

SECTION 4.1 STATEMENT OF WORK

DRAFT

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1.0 Introduction

1.1 Scope

The Contractor shall provide all resources to perform the custodial services identified within this Statement of Work (SOW), except for Government Furnished Property (GFP) identified in this contract for the Johnson Space Center (JSC), Ellington Field (EF), and the Sonny Carter Training Facility (SCTF) in Houston, Texas. The Custodial, Housekeeping, Waste-removal and Insect Extermination (CHWIE) Contract is a single contract serving all three work sites and consists of basic, regularly scheduled services including: drinking fountain and wash station cleaning; mirror and glass cleaning; elevator cleaning; dusting/cleaning entrances, hallways, and carpeted areas; clean and service restrooms, medical offices, and laboratories; machine scrub restroom floors; clean inside stairs, stairwells, ramps, and landings; clean inside floors; hard floor cleaning; vacuum carpet and rugs; spray buffing in hallways; dusting/cleaning; recycling program; solid waste removal; strip, seal and wax/finish hard floors; steam clean carpet/rugs; pest control; emergency services; and special events. The CHWIE contract provides limited housekeeping services at the Astronaut Gym and Quarantine buildings consisting of laundry services of towels and gym clothes and providing limited laundering of bed linens and bed making services. The Contractor shall focus on safety, environmental compliance, sanitary cleaning and customer service. The Contractor shall clean for health protection first and appearance second.

1.2 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 Custodial Services Management Plan to fully and optimally describe and integrate all parts identified within this SOW.

1.2.1 Custodial Phase-In Plan

The Contractor shall develop, update, and implement a Government-approved Custodial Phase-In Plan. The Contractor shall describe the Contractor's management approach to fully and optimally transition Custodial functional operations, employee workforce, schedule of critical transition activities, and data requirements described in this contract from the incumbent Contractor.

1.3 Description of Facilities

JSC (including EF and SCTF) has an on-site population of approximately 7,300 civil servants and contractor employees and approximately 1,900 visitors daily. The site contains approximately 200 buildings with approximately 3.3 million square feet of interior floor space to be cleaned. The buildings are a mixture of administrative, office, laboratory,

industrial, research, and storage facilities. The age and construction types of the buildings on the three sites vary widely from 1950's era military wood frame structures at EF, to a huge enclosed swimming pool research and testing area at SCTF, to a college campus styled setting on the main site. The main site has a wide variety of building structures from maintenance buildings to certified Leadership in Energy & Environmental Design (LEED) office buildings.

1.3.1 Physical Access Management (PAM)

The National Aeronautics and Space Administration (NASA) and the Johnson Space Center (JSC) maintain a Physical Access Management (PAM) system to control employee entry access into security restricted/limited facilities. Physical access is controlled through a Security Management System (SMS) using a smart badge/card reader entry at facility doors. The SMS has 146 entry access levels at the JSC main site, 29 entry access levels at the Sonny Carter Training Facility (SCTF) and 25 entry access levels at Ellington Field (EF). Some entry access levels are set-up to unlock and be in the open mode during normal JSC business hours (7:30 a.m. to 5:30 p.m. Monday through Friday) excluding Holidays, some access levels will require custodial employees and their management to request entry approval through the NASA Access Management System. Some other entry access levels are of a higher security clearance and will require a coordinated request with the Security Area Manager to receive an escorted entry.

When Custodial work requirements extend into the after normal business hours' time period, Contractor's management will need to coordinate with the Area Manager of the affected security controlled level and with the JSC Emergency Dispatch Center (EDC). The coordination and scheduling of the entry of Custodial employees into these security controlled area shall be completed by calling the non-emergency EDC telephone number (281-483-4658). The EDC Dispatcher will coordinate the unlocking and relocking of the areas needed by Custodial employees after normal business hours entry.

Security access control levels defined as Business Hours – Open Entry (Table 1), IdMAX Access Management Approval Request (Table 2) and Security Controlled Access Levels Requiring Escort Entry (Table 3) are listed in Section 4.13 CONTROLLED ACCESS AREAS.

1.3.2 Floor Area Types

Floor surface types, as they relate to this Contract, are listed in Attachment B of this document.

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 the JSC main campus, EF and SCTF site locations. One way distances from the main campus to SCTF is approximately 3 miles and to EF is approximately 8 miles.

1.5 Hours of Operation

The Contractor's core hours of operation for basic services shall be within 6:00 a.m. and 5:00 p.m. based on continuous shifts as per approved Annual Work Plan.

Exceptions:

- 7 days a week, including Holidays, in the Bldg 30 Complex
- Monday through Saturday at the Gilruth Center
- Night shift schedule for stripping, waxing and scrubbing floors
- Otherwise directed by the Contracting Officer

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.

