright Avenue Gate 17 (Inspection Station), Ellis St. Gate 77 (Inspection Station), Mark Avenue Gate 273**

- Daily Schedule
  - Empty all wastebaskets including wet trash once (1) a day for non-24 hrs. gates, and twice (2) a day for gate manned 24 hours a day, 36,78, 272,
  - Replace wastebaskets with new liners when necessary.
  - Keep the area's around the waste receptacles clean of all debris
  - Wash waste container with an approved disinfectant and dry when necessary and wipe down counters. (all services listed above shall be performed at all inspection station 36, 77)
- 3 times per week Schedule
  - Vacuum and sweep all entrance mats, remove debris at entryways. Damp/wet mop inside floor, and clean door tracks every M/W/F

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- Every Two Weeks
  - Clean entryways glass doors and adjacent windows.

**4.4.6.5 Building N221 (Fitness Center)**

- Daily: Schedule and provide services to clean and disinfect restrooms/showers. (two times per day), empty waste containers, and pick up debris in area
- Bi-monthly (every 60 days): Schedule and provide services for low dusting, shampooing carpet, stripping and waxing floors, Wipe down exercise equipment with mild soap

**4.4.6.6 Building 026 (Visitor Pass and Identification Office-Public Access Areas Only)**

- Twice Daily: Schedule and provide services to clean and disinfect restrooms
- Monthly: Schedule and provide services for low dusting, shampooing carpets, and stripping and waxing floors

**4.4.6.7 NASA Ames Conference Center (NACC)**

- Schedule and provide services before, during, after events and meetings, including outside patio area. Services include vacuuming carpet areas, wiping down all countertops and brass surfaces

**4.4.6.8 Source Evaluation Board (SEB) Building**

Coordinate with ARC's Acquisition Division prior to performance of bi-weekly (every other week) services

- Empty wastebaskets, and replace liners with new as necessary
- Vacuum or sweep all entrance mats and entryways
- Sweep and/or damp/wet mop hard floor areas, and wipe down counters
- Damp/wet mop and disinfect restrooms' floors, refill all dispensers (soap, towels, toilet paper, etc.); clean and disinfect all fixtures (i.e., toilets, urinals, sinks, etc.); clean and remove stains, encrustation, and water rings from exposed and hidden surfaces; clean and disinfect mirrors, mirror framing, walls, partitions, and doors including trims, framings, kickplates, etc; empty waste containers; and pick up debris in area

**4.4.7 Floor Drains: Provide Weekly Preventive Maintenance (PM)**

- Perform weekly PM on floor drains as specified: Add on (1) quart clean potable water to all restroom and shower open floor drains weekly.

**4.4.8 High Bay Clean Area/Clean Room**

- Daily (once per day): Schedule and provide the following services for both the High Bay Clean Area and Clean Room floor
  - Vacuum the outer entry way
  - Vacuum changing area and damp mop changing area

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- Remove soiled Tacky Mat
- Damp wipe workbenches, chairs, furniture, fixtures
- Inspect and clean “shoe cleaners” in High Bay Hallways
- Twice Weekly (two (2) times per week): Schedule and provide services for damp/wet mopping of the High Bay Clean Area and Clean Room Floor
- Twice Weekly: Schedule and provide services in the High Bay Clean Area
  - Vacuum Floors
  - Empty all trash containers

**Period of Performance**

<b>Begin Date</b>	<b>TBD</b>	<b>End Date</b>	<b>TBD</b>
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**Performance Requirements Summary**

The Task Manager/COTR will conduct the surveillance of the following:

<b>Requirements</b>	<b>Description</b>	<b>Performance Threshold</b>	<b>Method of Surveillance</b>
<b>4.4.1- Standard Services</b>	<ul style="list-style-type: none"> <li>• Empty wastebaskets and wet trash</li> <li>• Dispose all trash items in designated refuse bins</li> <li>• Separate contaminated materials from recyclable materials, ensure recyclable materials are placed in designated bins and remove all debris from the area</li> <li>• Disinfect trash cans when soiled</li> </ul>	<ul style="list-style-type: none"> <li>• 95% Overall performance (quality and timeliness) of sampled sites</li> <li>• 95% compliance with regulations</li> </ul>	<ul style="list-style-type: none"> <li>• Customer complaint</li> <li>• Site reviews</li> </ul>

