

SECTION J – ATTACHMENTS

EXHIBIT A – Performance Work Statement

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PERFORMANCE WORK STATEMENT FOR CUSTODIAL SUPPORT SERVICES

DESCRIPTION OF SERVICES

1. **Purpose** – This Performance Work Statement (PWS) defines the requirements for facility cleaning and custodial support services for facilities located at NASA Langley Research Center and NASA buildings located on the adjacent Langley Air Force Base, Hampton, Virginia.
2. **General Scope** – The Contractor shall furnish all supervision, qualified personnel, administrative services, equipment, materials, supplies, and transportation necessary to provide the custodial support defined in this SOW and for facilities specified in Appendix B.

The scope of work under this contract is divided into two categories: Basic Custodial Services and Indefinite Delivery Indefinite Quantity (IDIQ) Services through the issuance of Task Orders (TOs). All requirements associated with Basic Custodial Services will be included under Contract Line Item Number 1 (CLIN X001). Contract Line Item Number 2 (CLIN X002) will be established for IDIQ TOs and shall be issued by written notice of the Contracting Officer (CO). The Contractor shall perform all work in accordance with all Federal, Agency, and LaRC specific policies, procedures, and regulations, including NASA Procedural Requirements (NPRs) as specified in the contract documents. The general categories of work to be performed are outlined below.

3. **Custodial Services Phase-In Plan (CLIN 1)** – The Contractor shall develop, update, and implement a Government approved Custodial Services Phase-In Plan. The plan shall describe the Contractor’s management approach to fully and optimally transition the: custodial functional operations, employee workforce, schedule of critical transition activities, and date requirements described in this contract from the incumbent Contractor prior to the performance start date.
4. **Basic Custodial Services (CLIN 1)** – The Contractor shall perform Basic Custodial Services defined in this Section and in accordance with Appendix A, “Cleaning Levels and Frequency” and Appendix B, “Building Estimated Square Footage and Cleaning Level”. Basic Custodial Services applies to all designated spaces including, but not limited to, restrooms, locker rooms, offices, halls, shops, laboratories, warehouses, stairways, elevators, clean rooms, entrance ways, lobbies, and other unique research facilities. Services shall also include the set up, rearrangement and/or removal of furniture for workshops and special events, as well as emergency response for water clean-up. Basic Custodial Services does not include basements, mechanical/equipment rooms, communications closets, storage rooms/closets as well as other rooms designated in Appendix B.
 - 4.1. **Maintain Floors** - The Contractor shall utilize the most efficient method consistent with the requirement to reduce the introduction of dust into the air for all floor types.
 - 4.1.1. **Non-Carpeted Floors.** The Contractor shall maintain floors to be free of grit, soil, dust, scuff and heel marks, stains, spills, debris, litter and other foreign matter by effective routine cleaning. The Contractor shall clean the surfaces by the most appropriate method (e.g. vacuum, sweep, dust mop, damp mop, spot clean) and with the most appropriate cleaning solution(s) if applicable, for the specific floor type. The Contractor shall clean, scrub, seal, polish, strip and re-wax as required for the appropriate surface to maintain, protect and ease normal routine floor cleanings. All floor surfaces, to include grout, shall have a uniform, clean appearance without streaks, swirl marks, detergent residue, or any evidence of soil, stain, film, or standing water. The Contractor shall also clean baseboards, corners, and wall/floor edges. The Contractor shall move all non-

fixed/moveable items to maintain floors underneath these items. The Contractor shall return all moved items to the original and proper position after service is complete.

4.1.2. **Carpeted Floors.** The Contractor shall maintain carpets to be free of spots, stains, soil, dirt, debris, litter and other foreign matter by routine vacuuming. The Contractor shall use vacuum cleaners that have high airflow, high efficiency filtration, and an adjustable rotating brush agitation for effective soil removal. The Contractor shall clean all spots and spills immediately upon noticing or being notified, but no later than 24 hours. The Contractor shall adhere to the manufacturer's approved methods and warranty procedures to remove spots/stains, and other commercially accepted practices for spot/stain removal. The Contractor shall also provide this service to area and throw rugs. The Contractor shall move all non-fixed/moveable items to maintain floors underneath these items. The Contractor shall return all moved items to the original and proper position after service is complete. The Contractor shall notify the Facility Coordinator within 24 hours of the identification of all tears, burns, and unraveling.

4.1.3. **Carpet and Rug Shampooing and/or Disinfecting and Spot removal.** The Contractor shall clean all carpets/rugs/floor mats in accordance with standard commercial practices. All carpeted areas shall be cleaned at the levels defined in Appendix A and to maintain a uniform appearance free from stains or discoloration. The Contractor shall use a heavy duty spot remover as needed on heavily soiled areas. After shampooing, the carpeted area shall be uniform in appearance and free of stains and discoloration. The Contractor shall remove all cleaning solution residue and film from baseboards, furniture, trash receptacles, chairs, and other similar items. The Contractor shall move all non-fixed/moveable items to maintain floors underneath these items. The Contractor shall return all moved items the original and proper position after service is complete.

4.2. **Stairways, Elevators and Handicapped Lifts** – The Contractor shall clean all floor surfaces in accordance with paragraph 4.1 as appropriate based on the floor type. The Contractor shall ensure stair guards, handrails, wall caps and baseboards are free from grease and grime. The Contractor shall remove all marks, dirt, smudges, scuffs and other foreign matter from adjoining walls so as to maintain a clean, uniform appearance.

4.3. **Floor (Walk-Off) Mats** – The Contractor shall vacuum and/or clean interior and exterior floor mats. Mats shall be free of all visible lint, litter, debris, soil and other foreign matter. The Contractor shall remove all soil and moisture underneath mats and return mats to their normal location.

4.4. **Floor (In-Set) Mats** – The Contractor shall vacuum and/or clean interior and exterior floor mats. Mats shall be free of all visible lint, litter, debris, soil and other foreign matter.

4.5. **Trash/Waste Collection and Removal** – The Contractor shall empty all trash/waste receptacles and return to the initial location. All trash/waste receptacles shall be fitted with a disposable plastic liner. The Contractor shall provide and replace any obviously soiled, worn or torn plastic trash receptacle liners. The Contractor shall place all trash collected in an appropriate outside dumpster or take to a designated trash collection point (See Appendix F). The Contractor shall pick up any waste that falls on the floor and outside grounds during the waste removal process. Trash receptacles shall be left clean, free of foreign matter, and free of odors.

4.6. **Drinking Fountains** – The Contractor shall clean all facility drinking fountains and ensure that all porcelain and polished metal surfaces, including the orifices and drain, as well as exterior surfaces of fountains are clean and disinfected. The Contractor shall ensure all facility drinking fountains are maintained free of streaks, stains, spots, smudges, scale and other obvious soil.