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, Paragraph Number (PN) Frequencies.

1.7 Work Scheduling

The Contractor shall submit an initial work schedule for basic services twenty (20) 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 Government approval in advance of the change being implemented.

1.8 Definitions and Acronyms

Acronyms and Definitions used throughout this contract are identified in Attachments A and B of this document, respectively.

1.9 Records and Reports

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

Report requirements are contained in individual DRDs' in Section 4.3 DATA REQUIREMENTS DOCUMENT (DRD). 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 by Contracting Officer's Representative (COR).

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 Contractor shall develop, status, and maintain monthly Safety and Health Metrics.

1.12 Quality Assurance

The Contractor shall develop and implement a Government-approved Quality Assurance (QA) Plan compliant with ISO, 9001-2008.

1.13 Emergency Preparedness

The Contractor shall develop and implement an Emergency Preparedness Plan ensuring compliance with JSC's Emergency Preparedness Plan in accordance with NPD 8710.1, Emergency Preparedness Program, NPR 8715.2A, NASA Emergency Preparedness Procedural Requirements, and JPD 1040.2, JSC Emergency Preparedness Program.

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; JWI 8553.1, EMS Aspect/Impact Assessment and EMP Process; NPR 8570.1, NASA Energy Management Program; and JWI 8570.1, Energy Conservation. The Contractor shall provide data on sustainable acquisitions, waste reduction activity, energy efficient product procurement, and ozone depleting substances.

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 NPR 2810.1A, Security of Information Technology.

1.15.1 Government-Provided Computer Workstations

The Government shall provide workstations identified in Section 4.4 GOVERNMENT FURNISHED PROPERTY (GFP), as needed to perform the requirements of the SOW. The workstations will have site standard software, including Microsoft Office, and will be maintained by JSC's Information Resources Directorate (IRD) Technology support contract.

1.15.2 Government-Provided Office Telephones

The Government shall provide desktop office telephones connected to the JSC phone system, (identified in Section 4.4 GOVERNMENT FURNISHED PROPERTY (GFP)), as needed to perform the requirements of the SOW.

1.15.3 FAX Machine Transmission Capability

The Government shall supply institutional FAX machine line connectivity and a copier equipped with FAX capability maintained by JSC's IRD Technology support contract.

1.15.4 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.

1.15.5 IT Security

1.15.5.1 Contractor Responsibilities

The Contractor shall ensure that IT systems used in the performance of this contract meet the requirements of NPR 2810.1A Security of Information Technology.

1.15.5.2 IT Training

The Contractor shall ensure contractor personnel with access to Personal Computer (PC) workstations complete the annual IT Security Training in accordance with NPR 2810.1A 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 all supplies, equipment, personnel, tools, materials, supervision, and other items and services necessary to perform the SOW, unless otherwise specified. The Contractor shall also provide and maintain all auxiliary equipment required to store and dispense materials.

The Contractor shall provide personnel, tools, and vehicles to transport materials, supplies and equipment. The Contractor's vehicles shall be registered, licensed, insured, and operated in accordance with JSC Vehicle Code; JSC 27996.

The Contractor shall repair and replace manually or battery operated paper towel dispensers in kind. Contractor shall repair or replace soap dispensers in kind. Contractor shall maintain these dispensers in good working order and provide and replace the batteries. Electrically (non-battery) operated dispensers shall be repaired and replaced by the Government Facility Services Contractor. Historical annual information: paper towel dispensers – 20 repairs and 20 replacements, and soap dispensers – 150 replaced.

NOTE: The paper towel, toilet paper and soap dispensers currently in use at JSC are made by Georgia Pacific (GP) and required to be filled with GP products. Changes to the product dispensers or consumables shall be approved by the CHWIE COR 30 days before removal and replacement according to a planned replacement schedule.

1.16.1 Vacuum Cleaners

The Contractor shall use High Efficiency Particle Arrest (HEPA) or equal, 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 and Centralized Trash Bin. The Contractor shall ensure no spillage or leakage occurs from the time trash is removed from waste container until properly disposed of as solid waste. Any leaks that do occur shall be promptly cleaned up.

1.16.3 Vehicle Management and Regulations

The Contractor shall provide and maintain Contractor owned or leased vehicles to meet the requirements of this contract. For the purposes of the requirements of this contract, a vehicle is defined as a car, sedan, light duty truck (such as a pickup truck or a van) or "box" truck.

Any Contractor vehicle used in the performance of this contract shall have the company name prominently displayed on both sides of the vehicle. The Contractor shall ensure all Contractor vehicles used in the performance of the SOW comply with JSC 27996, JSC Vehicle Code, Section 4.0, Table 3, Automobile Safety Requirements.