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<p><b>4.4.2 – Weekly Services</b></p>	<ul style="list-style-type: none"> <li>• Provide vacuuming or sweeping services to all entrance mats to buildings</li> <li>• Perform wet-mop services to hallways and stairs</li> <li>• Sweep and damp-mop elevator floors and door tracks</li> <li>• Remove debris at all entryways and landings, both inside and outside</li> <li>• eClear cigarette urns and disinfect all drinking fountains</li> </ul>	<ul style="list-style-type: none"> <li>• 95% Overall performance (quality and timeliness)</li> <li>• 95% compliance with regulations</li> </ul>	<ul style="list-style-type: none"> <li>• Customer complaint</li> <li>• Site reviews</li> </ul>
<p><b>4.4.4 – Quarterly (every 3 months)</b></p>	<p>Vacuum all carpeted areas and clean all entry door glass</p>	<p>95% Overall performance (quality and timeliness) of sampled sites</p>	<ul style="list-style-type: none"> <li>• Customer complaint</li> <li>• Site reviews</li> </ul>
<p><b>4.4.5 – Standard (daily) restrooms and showers</b></p>	<ul style="list-style-type: none"> <li>• Damp/wet mop and disinfect floors</li> <li>• Replenish dispensers and disinfect all fixtures</li> <li>• Eliminate stains from exposed and hidden surfaces stains encrustation and water rings</li> <li>• Clean and disinfect mirrors and mirror framing, walls, partitions, doors, and showers, including trims, framings, kickplates, etc.,</li> <li>• Empty waste containers and pick up debris</li> </ul>	<ul style="list-style-type: none"> <li>• 95% Overall performance (quality and timeliness) of sampled sites</li> <li>• 98% compliance with regulations</li> </ul>	<ul style="list-style-type: none"> <li>• Customer complaint</li> <li>• Site reviews</li> </ul>

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<b>4.4.6 – Special Services</b>	Perform special services as stated in the SOW (4.4.6.1-4.4.6.8)	<ul style="list-style-type: none"> <li>• 95% Overall performance (quality and timeliness) of sampled sites</li> <li>• 98% compliance with regulations</li> </ul>	<ul style="list-style-type: none"> <li>• Customer surveys/ feedback</li> <li>• Site reviews</li> </ul>
<b>4.4.7 – Floor Drains</b>	Perform PM on restrooms and showers	<ul style="list-style-type: none"> <li>• 95% Overall performance (quality and timeliness) of sampled sites</li> <li>• 98% compliance with regulations</li> </ul>	<ul style="list-style-type: none"> <li>• Customer surveys/ feedback</li> <li>• Site reviews</li> </ul>
<b>4.4.8 – High Bay Clean Area/Clean Room</b>	<ul style="list-style-type: none"> <li>• Perform daily services of vacuuming, mopping and the removal of soil. Wipe down workbenches, chairs etc..</li> </ul> <p><b>Twice Weekly (2)</b></p> <ul style="list-style-type: none"> <li>• Maintain the Clean Area and Clean Room Floor two (2) times a week of mopping services</li> <li>• Provide vacuuming services and empty trash cans</li> </ul>	<ul style="list-style-type: none"> <li>• 95% Overall performance (timeliness and quality)</li> <li>• 98% compliance with the specified requirements (Clean Rooms)</li> </ul>	<ul style="list-style-type: none"> <li>• Customer complaint</li> <li>• Site reviews</li> </ul>
<b>CDRL</b>	Monthly Status Report – Janitorial services performed in facilities/buildings	95% Overall performance (timeliness and data accuracy)	<ul style="list-style-type: none"> <li>• Data Reviews</li> <li>• Document report receipt/ acceptance</li> </ul>

**Contract Data Requirements Listing (CDRL):** Included in the Monthly Technical Progress Report (J.1(a)3)

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**PART II – TASK ORDER PLAN PROPOSAL AND APPROVAL SUMMARY**

Period of Performance:		Contractor Task Leader:	
This Request: ___ Original ___ Modification	Categories	This Task Estimate	Cumulative Total Task Estimate
	Labor Hours		
	Labor (Burdened)		
Site/Program Manager			
COTR			
	<b>Total</b>		
Comments:			
Task Requester	COTR	Site/Program Manager	Contracting Officer

**The Contractor shall provide all supplies (CLIN 03), equipment and personnel to perform the task order in accordance with the Quality Standards and Control listed below:**

**QUALITY STANDARDS AND CONTROL**

**1. Workmanship**

All workmanship shall meet the standards specified herein and shall be accomplished in conformance with approved and accepted standards of the industry; equipment manufacturers; Federal, State, and local codes standards; and all applicable activity.