- 4.7. **Other Sinks, Including Shop Sinks** – The Contractor shall clean all surfaces of sinks. Sinks shall be free of spots, water spots, scale buildup, soap scum, and any other deposits upon completion of service.
- 4.8. **Kitchen Areas** – The Contractor shall clean and disinfect countertops, exterior surfaces of refrigerators, sinks and fixtures. Surfaces shall be free from soil, streaks, water, scale deposits, and other removable matter.
- 4.9. **Glass Cleaning** – The Contractor shall perform glass cleaning on all accessible interior and exterior glass doors and interior glass walls in common areas so as to be free of film, residue, dirt, smudges, fingerprints, streaks, watermarks, and other foreign matter.
- 4.10. **Dusting** – The Contractor shall dust all accessible surfaces in the common areas to ensure that surfaces shall be free of all dust, lint, litter, and other foreign matter.
- 4.11. **Spot Cleaning/Mopping** – The Contractor shall perform spot cleaning and spot mopping in common areas. This shall include, but is not limited to, removal of smudges, fingerprints, marks, streaks, dirt buildup, and stains from washable surfaces of walls, partitions, handrails, doors, and floors. All surfaces shall have a clean, uniform appearance, free of streaks, spots, and any other evidence of soil once service has been completed. The Contractor shall clean and polish metal surfaces of doors including but not limited to kick plates, handles and knobs.
- 4.12. **Cigarette Ash/Butt Receptacles** – The Contractor shall empty cigarette ash/butt receptacles and ensure that they are free of ashes and other refuse.
- 4.13. **Restrooms/Locker Rooms** –
- 4.13.1. **Clean, Sanitize, and Disinfect** – The Contractor shall clean, sanitize, and disinfect all surfaces of sinks, toilets, urinals, lavatories, showers, shower mats, dispensers, plumbing fixtures, partitions, seats/chairs/benches, doors, walls, stalls, stall doors, and entry doors (including but not limited to handles, kick plates, ventilation grates, and metal guards), with germicidal detergent. The Contractor shall ensure restrooms have a clean scent or no odor at all. All showers, toilets, and urinals shall be free of spots, water spots, scale buildup, soap scum, odors, and any other deposits upon completion of service. The contractor shall pay particular attention to locker room surfaces where persons normally sit, and the surfaces commonly touched, such as handles. Mirrors shall be clean and free of streaks and other matter. The Contractor shall ensure partitions and vents are smudge, stain and dust free. Restroom sinks, countertops, and fixtures shall be free from water and scale deposits, soil, streaks, and other removable matter. The Contractor shall ensure walls and grout are free of all film, spots, and detergent buildup. The Contractor shall remove and dispose of gloves after cleaning restrooms/locker rooms to prevent transference of communicable diseases.
- 4.13.2. **Restroom and Locker Room Floors** – The Contractor shall clean, sanitize, disinfect, and maintain all floor surfaces by effective routine cleaning. Carpeted floors shall be shampooed with appropriate disinfectant. Non-fixed/movable items shall be moved to sweep, mop, and shampoo underneath. The Contractor shall return all moved items to their original and proper position after service is complete.
- 4.13.3. **Shower Cleaning** – The Contractor shall clean, sanitize, disinfect, and maintain showers to include, but not limited to, removal of soap film, dirty buildup, and stains from washable surfaces

of the shower walls, fixtures and floors, and drains. The Contractor shall use the appropriate cleaning solution(s) and approach to remove bacteria, mold, mildew, or fungi (e.g. antimicrobial that inhibits mold, bacterial, and odor build-up on locker surfaces). The Contractor shall ensure surfaces have a clean, uniform appearance, free of streaks, spots, mildew, mold, and any other evidence of soil once service has been completed.

4.13.4. **Restroom Trash Removal** – The Contractor shall empty trash receptacles in restrooms and locker rooms dispose of trash and return containers to their original locations. The Contractor shall replace any obviously soiled, worn or torn plastic trash can liners. All trash receptacles shall be clean and free of debris and odors.

4.13.5. **Feminine Hygiene Disposal** – The Contractor shall remove, discard, and replace all used trash bags lining feminine hygiene product disposal receptacles. The Contractor shall not reuse the bags.

4.13.6. **Stock Restroom Supplies** – The Contractor shall supply and stock restrooms with sufficient supplies, including toilet tissue, paper towels, sanitary napkins, disposable toilet seat covers and hand soap to ensure that supplies will last until next scheduled service. The Contractor shall store supplies in designated areas. If supplies run out prior to the next service date, the Contractor shall refill within two hours of notification by the COR or Facility Coordinator.

4.14. **Custodial Service for Clean-Up of Water Spills** – The Contractor shall provide clean-up services during regularly scheduled shifts on an on-call basis with a one-hour response time. The required completion time shall be within 24 hours from issuance of request. The contractor shall place appropriate caution/warning signs until the spill is cleaned. All areas shall be free of standing water and there shall be no evidence of any film or slippery areas where clean-up has been performed. All substances shall be disposed of in accordance with LaRC and environmental regulations.

4.15. **Table and Chair Set-Up and Removal** – The Contractor shall provide the set-up, rearrangement and/or removal of chairs and tables for workshops and special occasions.

4.16. **Additional Custodial Services Requirement for Buildings 1231, 1231B & 1231C – Langley Child Development Center (LCDC)** – In addition to the Basic Custodial Services described elsewhere in this SOW, the Contractor shall also provide additional services as follows:

4.16.1. Children’s routines shall not be disturbed by custodial activities. Daily basic custodial services shall be performed after 6 p.m. when the children are not present.

4.16.2. Hallways, stairways, entrances, and doorways shall not be obstructed by cleaning operations or storage of equipment and materials.

4.16.3. Custodial supplies and equipment shall be properly stored in locked cabinets or closets away from child activity rooms/area.

4.16.4. The Contractor shall perform the following on a daily basis (in accordance with the applicable instructions provided above):

4.16.4.1. Vacuum carpets & rugs.

4.16.4.2. Clean walk-off mats.

4.16.4.3. Mop non-carpeted flooring.

4.16.4.4. Empty trash/waste receptacles, replacing liners/bags.

- 4.16.4.5. Low glass cleaning.
- 4.16.4.6. Clean and service restrooms.
- 4.16.4.7. Scrub/clean drinking fountains and waste containers with disinfectant.
- 4.16.4.8. Clean showcases, entrance doors, activity space/area door frames and switches, and dispensers for soap, toilet paper and paper towels.

4.16.5. The Contractor shall perform the following services on a weekly basis:

- 4.16.5.1. Scrub and clean walls, woodwork, and partitions in child activity spaces/areas and bathrooms.
- 4.16.5.2. Dust ledges, window sills, walls, woodwork, handrails, light fixtures, ducts, interior air conditioning units and vents, interior heating units and vents, and other surfaces where dust may collect.
- 4.16.5.3. Empty outdoor cigarette ash/butt receptacles.

4.16.6. The Contractor shall perform the following services on a monthly basis:

- 4.16.6.1. Shampoo and disinfect carpets
- 4.16.6.2. High glass cleaning
- 4.16.6.3. High dusting

4.16.7. The Contractor shall perform the following services on a semi-annual basis:

- 4.16.7.1. Clean window blinds.
- 4.16.7.2. Strip and re-wax tiled flooring

4.16.8. The Contractor shall spot clean or spot mop as needed.

4.17. **Government Furnished Custodial Supplies/Items** – The Contractor is responsible to provide all supplies unless specifically identified as Government Furnished. The Contractor shall notify the COR when it becomes necessary to replace Government Furnished items which may include but are not limited to dispensers (e.g. soap, paper towel and toilet), trash receptacles, feminine hygiene product disposal receptacles, and walk-off mats. The Contractor shall be responsible for the replacement of any worn or broken Government Furnished items.

5. **Indefinite Delivery/Indefinite Quantity (IDIQ) Services (CLIN 2)** - IDIQ work is unscheduled, nonrecurring services and supplies provided on an as needed basis that is within the broad scope of the SOW, but not priced under the Firm-Fixed Price portion of the contract for Basic Custodial Services (CLIN 1). A Task Order will be issued by the Contracting Officer (CO) in accordance with the task ordering procedures in Section H of the contract. IDIQ work may also be ordered by the Government using the Government's Purchase Card Program in accordance with Section G of the contract. The Contractor shall accept orders placed by authorized Government Purchase Card (PCard) users. The Contractor shall provide the additional custodial services on a fixed price basis. The following items represent activities that may be performed under the IDIQ portion of the contract. Although the exact details of the work are not known at this time, potential areas include, but are not limited to:

- Miscellaneous services for H.J.E Reid Conference Center and other conference facilities, special events, supplemental waste removal, portable restrooms, exterior window cleaning, and other miscellaneous supplies and services (e.g. replace and/or supply dispensers, trash cans, walk off mats, ash/butt receptacles).