The Contractor shall use properly licensed vehicles to transport Contractor personnel, materials, and equipment used in the performance of this contract.

The Contractor shall ensure that employees' private vehicles are not used in the performance of the requirements of the SOW.

1.17 Government Furnished Property

Government-furnished property is identified in Section 4.4 GOVERNMENT FURNISHED PROPERTY (GFP).

1.17.1 Facilities Management

Government provided facilities are identified in Section 4.4 Government Furnished Property. The Contractor shall designate an alternate Facility Manager (FM) for the facility they occupy to ensure FM duties are performed in accordance with JSC Work Instruction (JWI) 8831.1, "Facility Manager Program." The Contractor shall conduct quarterly safety inspections of the facilities occupied by the Custodial Contractor and record results in the Building Inspection Tracking System (BITS).

The Contractor shall coordinate Contractor operations in JSC Facilities such as stripping and waxing floors, carpet steam cleaning, or other major cleaning services with the appropriate building FM.

The Contractor shall follow JSC Security regulations 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 ensuring security of Government property. When keys are needed for offices or storage areas, the Contractor shall complete JSC Form 754 (JF754) and submit the request for each key to the Facility Manager of the Facility for approval. All keys provided to Contractor employees shall be returned upon employee termination, or at end of contract.

The Contractor shall keep the Contractors' on-site offices, warehouse areas and storage areas free from accumulations of waste materials. Debris shall be packaged up and disposed of properly.

1.18 Contract Personnel

1.18.1 Personnel Requirements

The Project Manager and assigned alternate(s) shall be able to speak, read, and write English. The Project Manager or assigned alternate(s) shall be on site at all times while work is being performed. The Contractor's management team shall be available to communicate with the COR during all hours of operation, and in the event of an

emergency.

The Contractor shall employ licensed and insured specialty service providers when identified in the performance of this contract. These activities would include, but not be limited to, Pest Control Professionals and Window Cleaning above the first floor of a building. Personnel operating motor vehicles shall meet the requirements of JSC Vehicle Code; JSC 27996, and have a valid State of Texas Driver's License or license of a state having a reciprocity agreement with Texas.

1.18.2 Project Manager

The Contractor shall provide a Project Manager who shall be responsible for the performance of the work. The name of the Project Manager and an alternate (or alternates) who shall act for the Contractor when the Project Manager is absent shall be designated in writing to the CO and COR prior to the contract start date. For this contract, the Project Manager, or Alternate PM, may also serve as the Safety Manager.

1.18.2.1 Authority to Act

The Project 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 Project Manager, or alternate, shall be available during core hours within 30 minutes to meet at JSC with government personnel (designated by the COR) to discuss problem areas. The Contractor shall provide telephone number(s) for the Project Manager and alternate so they can be reached during core hours and after core hours. The Contractor shall notify the COR with another point of contact in the event both Project Manager and alternate are scheduled to be unavailable.

1.19 Uniforms

The Contractor shall furnish and maintain all uniforms. The Contractor shall ensure 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 ensure the Contractor work force is trained and certified in the required areas of specialization and for each employee to competently, safely, and efficiently perform required 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 COR review during regular business hours. The Contractor shall ensure their employees are trained and certified per federal, state, local, JSC and company regulations, procedures and policies prior to performing work. The Contractor

shall train employees scheduled to work in LEED buildings on the proper handling, application techniques, usage and emergency response and clean up in accordance with LEED practices.

Typical types of Contractor provided training include, but are not limited to: orientation, introduction to assignments, chemical mixing, handling and usage, safely using tools and equipment, general procedures, restroom cleaning, common mistakes, spray buffing, safety, recycling, personal protective equipment. The Contractor shall provide all necessary equipment and supplies to conduct 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. 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 including OSHA Class IV Asbestos Training, and Blood Borne Pathogen training. The Contractor shall provide training and maintain clean-up response crews for cleanup of blood or other infectious materials.

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.

1.20.1 Clean Up of Blood and other Infectious Materials

The Contractor shall follow procedures outlined in JPR 1700.1 JSC Safety and Health Handbook for the cleanup of blood and other infectious materials. All Contractor personnel responsible for handling blood and other infectious materials shall receive appropriate training.

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 bio-preferred cleaning products or products made with "bio-based" content in the performance of this contract, unless otherwise specified by the COR 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 create health or safety hazards.

The Contractor shall propose and submit a list of products to the COR twenty (20) days prior to contract start. The Contractor shall recommend products that are bio-based as specified in the website address below. Once submitted, there shall be no deviation or substitution without the prior written approval of the COR.