- Replacement of Trash Can Liners shall be made when the liner is soiled (e.g. by wet waste or food items). If any waste container is soiled after liner removal, the container shall be washed inside and outside utilizing a disinfectant and shall be free of odors before the liner is replaced. After washing, the container shall be wiped dry and a new trash can liner installed. Historically, soiled waste containers represent less than five (5) percent of the total population.
- The Contractor shall place warning signs typically stating, "Caution, Wet Surfaces or Floor", when wet mopping any areas. Signs shall remain in place until wet surface is completely dry and does not present a hazardous condition.
- Disposal of Used Mop Water shall comply with all environmental regulations
- Air Fresheners for all restrooms shall be last a minimum of three (3) months. Air fresheners shall be replaced in all restrooms every three (3) months.
- Refills of dispensers (soap, toilet paper, hand towels, toilet seat covers, excluding tampons) shall be made with acceptable products.

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- Floor polishing machines shall not exceed three hundred (300) rpm when in use. All floor polishing pads used shall be low abrasive.

**2. Material and Equipment Standards**

Materials and equipment shall be of the type and quality used in large-scale commercial cleaning operations performed under contract, shall meet the requirements specified herein, and shall be approved by the COTR before use.

**Material Standards:** All toilet supplies, janitorial materials, and other supplies provided by the Contractor shall conform to the requirements of the latest edition of the applicable Federal specifications listed herein. Those not covered by Federal specifications shall be of commercial grade and quality. Fifteen (15) calendar days prior to contract start, the Contractor shall submit to the COTR a list of the materials to be used, including the applicable current MSDS. The list shall include the manufacturers' name, product brand name, and a statement certifying that materials to be supplied meet or exceed contract requirements.

**Toilet Supplies** shall conform to standards specified below:

- **Soaps:** Liquid soap for dispenser use shall be undiluted, mildly scented, approximately fifteen (15) percent solution. Soap in cake form for hand use shall be white and mildly scented.
- **Paper Towels and Toilet Paper:**
  - Paper towels and toilet tissue shall meet the EPA recommended minimum content standards for recovered materials. Factory-reject type paper shall not be used in this contract. Paper towels and toilet tissue shall suit the existing dispensers, or the Contractor shall furnish adapters as required to suit existing dispensers or install completely new dispensers at no additional cost to the Government. If new dispensers are installed, they become the property of the Government.
  - Approximate size of a paper towel shall be 4-1/2 inch diameter and 11-inch wide, commercial grade, highly absorbent, wet strength type.
  - Toilet paper shall be medium soft two ply, uncompressed rolls of four hundred and eighty (480) sheets or more, consisting of perforated sheets wound around a core. The approximate size of rolls shall be of standard commercial grade.
- **Toilet Seat Covers** shall suit the existing dispensers or the Contractor shall install new dispensers at no additional cost to the Government. If new dispensers are installed, they become the property of the Government.
- **Deodorants:** Cake deodorants shall be furnished by the contractor and fit existing dispensers.

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- **Disinfectant Germicidal** shall conform to Federal Specification O-D-1277.

**Waste Container Liners** shall be medium duty and proper size to fit the containers, and meet the EPA recommended recovered materials content levels.

**Floor Wax** shall be an acrylic slip resistant wax.

**Floor Wax Stripper** shall be ammonia free and one hundred (100) percent biodegradable.

**Equipment Standards:**

All power driven equipment for vacuuming, floor scrubbing, waxing, and polishing shall be industrial type, mechanically sound, safe to operate, and in a condition that will not harm or excessively wear existing finishes and floor coverings. Storage and use of the equipment shall be acceptable to the COTR.

**Definitions**

**Backlogged Service Calls:** A service call issued during the previous contract which was not completed for any reason, or maintenance, repair, and minor corrective maintenance requirements which may be identified during lapses, if any, in services between this contract and the previous contract.

**Bins:** One of several common names for refuse collection containers. Two types are front-load and roll-off. Front-load bins are generally smaller capacity (less than ten yards) equipped with hinged lids, and collected by specially equipped fork load/lift compactor trucks. Roll off bins are usually 10, 20, 30, or 40 yard capacity and are handled by winch-load trailers. Roll-off bins may or may not be equipped with lids or covers. Some bins are equipped with wheels or rollers. See also "Dumpster", and "Containers".

**Clean:** Defined as free of dirt, dust, spots, streaks, stains, smudges, litter, debris, and other residue.

**Collections:** Picking up refuse or recycle materials for removal from the site.

**Collection Point:** Location where refuse or recycling materials are staged for collections.

**Common Area:** A designated area not assigned to any one tenant (occupant).

**Containers:** Receptacles for refuse or recycling collections. See Bins.

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

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Debris: Undesirable or discarded material including, but not limited to, cut or trimmed vegetation; paper; cans and bottles, otherwise referred to as “trash and “litter”; fallen tree limbs and branches; rocks; street sweepings; maintenance, repair, and construction (including roofing) waste, and similar waste material, but not including hazardous waste.