- **Emergency Custodial Services:** Any unscheduled work ordered not covered elsewhere under the fixed price portion of the contract that is considered to pose a potential threat to health, safety, or Government property by the Contracting Officer shall be considered Emergency services. After receiving verbal notification from the Contracting Officer or the COR, the Contractor shall respond to all emergency work within two hours, or sooner, and shall proceed until all work is completed.

6. **Miscellaneous Requirements –**

- 6.1. Upon request from the CO or COR, the Contractor shall immediately make available for review all Inspection Records, Training Records, Certifications, Licenses, Permits, and other documents required to be maintained in accordance with the terms and conditions of the contract.
- 6.2. The Contractor shall notify the COR immediately by whatever communication method of all safety, health, environmental, and fire hazards and other conditions that may pose a risk to Contractor and Government personnel, equipment, or facilities.
- 6.3. The Contractor shall display the appropriate caution signs when cleaning floors or any other surface that might pose a risk of injury to Government and Contractor personnel.
- 6.4. The Contractor shall notify the COR within one business day of a reportable injury that the Contractor personnel suffered during the performance of the subject contract.
- 6.5. The Contractor shall notify the COR when Project Manager is absent from the Center for more than 24-hours. Also, an “out of office” message should be left on their telephone as well as their computer with a point of contact’s information.

7. **Contractor Furnished Equipment/Supplies/Vehicles –**Except for those items or services specifically stated to be Government furnished, the Contractor shall provide all services, equipment, and supplies required to perform the contract. The CO and COR may inspect the Contractor’s equipment and vehicles at any time and may direct the removal of any unsafe or unusable equipment or vehicle from the installation. The Contractor shall comply with any such directions within one calendar day. The Contractor’s failure to provide adequate equipment or vehicles shall not alleviate the Contractor from performing any requirement contained in this contract. The Contractor shall comply with all applicable Federal, State, and local laws governing the equipment, supplies, and vehicles used in performance of this contract.

7.1.1. **Equipment –** The Contractor shall ensure all equipment used in the performance of this contract is in operable condition and carries a U/L (Underwriters Laboratory) listing. The Contractor shall not use any equipment found to be unsafe and unable to function as designed in performance of this contract. The Contractor may perform cleaning, minor repair and other normal maintenance requirements of equipment used on site.

7.1.1.1. **Vacuum Cleaners –** The Contractor shall provide and use vacuums that utilize a three-stage, high efficiency, particulate air filtration system or equivalent (HEPA). The Contractor shall not use a vacuum cleaner with a noise level above +75 decibels (db).

7.1.2. **Restroom Supplies –** The Contractor shall furnish restroom supplies conforming to the requirements specified below:

7.1.2.1. Soap, paper towels and toilet paper shall be appropriate for intended use and existing dispensers.

- 7.1.2.2. Toilet seat covers shall be paper and flushable.
- 7.1.2.3. Sanitary Napkins.

8. **Contractor Personnel** – Contractor personnel shall present a neat appearance and be easily recognizable while on duty in conjunction with this contract. This requirement shall be accomplished through the wearing of distinctive clothing, overcoats, or hats, bearing the company name or logo. The coloring and design of the clothing item selected shall be such that it identifies Contractor personnel easily and quickly.

9. **Environmental Requirements:** The Contractor shall ensure that all onsite activities performed and equipment used to fulfill the requirements of the contract are in compliance with all local, state, and federal environmental laws and regulations; environmental Executive Orders; NASA Policy Directives (NPDs) and Procedural Requirements (NPRs), and LaRC environmental directives (LAPDs) and procedures (LPRs). The NASA and LaRC regulatory authorities include, but are not limited to the following:

- RCRA Section 6002 (Affirmative Procurement Requirements)
- Section 9002 of the Farm Security and Rural Investment Act of 2002 (FSRIA)
- Executive Order (EO) 13423, “*Strengthening Federal Environmental, Energy, and Transportation Management,*”
- EO 13514 ““Federal Leadership in Environmental, Energy, and Economic Performance,”
- FAR clause 52.223-17
- NPR 8570.1, Energy Efficiency and Water Conservation
- NPR 8530.1A, Affirmative Procurement Program and Plan for Environmentally Preferable Products
- LAPD 8500.1, LaRC Environmental and Energy Management
- LPR 8500.1, Environmental Program Manual

9.1. **Affirmative Procurement and Biobased Product Purchases:** The Contractor shall utilize products and materials made from biobased materials and/or contain recycled content to the maximum extent possible without jeopardizing the intended end use or detracting from the overall quality delivered to the customer. All supplies and materials shall be of a type and quality that conform to applicable Federal specifications and standards. All supplies and materials to be used in the performance work described herein are subject to the approval of the Government.

Potential Biobased Product Purchases			
All purpose cleaner	Degreaser/cleaner	Heavy duty cleaner	
Deodorizer	Carpet shampoo	Floor finish	
Disinfectant sanitizer	Glass cleaner	Liquid hand soap	
Bathroom cleaner	Toilet bowl cleaner	Stain remover	
<p>These items shall be purchased with biobased content. Please refer to www.biopreferred.gov for more information.</p>			

Potential Product Purchases Under the Affirmative Procurement Program

In accordance with FAR clause 52.223-17 the Contractor shall make maximum use of products containing recovered materials that are EPA-designated items (See: <http://www.epa.gov/cpg/products.htm>) when purchasing items for use under the contract. Specifically:

- Plastic Trash Bags shall be purchased with a postconsumer content of 10-100%
- Commercial/Industrial Sanitary Tissue products must be purchased according to the

Item	Postconsumer Fiber (%)	Recovered Fiber (%)
Bathroom Tissue	20 – 60	20-100
Paper Towels	40-60	40-100
Paper Napkins	30-60	30-100
Facial Tissue	10-15	10-100
Gen. Purpose Industrial Wipers	40	40-100

following chart:

NOTE: The content levels should be read as X% recovered including U% postconsumer fiber and not as X% recovered fiber plus Y% postconsumer fiber.

9.2 Wastewater Disposal. Any water generated from cleaning activities shall be properly disposed of. The contractor shall dispose of mop wastewater and cleaning wastewater only into the sanitary sewer system (sinks, toilets, etc.). The contractor shall not dispose of mop water or other cleaning solutions in outdoor areas or into the storm sewer system.

10. Government Furnished Property, Services and Supplies

10.1. **Contractor Facility** – The Government will provide LaRC building 1197 as a facility for Contractor usage or equivalent facility. This facility has an interior square footage of 3,568 square feet, of which 114 square feet is office space.

10.2. **Janitorial Closets or Storage Areas** – The Government will provide janitorial closets or storage areas for the purpose of storing materials and equipment, excluding flammable materials. The Contractor shall maintain closets and storage areas so as to be odorless, clean and free of clutter and debris. Cleaning supplies and tools shall be stored and organized in such a manner as to allow easy access and movement in closet. The Government is not responsible for Contractor’s stored supplies or equipment kept in the buildings, janitor’s closets or storage areas or for the Contractor’s employees’ personal belongings.

10.3. **Computer Usage** – The Government will provide one desktop computer and service (e.g. ACES computer system) to manage, integrate, control, and record all work performed under this contract. Computer shall only be used for this contract. Any individuals that use government IT resources (equipment) are required to take the annual IT Security Awareness Training on SATERN.

10.4. **Supplies** – The Government shall provide the following items (See SOW 4.16):

10.4.1. Walk-off mats.

- 10.4.2. Dispensers for soap, paper towel and toilet paper.
- 10.4.3. Office and restroom trash/waste receptacles.
- 10.4.4. Feminine hygiene product disposal receptacles.
- 10.4.5. Cigarette ash/butt receptacles

11. **Quality Control** - The Contractor shall develop and maintain a quality control program to ensure custodial services are performed in accordance with the terms of the contract. The Contractor shall develop and implement procedures to identify, prevent, and ensure non-performance and continual repeat of defective service do not occur. The Contractor’s plan shall address, as a minimum, procedures and processes to ensure that services and supplies meet contract performance requirements, procedures to control the quality of supplies and services provided, inspection system, subcontractor management, and the areas identified in Section 12 of the SOW, Service Performance Summary.