Disinfect: Cleaning to destroy any harmful microorganisms by application of an approved disinfectant or cleaning agent.

Downtime: Downtime is that period of time during the Government’s regular working hours that a unit of equipment is removed from service.

Dry Waste: Refuse materials containing low moisture levels, commonly generated in offices and shops. Many dry waste materials are recyclable.

Dump: The removal and disposal of contents/refuse/waste from bins/cans/containers.

Dumpster: Receptacle for refuse/recycling collections. See Bins. Various dumpsters, especially those receiving large quantities of wet trash, will require pressure washing and disinfecting to control disease and odor. These are identified on a prescribed schedule.

Frequency of Service:

- Quarterly: Services performed every three months, at intervals of eighty (80) to one hundred (100) calendar days.
- Bi-Monthly: Services performed every other month, at intervals of fifty-eight (58) to sixty-three (63) calendar days.
- Monthly: Services performed once a month, at intervals of twenty-eight (28) to thirty-two (32) calendar days.
- Bi-Weekly: Services performed every two (2) weeks, at intervals of thirteen (13) to fifteen (15) calendar days.
- Weekly: Services performed once a week, at intervals of six (6) to eight (8) calendar days.
- Semi-Weekly: Services performed twice a week, at intervals of two (2) to three (3) calendar days.
- Daily: Services performed once each workday, Monday through Friday, including holidays unless otherwise noted; or services performed every day, seven (7) days a week, including holidays unless otherwise noted.

Hazardous Waste: Waste materials that are toxic/poisonous, corrosive, irritating/sensitizing, radioactive, biologically infectious, explosive, flammable, or that present a significant hazard to human health and the environment as determined by Federal, State or Local regulatory

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authorities/regulations. Special handling procedures and facilities are required for their disposal.

High Dusting: All horizontal and vertical surfaces above seven (7) feet up to sixteen (16) feet from floor level, including all overhead piping and ceiling areas. Surfaces shall be free of laden airborne dirt, soil, lint, or other foreign matter.

Low Dusting: All horizontal and vertical surfaces at and below seven (7) feet from floor level, including partitions and internal dividers. Surfaces shall be free of laden airborne dirt, soil, lint, or other foreign matter.

Machine Mop: The use of a mechanized scrubbing/vacuuming machine to wet mop large continuous areas, which would otherwise require extensive labor to complete in a reasonable amount of time.

Maintenance: The recurring day-to-day, periodic, or scheduled work required to preserve or restore equipment to such a condition that it may be effectively utilized for its designated purpose. The term includes work undertaken to prevent damage to equipment that otherwise would be more costly to restore.

Preventive Maintenance (PM): The planned, scheduled periodic inspection, adjustment, cleaning, lubrication, parts replacement, and routine repair of equipment and systems for which a specific operator is not assigned. PM consists of many checkpoint activities on items that, if disabled, would interfere with an essential operation, endanger life or property, or involve high cost or long lead time for replacement.

Recyclables: Materials, which are separated from the regular waste stream and processed for reuse. There is generally some value placed on these materials, providing incentive for their collection.

Refuse: Waste materials, wet and/or dry, which are not recyclable, and must be taken to landfill dumpsites.

Response Time: 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.

Service Call (SC): Generally originating from a customer, with service to be provided by the Contractor.

Space: Area receiving janitorial services, which may or may not be considered a room by common definition. Examples of spaces are definable sections of hallways, stairwells, lobby areas, offices, entrances, and elevators.

Sweep: The removal of loose dirt, dust, debris, and other foreign matter through either manual or mechanized methods.

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Vacuum: The mechanical removal of loose dirt, dust, soil, debris, and other foreign matter from carpeted areas and entrance mats.

Waste Containers: Defined as trash receptacles, wastebaskets, trash cans, wastepaper baskets, paper towels receptacles, ashtrays, or any container holding trash, paper, or refuse of any type.

Wet Mop: Includes the removal of built-up dirt, soil, liquids, or other foreign matter 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 shall include rinsing if recommended by the detergent manufacturer.

Wet Waste/Trash: Refuse materials having relatively high moisture content, commonly generated in restrooms and break rooms. Most wet waste materials are not recyclable, but may often be used in composting.

**6.2 List of Acronyms**

EPA	Environmental Protection Agency
HAZMAT	Hazardous Material
MSDS	Material Safety Data Sheets
OSHA	Occupational Safety and Health Administration