12. **Service Performance Summary (SPS)** – The contract service requirements are summarized in performance objectives that relate directly to mission essential items. The performance threshold briefly describes the minimally acceptable levels of service required for each requirement. The SPS and the Contractor’s Quality Control Plan (QCP) provide information on contract requirements, the expected level of Contractor performance and the expected method of Government surveillance and confirmation of services provided. Procedures set forth in the inspection and acceptance clauses of the contract and the Government’s Quality Assurance Surveillance Plan (QASP) will be used by the Government to remedy all non-conforming services and supplies.

SERVICE PERFORMANCE SUMMARY:

Performance Objective	SOW Para	Performance Threshold	Remedy	Method of Assessment
SS-1 Basic Custodial Service a. Floor Maintenance Non-Carpeted Floors/ Carpeted Floors b. Stairways/Elevators/ Handicap Lifts c. Walk-off Mats d. Trash Removal e. Drinking Fountains f. Spot Cleaning g. Carpet Shampooing h. Dusting j. Glass Cleaning k. Dusting l. Shop Sink Cleaning m. Emptying of cigarette ash/butt receptacle n. Kitchen Areas	4.	No more than 5 non-conforming items per month	Re-performance Within 2 hours of notification	Periodic Inspection, Random Surveillance, Customer Feedback
SS-2 Restrooms/Locker Rooms Cleaning Services a. Clean and Disinfect b. Floors c. Showers d. Mirrors	4.13	No more than 5 non-conforming items per month	Re-performance Within 2 hours of notification	Periodic Inspection, Random Surveillance, Customer Feedback

e. Supplies f. Trash Removal				
SS-3 IDIQ As requested	5.			100% Inspection of Completed Items, Periodic Inspection, Random Surveillance, Customer Feedback
SS-4 Quality Control Inspection procedures are followed and documented in accordance with Contractor's Quality Control Plan (incorporated into contract after award).	11.	0 non-conforming items per inspection	Re-performance within 24 hours of notification	Periodic Inspection, Random Surveillance, Customer Feedback
SS-5 Documentation & Reporting: In accordance with contract requirements	Contract Sec. J, Exh. B	0 non-conforming items per report	Corrected report(s) submitted within 1 calendar day of notice	100% Inspection

Appendix A – Cleaning Levels and Frequency

Level 1	
Service	Frequency
Vacuum Carpets and Rugs	Every other week
Shampoo Carpets, Strip and Re-Wax Tiled Flooring (unless otherwise instructed, Contractor shall perform these services between the hours of 4:00 pm and 12:00am)	Annually
non carpeted floor cleaning - mopping or appropriate action	Every other week
Spot Cleaning/Mopping	as needed
Empty Waste Containers, replacing liners/bags as necessary	2 x wk, Tuesday & Friday
Boxed paper Pick-up	1 x wk - Thursday
High Glass Cleaning	Monthly
Low Glass Cleaning	1 x wk
Low Dusting Conference Rooms & Low Dusting Common areas	1 x wk
Outdoor Ash/Butt Receptacle Emptying	Every other week
Clean Other Sinks	1 x wk
Clean Walk Off Mats	1 x wk
Clean/Service Restrooms	3 x wk - Monday, Wednesday & Friday
Clean Water Fountains	2 x wk
Clean Kitchen Areas	2 x wk

Level 2	
Service	Frequency
Vacuum Carpets and Rugs	1 x wk
Shampoo Carpets, Strip and Re-Wax Tiled Flooring (unless otherwise instructed, Contractor shall perform these services between the hours of 4:00 PM and 12:00 AM)	Semi-annually
non carpeted floor cleaning - mopping or appropriate action	1 x wk
Spot Cleaning/Mopping	As needed
Trash Removal, replacing liners/bags as necessary	Daily
Boxed paper Pick-up	1 x wk - Thursday
High Glass Cleaning	Monthly
Low Glass Cleaning	Daily
Low Dusting Conference Rooms & Low Dusting Common areas	1 x wk
Outdoor Ash/Butt Receptacle Emptying	1 x wk
Clean Other Sinks	1 x wk
Clean Walk Off Mats	1 x wk
Clean/Service Restrooms & Locker Rooms	Daily
Clean Water Fountains	3 x wk
Clean Kitchen Areas	3 x wk

Level 3	
Service	Frequency
Vacuum Carpets and Rugs	Daily
Shampoo & Disinfect Carpets (unless otherwise instructed, Contractor shall perform this service between the hours of 4:00 PM and 12:00 AM)	Monthly
Strip and re-wax Tiled flooring (unless otherwise instructed, Contractor shall perform this service between the hours of 4:00 PM and 12:00 AM)	Semi -annually
non carpeted floor cleaning - mopping or appropriate action	Daily
Spot Cleaning/Mopping	As needed
Trash Removal, replacing liners/bags as necessary	Daily
Boxed paper Pick-up	1 x wk - Thursday
Low Glass Cleaning	Daily
High Glass Cleaning	Monthly
Low Dusting Conference Rooms & Low Dusting Common areas	1 x wk
High Dusting	Monthly
Outdoor Ash/Butt Receptacle Emptying	1 x wk
Clean Other Sinks	1 x wk
Clean Walk Off Mats	1 x wk
Clean/Service Restrooms/sinks in Medical Center Exam rooms	Daily
Clean Water Fountains	Daily
Clean Kitchen Areas (not to include cafeteria kitchen)	Daily
Building 2102 Only - Cafeteria All Other Areas Restrooms Porter Service Set-up Personnel	Clean between 4pm - 8pm Clean between 6pm - 10pm Clean at 8am, 11am, 1:30pm & 6pm Hours are 9am - 11am and 2pm - 4pm Hours from 6am to 2:30pm

CLEANING LEVEL 4 - New Town Buildings	
Service	Frequency
Vacuum Carpets and Rugs	1 x wk
Dust Mop non-carpeted floors (includes elevator floors)	daily
Wet Mop non-carpeted floors (includes elevator floors)	1 x wk, after 6:00 pm
Wipe down interior of elevators (including service elevator)	1 x wk
Service Stairwells - Sweep & Mop stairs & landings dust handrails assembly, wipe door handles	1 x wk
Shampoo Carpets & Rugs (<i>unless otherwise instructed, Contractor shall perform these services between the hours of 4:00 PM and 12:00 AM</i>)	Semi Annually
Buffing of Terrazzo and tiled areas of atrium (<i>unless otherwise instructed, Contractor shall perform these services between the hours of 4:00 PM and 12:00 AM</i>)	Daily
Rubber floors in Kitchens - <i>Manufacturer's Suggested Periodic Cleaning as appropriate (unless otherwise instructed, Contractor shall perform these services between the hours of 4:00 PM and 12:00 AM)</i>	1 x month
Spot Cleaning/Mopping	as needed
Office Trash Removal	2 x wk
Boxed paper pick-up	1 x wk - Thursday
High Glass Cleaning	1 x month
Low Glass Cleaning	1 x wk
Low Dusting Conference rooms and Common Areas	1 x wk
Clean Walk Off Mats	daily
Clean/Service Restrooms & Locker Rooms (to including topping off all soap dispensers and paper towel dispensers)	daily (to be completed before 8 a.m. and in mid-afternoon)
Clean Water Fountains	daily
Clean Kitchen Areas	daily (to be completed before 8 a.m. and in mid-afternoon)

Appendix B-Building, Estimated Square Footage (SF) and Cleaning Level

Building, Estimated SF and Cleaning Level										
Bldg.		Area Carpet	Area Tile	Area Concrete	Area Rubber	Area Terrazo	Area Other	Total SF	No. of Rest-rooms	Comments
CLEANING LEVEL 1										
644	-	827	1,376	246	0	0	212	2,661	0	To include 3rd floor hallway to 4th floor control room in bldg. 645
645	-	894	0	0	0	0	0	894	0	4th floor control room only
645	A	2,081	1,474	132	319	0	0	4,006	2	
646	-	0	1,993	5,780	203	0	342	8,318	2	
647	-	14,443	1,303	18,517	0	0	1,502	35,765	7	
648	-	10,568	3,186	21,998	226	0	1,852	37,830	7	
1101	-	0	107	0	0	0	0	107	1	
1146	-	12,428	1,053	4,221	0	0	3,088	20,790	5	
1148	-	14,100	14,184	24,491	1,184	0	2,206	56,165	4	
1169	-	3,115	224	0	0	0	0	3,339	2	
1177	-	2,114	0	169	0	39	0	2,322	1	
1181	-	158	35	2,957	0	0	0	3,150	1	
1187	-	144	71	9,295	0	0	0	9,510	1	
1188	-	1,420	326	7,503	0	0	0	9,249	2	
1189	-	8,385	320	521	0	0	0	9,226	2	
1190	-	6,396	336	1,171	0	0	843	8,746	2	
1191	-	3,274	229	0	0	0	0	3,503	2	
1194	-	20,467	9,377	5,081	590	137	2,354	38,006	7	*Scheduled to close FY18
1194	A	3,011	309	38	0	903	49	4,310	2	*Scheduled to close FY18
1195	-	15,142	621	0	0	0	48	15,811	3	
1195	A	15,641	350	0	55	0	551	16,597	2	
1195	B	8,440	537	31	79	0	558	9,645	2	
1195	C	9,718	437	0	198	0	233	10,586	2	
1197	-	114	212	3,301	0	0	0	3,627	2	
1198	-	285	103	2,480	0	0	0	2,868	1	
1199	-	6,410	1,840	7,167	0	0	1,755	17,172	2	
1200	-	7,313	12,535	5,520	0	131	0	25,499	5	*Scheduled to close FY20
1201	-	2,558	4,246	351	0	0	1,110	8,265	4	
1202	-	17,893	40,817	3,727	85	5,072	511	68,105	9	*Scheduled to close FY20

1202	A	13,117	366	0	0	182	638	14,303	3	Rms 130, 130A, 130D, 162, 163 and hall H1D only
1205	-	13,827	15,772	18,917	244	1,069	6,363	56,192	9	
1206	-	3,738	594	20,416	0	0	7,695	32,443	4	
1208	-	9,237	5,182	13,676	0	0	4,559	32,654	6	
1208	A	2,856	532	0	0	0	1,213	4,601	3	
1209	-	57,187	2,085	87	0	0	307	59,666	5	*Scheduled to close FY19
1211	-	0	1,047	214	0	0	0	1,261	0	Sweep out every other week
1212	-	24,558	3,097	4,046	0	168	1,360	33,229	8	No service rms 139, 140A, 142, 142A, and 144
1212	C	1,969	3,904	5,760	0	0	1,221	12,854	7	No service rms 101, 101A, 104, 108, 109, 109A, 112, 201S, and 210
1214	-	1,010	661	2,842	0	0	0	4,513	1	
1215	-	1,042	3,599	0	0	0	21	4,662	2	No service rooms 106, 106C, 107, 110, and 110A. No service above 1st floor level.
1216	-	9,368	1,932	116	525	0	0	11,941	8	Does not include Clinic area and rms 125 and 128
1220	-	29,979	7,482	1,084	658	631	8,693	48,527	8	
1221	-	6,281	333	0	225	0	0	6,839	2	
1221	A	1,388	132	6,262	0	0	455	8,237	2	
1221	B	10,437	1,170	18,607	0	0	3,712	33,926	6	
1221	C	867	3,285	20,017	0	124	955	25,248	1	
1221	D	0	0	4,648	0	0	1,085	5,733	0	
1222		10,727	5,312	654	209	0	36	16,938	7	*Scheduled to close FY16
1225	-	7,003	2,723	0	0	87	25,731	35,544	4	
1228	-	1,147	257	0	0	0	0	1,404	2	

1230	-	13,323	12,059	4,601	0	706	1,066	31,755	8	No service for area under construction
1230	A	0	967	0	0	0	0	967	0	
1230	B	2,964	9,028	2,201	651	0	0	14,844	4	
1232	-	19,197	1,793	81	0	447	2,730	24,248	8	No service rm 120H
1232	A	9,258	12,188	6,292	0	0	18,795	46,533	5	
1233	-	0	0	1,686	0	0	0	1,686	1	
1235	-	0	232	376	0	0	0	608	1	Service rms 100, 104 and 201 only
1236	-	14,362	2,060	45,331	181	503	4,753	67,190	9	
1237	A	235	6,442	1,916	0	0	259	8,852	1	
1237	B	0	154	4,347	0	0	0	4,501	2	
1237	C	0	1,996	0	0	0	553	2,549	0	
1238	-	4,235	3,959	0	0	0	1,864	10,058	4	
1238	A	0	6,330	0	0	0	0	6,330	1	
1238	B	1,602	16,207	5,189	0	0	8,773	31,771	2	
1240	-	515	0	4,764	0	0	595	5,874	0	
1241	-	0	0	7,224	0	0	0	7,224	2	Entry area and restroom only
1242	-	2,868	2,324	1,980	0	0	460	7,632	4	No service rm 105
1244	-	34,962	15,400	96,299	451	2,120	10,006	159,238	10	No service rms 122C, 130, and 142
1244	C	7,515	415	0	296	0	1,011	9,237	0	
1244	D	0	1,531	22,535	0	0	0	24,066	1	
1245	-	0	560	0	0	0	0	560	1	Room 102 and restroom 100A only
1247	A	12,376	949	1,298	0	1,735	0	16,358	6	
1247	B	1,938	399	48,482	0	737	631	52,187	2	
1247	D	2,390	7,370	37,399	84	761	3,212	51,216	3	
1247	E	0	3,213	33,199	0	0	143	36,555	3	
1247	H	955	573	4,716	0	0	120	6,364	1	
1248	-	592	8,650	2,283	0	93	2,008	13,626	10	
1250	-	24,310	19,865	11,208	237	6,418	7,469	69,507	11	
1250	A	5,337	414	0	270	0	0	6,021	2	
1251	A	21,407	8,974	35,802	787	0	6,249	73,219	10	No service rms 160 and 161
1256	-	1,228	1,194	4,869	0	238	0	7,529	2	
1256	A	293	906	787	0	0	160	2,146	0	

1256B	-	0	0	0	0	0	0	0	0	Pull trash from inside of front and back doors of rm 101. No other services needed.
1256	C	0	0	4,842	0	0	262	5,104	0	
1262	-	3,238	494	10,288	0	0	51	14,071	3	
1265	-	3,968	3,574	8,332	0	0	5,616	21,490	3	
1267	-	9,180	361	3,574	0	0	689	13,804	3	No service rms 127 and 129
1267	A	330	875	13,150	0	0	399	14,754	2	
1268	-	20,925	10,917	1,795	307	611	61	34,616	12	
1268	A	31,553	21,160	8,210	0	472	143	61,538	7	
1268	B	6,532	16,921	35	0	0	38	23,526	2	
1268	C	23,254	5,310	0	223	0	0	28,787	4	
1268	D	3,266	2,693	5,602	0	0	1,317	12,878	2	
1275	-	285	1,162	13,905	0	0	292	15,644	2	*Scheduled to close FY17
1286	-	382	0	944	0	0	0	1,326	2	
1289	-	368	57	1,588	0	0	889	2,902	1	
1292	-	138	471	3,686	0	0	0	4,295	2	
1293	A	7,118	1,094	12,074	1,508	422	2,834	25,050	6	
1293	B	6,687	1,862	8,932	0	180	5,099	22,760	3	
1293	C	0	17,940	2,279	585	0	0	20,804	4	
1295	-	0	58	1,553	0	0	710	2,321	1	
1296	-	0	3,830	688	0	0	0	4,518	2	
1297	-	3,253	796	2,937	230	0	0	7,216	3	
1297	C	0	0	2,503	0	0	0	2,503	0	
1297	E	0	0	1,667	0	0	0	1,667	0	
1298	-	14,901	632	1,189	0	0	76	16,798	3	
1299	-	7,809	26,125	1,454	0	823	2,170	38,381	4	*Scheduled to close FY20
1299	F	0	1,131	351	0	0	0	1,482	2	Service rms 104, 105, hall H1A, and stairs only
2102		30,963	56	0	0	19,043	5,242	55,304	8	Office Area of ED/RD
TOTALS		749,089	420,737	738,486	10,610	43,852	178,003	2,140,777	365	

Bldg.		Area Carpet	Area Tile	Area Concrete	Area Rubber	Area Terrazo	Area Other	Total SF	No. of Rest-rooms	Comments
CLEANING LEVEL 2										
1219	-	25,621	1,133	243	0	462	65	27,524	5	
1308	-	2,532	323	0	0	0	0	2,855	3	
2101	-	5,437	1,638	0	0	112	0	7,187	1	Director's Suite and 3rd floor Atrium
TOTALS		33,590	3,094	243	0	574	65	37,566	9	

Bldg.		Area Carpet	Area Tile	Area Concrete	Area Rubber	Area Terrazo	Area Other	Total SF	No. of Rest-rooms	Comments
CLEANING LEVEL 3										
1216 Clinic	-	463	271	0	0	3,928	0	4,662	2	Includes rms 125 and 128
1222	B	4,755	1,723	1,095	407	0	59	8,039	3	Mopping of gym floor 1x/week. All sweeping and mopping of the gym floor shall be performed between 7:15 a.m. and 11:00 a.m. Shampoo/disinfect carpet quarterly.
2102	-	36,157	7,340	1,802	0	6,279	8,294	59,872	2	Excludes ED/RD Office Areas
TOTALS		41,375	9,334	2,897	407	10,207	8,353	72,573	7	

Bldg.		Area Carpet	Area Tile	Area Concrete	Area Rubber	Area Terrazo	Area Other	Total SF	No. of Rest-rooms	Comments
CLEANING LEVEL 4										
2101	-	49,213	3,064	505	1,726	4,077	224	58,809	6	Excludes Director's Suite and 3 rd floor Atrium
TOTALS		49,213	3,064	505	1,726	4,077	224	58,809	6	

Bldg.		Area Carpet	Area Tile	Area Concrete	Area Rubber	Area Terrazo	Area Other	Total SF	No. of Rest-rooms	Comments
CLEANING LEVEL Langley Child Development Center										
1231	C	175	8,718	316	0	0	0	9,209	7	Section 4.15
TOTALS		175	8,718	316	0	0	0	9,209	7	

CENTER TOTALS		Area Carpet	Area Tile	Area Concrete	Area Rubber	Area Terrazo	Area Other	Total SF	No. of Rest-rooms	Comments
		873,442	444,947	742,447	12,743	58,710	186,645	2,318,934	394	

**APPENDIX C–
NEW TOWN BUILDINGS
CUSTODIAL REQUIREMENTS**

NASA LaRC has embarked on its New Town Project that will include the construction of six (6) new buildings, renovation of existing buildings, and demolition of obsolete buildings. The New Town Buildings will be included in the Basic Custodial Services (CLIN 0001). The following discloses the schedule of the current phases of the New Town Building as pertaining to this contract.

New Town Buildings Schedule:

Phase 1: Building 2101 **COMPLETED**

- Building Substantially Completed by March 2011
- Move-in Period: March 12 to May 14, 2011
- Building Occupied May 2011
- Basic Custodial Services (CLIN 0001): Included in Cleaning Level 4

Phase 2: Building 2102 **COMPLETED**

- Building Substantially Completed by July 2014
- Move-in Period: July to Sept 2014
- Basic Custodial Services (CLIN 0001): Included in Cleaning Level 3

Phase 3: Anticipated FY15 Project (Building 2103)

- Demolition of 1192 Complex and 1213: January 2014
- Building Construction: April 2015 to April 2016
- Move-in Period: July 2016 – September 2016
- Building Occupied: July 2016

Phase 4: Anticipated FY17 Project (Building 2104)

- Building Construction: April 2017 to April 2019
- Move-in Period: September 2019
- Building Occupied: September 2019

Since the anticipated move-in date for Building 2103 is not firm, the Contracting Officer will notify the Contractor of changes to the requirements, specifications of that building, and completion date. The Contractor shall comply with the New Town Building LEED requirements as detailed below.

New Town Building LEED Requirements:

(See definition of LEED at Wikipedia website):

http://en.wikipedia.org/wiki/Leadership_in_Energy_and_Environmental_Design

Custodial Services shall comply with the most recent edition of Green Seal GS-37 -

http://www.greenseal.org/certification/standards/GS-37_Industrial_Cleaner_Standard.pdf

Cleaning products used in the office shall comply with:

Green Seal 08 -

http://www.greenseal.org/certification/standards/household_cleaners_general_bathroom_glass_carpet_GS_08.pdf

Green Seal 40 - <http://www.greenseal.org/certification/standards/gs-40.pdf>

and/or be listed in the certified product list from Green Seal -

<http://www.greenseal.org/findaproduct/i&icleaners.cfm>

Use of concentrated cleaning products, microfiber dusting cloths, and flat mops is required.

Vacuum cleaner(s) shall have a CRI Green label certification

<http://www.carpet-rug.org/commercial-customers/cleaning-and-maintenance/seal-of-approval-products/vacuums.cfm>

APPENDIX D
BUILDING 1250 – 40FT CLEANROOM AND GOWNING ROOM CUSTODIAL SERVICES

Cleaning temporarily increases airborne particle levels. Therefore, the contractor shall perform cleaning during offline hours and services shall not be performed during contamination-sensitive operations, or when airborne particles levels are already elevated by heightened personnel activity, or contamination-generation operations. Additionally, prior to commencing facility cleaning the contractor shall ensure flight and/or flight support hardware has been protected from contamination by storage in cabinets, or by covering with approved bagging material. Any item(s) found to be in need of protection must be immediately reported to the Facility Coordinator or Quality Assurance Inspector who will take the appropriate actions to safeguard these items. The contractor shall follow Cleanroom housekeeping procedures outlined below which is compliant with IEST-RP-CC018.4.

In the event any piece of equipment within the Cleanroom is bumped, struck, dropped, or splashed by the contractor's employees, the contractor shall immediately notify the Facility Contamination Engineer or Quality Assurance Specialist and Facility Coordinator. The contractor shall exercise due care, caution, and vigilance while working in the Cleanroom environment. Movement shall be paced and deliberate. Cleaning shall be methodically executed as depicted in figures 1 - 3 below.

The Government will provide all equipment and materials, including cleanroom garments within the facility. The Government will also setup a storage locker inside the 40' cleanroom that will contain all materials and supplies. It is the contractor's responsibility to return materials and supplies to the storage locker and to notify the Facility Coordinator when supplies are running low and/or custodial equipment requires repair or replacement.

The contractor shall provide two personnel each week to perform Cleanroom custodial services. Contract personnel will check in with the Facility Coordinator or Quality Assurance Specialist each Thursday at 0630 for access and dress out. Individuals entering the Cleanroom must each sign into the Cleanroom Log and sign out upon leaving. There must be no less than two custodial personnel in the Cleanroom during facility cleaning. In the event a federal holiday falls on Thursday, Cleanroom custodial services will be performed on Wednesday that week. In the event the Center is shut down due to inclement weather or other government mandated closure then service must be provided on the next workday after the Center is reopened.

Cleanroom custodial personnel must have completed a Systems Integration and Test Branch Cleanroom orientation conducted by the Contamination Engineer and/or the Cleanroom Technician.

The contractor shall perform the following:

Weekly:

1. Empty trash from all stainless steel bins in the 40' Cleanroom.
2. Vacuum the 40' Cleanroom floors with a filtered house vacuum system, starting from the far wall and moving toward the Gowning Room.
3. Next the 40' Cleanroom floors shall be mopped with a mixture of approved wipes and isopropyl alcohol/distilled water (provided by the facility), starting from the far wall and moving toward the gowning room. The mop shall be rinsed after each pass over the surface and floor cleaning strokes should match the modified figure 8 shown in Figure 3.
4. Above procedure shall be repeated in the Gowning Room working from the air shower to the entrance door of the Gowning Room.

Monthly:

1. Prior to commencing the weekly service, the Cleanroom walls shall be washed/wiped with approved wipes and isopropyl alcohol/distilled water. The wall surfaces shall be cleaned from the 2 meter level (arm reach) to bottom, and wiped in one uniform direction as shown in figure 1 and figure 2.
2. Once the walls have been wiped, all horizontal surfaces (excluding surfaces near sensitive instruments) shall be wiped down with a mixture of approved wipes and isopropyl alcohol/distilled water in one uniform direction (Figure 1)
3. Above procedure shall be repeated in the Gowning Room.

The contractor shall perform the cleaning services according to the following schedule/frequency:

Cleanroom Housekeeping Schedule
 IEST-RP-CC018.4

CLEANING CHECKLIST			
	Daily	Weekly	Monthly
40 ft Cleanroom 187			
Walls			X
Horizontal Surfaces			X
Vacuum Floors		X	
Mop Floors		X	
Empty waste receptacles		X	
Gowning Room 188B			
Walls			X
Horizontal Surfaces			X
Vacuum Floors		X	
Mop Floors		X	
Empty waste receptacles		X	

1). Circular and scrubbing motions should be avoided.

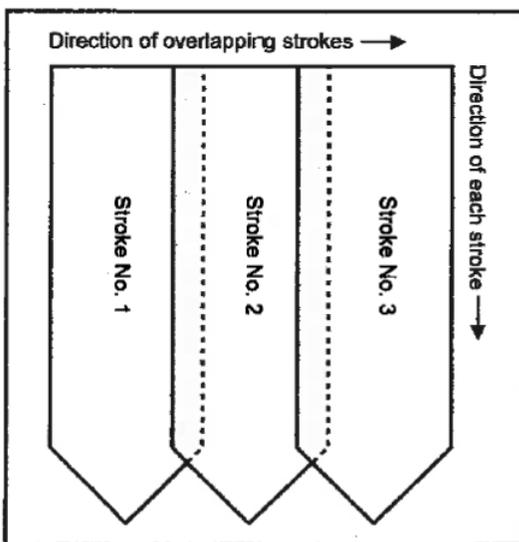


Figure 1—Recommended wiping sequence.

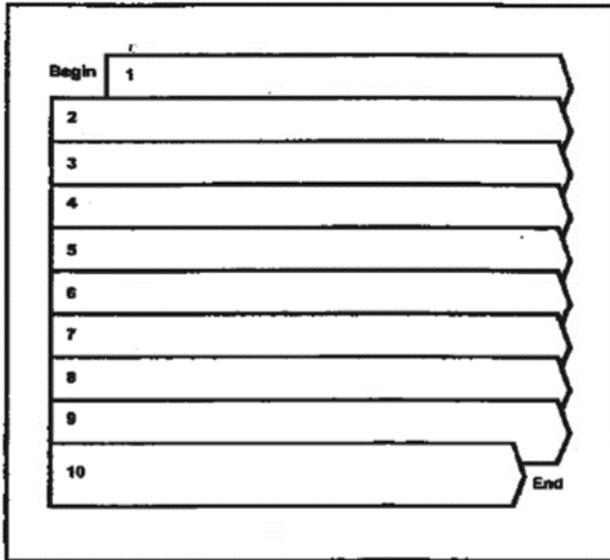


Figure 2—Wall-cleaning stroke method.

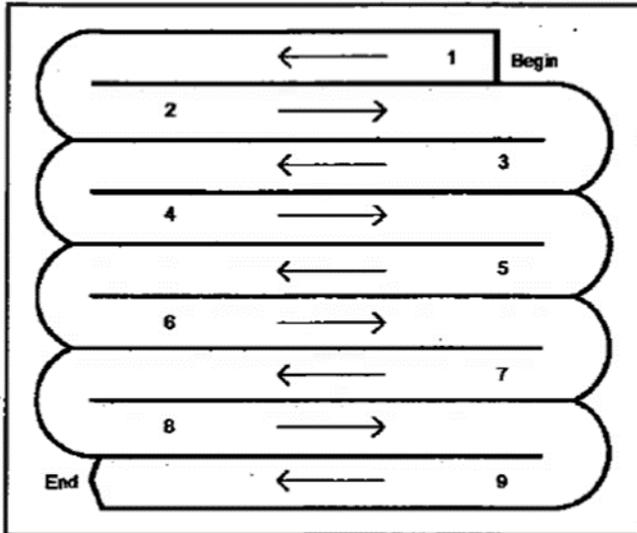


Figure 3—Floor-cleaning stroke method.

APPENDIX E

BUILDING 1202-140 CLEANROOM AND GOWNING ROOM CUSTODIAL SERVICES

Cleaning temporarily increases airborne particle levels. Therefore, the contractor shall schedule cleaning for offline hours and services shall not be performed during contamination-sensitive operations, or when airborne particles levels are already elevated by heightened personnel activity, or contamination-generation operations. Additionally, the contractor shall protect all cleaned flight or flight support hardware from contamination during facility cleaning by storage in cabinets, or by covering with approved bagging material. The contractor shall follow Cleanroom housekeeping procedures outlined below which are compliant with IEST-RP-CC018.4.

In the event any piece of equipment within the Cleanroom is bumped, struck, dropped, or splashed by the contractor's employees, the contractor shall immediately notify the Facility Contamination Engineer and Facility Coordinator. The contractor shall exercise due care, caution, and vigilance while working in the Cleanroom environment. Movement shall be paced and deliberate. Cleaning shall be methodically executed as depicted in Figures 1 – 3 below.

The Government will provide all equipment and materials, including cleanroom garments, within the facility.

The contractor shall perform the following:

Weekly:

1. Empty trash from all stainless steel bins in the Gowning Room and Cleanroom.
2. Vacuum the Cleanroom floors with a filtered house vacuum system, starting from the far wall and moving toward the Gowning Room.
3. Next the Cleanroom floors shall be mopped with a mixture of approved wipes and isopropyl alcohol/distilled water (30/70), starting from the far wall and moving toward the Gowning Room. The mop shall be rinsed after each pass over the surface and floor-cleaning strokes should match the modified figure 8 shown in Figure 3.
4. Above procedure shall be repeated in the Gowning Room working from the air shower to the entrance door of the Gowning Room.

Monthly:

1. Prior to commencing the weekly service, the Cleanroom walls shall be washed/wiped with approved wipes and isopropyl alcohol/distilled water (30/70). The wall surfaces shall be cleaned from the 2 meter level (arm reach) to bottom, and wiped in one uniform direction as shown in Figure 1 and Figure 2.
2. Once the walls have been wiped, all horizontal surfaces (excluding surfaces near sensitive instruments) shall be wiped down with a mixture of approved wipes and isopropyl alcohol/distilled water (30/70) in one uniform direction (Figure 1).
3. Above procedure shall be repeated in the Gowning Room.

The contractor shall perform the cleaning services according to the following schedule/frequency:

Cleanroom Housekeeping Schedule
 IEST-RP-CC018.4

CLEANING CHECKLIST			
	Daily	Weekly	Monthly
40 ft. Cleanroom			
Walls			X
Horizontal Surfaces			X
Vacuum Floors		X	
Mop Floors		X	
Empty waste receptacles		X	
Gowning Room			
Walls			X
Horizontal Surfaces			X
Vacuum Floors		X	
Mop Floors		X	
Empty waste receptacles		X	

1). Circular and scrubbing motions should be avoided.

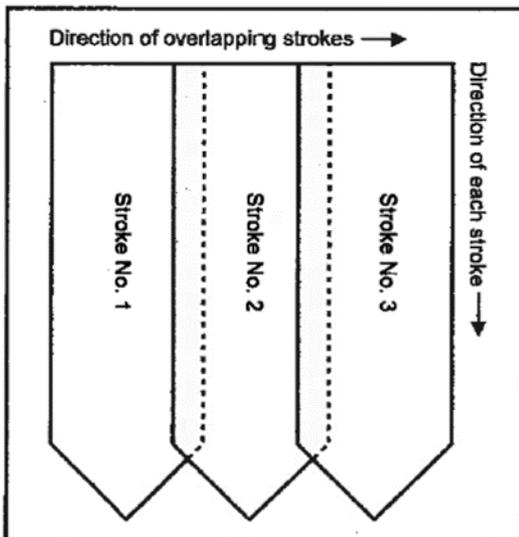


Figure 1—Recommended wiping sequence.

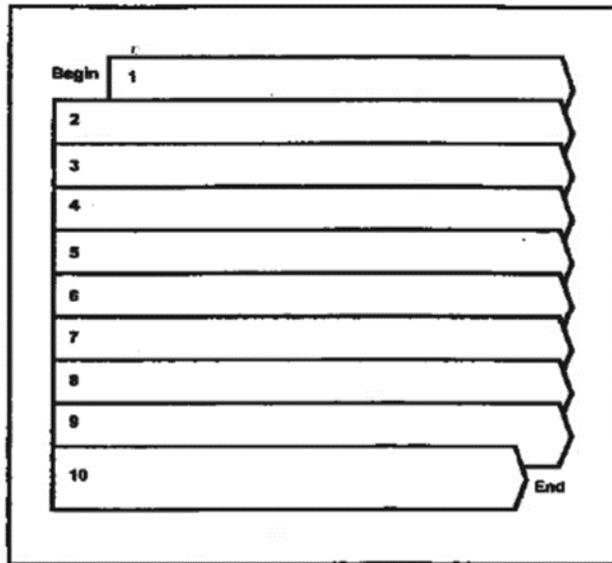


Figure 2—Wall-cleaning stroke method.

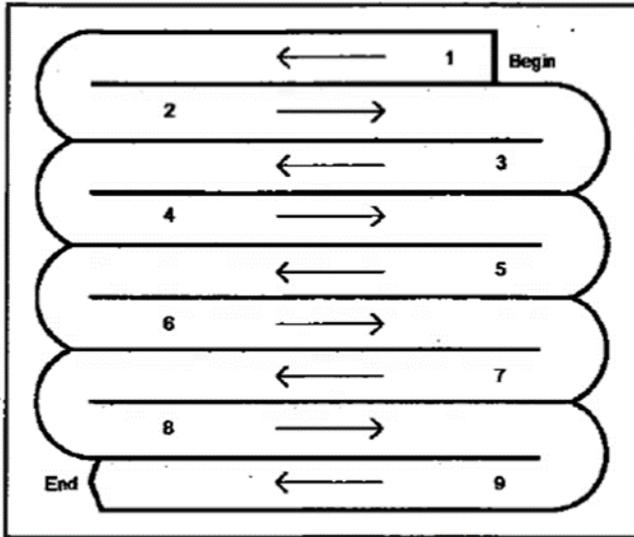


Figure 3—Floor-cleaning stroke method.

APPENDIX F – Trash Collection Sites

Gate 5		1230	
648		1231C	Dumpster
1146		1232	
1169		1236	
1177		1238	
1188		1242	
1189		1244	
1195D		1247A	
1197		1247D	
1199		1247E	
1200		1248	
1201		1250	
1202		1251	
1205		1256	
1206		1256C	Bay 1 door
1208		1262	
1209		1265	
1212		1267	
1215		1275	
1216		1286	
1220		1289	
1221		1293	
1222	Dumpster	1297	
1225		1298	
		1299	

APPENDIX G – DEFINITIONS

Accessible Interior glass: Includes walls or partitions constructed of glass where access is not blocked by furniture or other moveable items.

Biobased Products: Products that are designated for preferred procurement under USDA's BioPreferred program must meet the required minimum biobased content as stated in the USDA Final Rule available at www.biopreferred.gov. In addition to the biobased products designated by the U.S. Department of Agriculture in the BioPreferred Program, the Contractor is encouraged to use other biobased products. USDA catalog of preferred procurement status products can be found at:

<http://www.catalog.biopreferred.gov/bioPreferredCatalog/faces/jsp/catalogLanding.jsp>

Commercially Accepted: A methodology or technique that is commonly used by members of the trade.

Common areas: Includes, but is not limited to hallways, walkways, kitchens, conference rooms, executive meeting rooms, restrooms and locker rooms.

Dusting:

Low Dusting-- Up to a height of 7 feet (82 inches) above floor surface or landing. Low dusting shall include, but is not limited to, chairs, desks, tables, chair molding, ledges, partitions, internal dividers, vents, stair railings, equipment housing and windowsills where not blocked by furniture other than office chairs.

High Dusting - At or above 7 feet (84 inches) to 10 feet (120 inches) above floor surface or landing. High dusting shall include, but is not limited to, ceiling fans, vents, grills and ledges.

Glass Cleaning:

Low Glass Cleaning –glass up to a height of 84 inches (7ft) above floor or grade.

High Glass Cleaning -- glass above a height of 84 inches (7ft) above floor or grade, not to exceed 144 inches (12 ft.).

Green Seal: Non-profit organization devoted to environmental standard setting, product certification, public education whose mission is to work towards environmental sustainability by identifying and promoting environmentally responsible products, purchasing, and production. Sets environmental standards and awards a "Green Seal of Approval" to products that cause less harm to the environment than other similar products.

Green Seal Products: Green Seal works with manufacturers, industry sectors, purchasing groups, and governments at all levels to "green" the production and purchasing chain utilizing a life-cycle approach, which evaluates a product or service beginning with material extraction, continuing with manufacturing and use, and ending with recycling and disposal. Products only become Green Seal certified after rigorous testing and evaluation, including on-site plant visits.

HEPA: High Efficiency Particulate Air (HEPA)

Kitchen Areas: Areas used for storage and preparation of food by LaRC Civil Servant and Contract work force.

Leadership in Energy and Environmental Design (LEED): An internationally recognized green building certification system, providing third-party verification that a building or community was designed and built using strategies aimed at improving performance across all the metrics that matter most: energy savings, water efficiency, CO2 emissions reduction, improved indoor environmental quality, and stewardship of resources and sensitivity to their impacts.

Non-Fixed/Moveable Items: Any furnishing or item weighing less than 50 pounds.

Non-Carpeted and Hard Floors. Includes but is not limited to vinyl, tile, wood, concrete, rubber

Phase-In Period: The period during which the Service Provider performs the steps necessary to assume full responsibility for SOW requirements (e.g., staffing, conducting inventories, receiving indoctrination and training, etc.).

Other Sinks: Sinks in buildings other than those found in kitchen areas, restrooms or janitorial closets, to include Shop Sinks.

(End of Performance Work Statement)