The Contractor shall submit copies of Safety Data Sheets (SDS) to the Occupational Medicine Occupational Health (OMOH) Support Contractor. The Contractor shall notify their employees of the SDS location for each building.

The Contractor shall comply with the requirements contained at (<https://sftool.gov/greenprocurement/green-services/7/janitorial-services>) for sustainable acquisition and utilize products compliant with the requirements.

1.22 Performance Surveillance and Evaluation

Performance surveillance and evaluation of the Contractor shall be accomplished through data collected by observation of the Contractor's performance through COR inspections, random floor checks, validated customer satisfaction reports and complaints and information received from Facility Managers and building residents. This information will follow the Governments' Custodial Contract Surveillance Plan.

Yearly performance evaluations entered into the Contractor Performance Assessment Reporting System (CPARS) and stored on the Governments Past Performance Information Retrieval System (PPIRS) will provide timely and pertinent Contractor past performance to the Federal acquisition community for use in making source selection decisions.

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

2.1.2 Interior Glass Cleaning

The Contractor shall ensure mirrors and interior glass surfaces are clean. The Contractor shall clean interior door glass and associated frames in carpeted or hard floor entrance areas, common areas, offices 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, offices

with glass doors and frames and glass covered bulletin boards.

2.1.3 Elevator Cleaning

The Contractor shall ensure elevators are clean. The Contractor shall clean elevator cab walls, interior hand rails, operation switch panels, 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 facility 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 use microfiber cloths or microfiber dusters to attract and hold the dust and dirt. 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 (within 10 feet), Venetian blinds and ledges/windowsills.

2.1.5 Clean & Service Restrooms and Medical Offices

The Contractor shall ensure restrooms and medical offices are clean and paper and soap dispensers are cleaned and filled. 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 wooden or metal furniture as appropriate.

The Contractor shall clean shower room floors with equipment that utilizes deionized water in order to avoid chemical usage.

The Contractor shall service paper and soap dispensers, stocking with sufficient supplies to last to the next scheduled servicing. The Contractor shall replenish dispensers if emptied prior to the next scheduled servicing.

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 where people may enter area 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, stains or standing water.

The Contractor shall use cleaning procedures following the JSC Occupational Health Branch Policies and Procedures for the Occupational Health/Flight Medicine Services Clinic (Bldg. 45N Clinic) found in Appendix G, Cleaning and Disinfection of Patient Care Areas-Environmental Surfaces.

With the exception of the carpeted areas and painted floor in medical supply, all the other floors have the Nora **Noraplan** floor covering. The manufacturer’s website has information about the Nora pro clean system and maintenance requirements at <http://www.nora.com/us/installation-maintenance/maintenance/>. The Contractor shall use the Noraplan general guides.

2.1.6 Machine Scrub Restroom Floors

The Contractor shall ensure 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 COR 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 stairs, railings and ledges, inside stairwells and landing surfaces are clean and free from dirt, stains or other matter. The Contractor shall use microfiber cloth or scrub pads to remove dirt, stains or other matter. The Contractor shall damp mop stair surfaces and landings using microfiber cleaning tools. 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 when cleaning floors in an area where people may enter area 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 inside entrance areas are sufficiently stocked with Contractor 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

entry way and exterior of a building shall be free of accumulation of gum, or other debris to a distance of 10 feet.

The Contractor shall replace damaged or worn mats within 2 business days of being identified by the Contractor or COR from on hand supply. Contractor to maintain a surplus of various size mats used around site. Contractor shall acquire additional mats to maintain on hand supply.

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 microfiber or anti-static dust-mop.

The Contractor shall wet/damp mop with micro fiber cleaning tool and machine scrub floors to clean, be 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. Walls and furniture shall be free of splash marks or chemical spots caused by cleaning solutions. The Contractor shall ensure that liquid does not seep through tiled pedestal floors.

2.1.10 Vacuum Carpets and Rugs

The Contractor shall use HEPA vacuums to keep carpet and rugs free of loose soil, dirt, debris or other loose foreign matter. The Contractor's Custodians shall inspect carpet and rugs, and spot vacuum between designated frequencies during normal shift work in buildings.

The Contractor shall clean Building 30S, Flight Control Rooms 2306 (WFCR), 2308 (Ops Suite 1) and 2326 (BFCR); Building 30M/Room 231 (FICR) with nonelectrical sweepers to minimize noise when flight controllers are present. Coordinate with FM to minimize disruption.

2.1.11 Spray Buffing in Hallways

The Contractor shall remove soil, streaks and scuffmarks from hard floors in hallways using a scrubbing machine equipped with buffing pad or cleaning tools appropriate to the size of the streak. The Contractor shall damp mop floors, prior to the application of floor finish, allowing no build-up in corners, crevices, or under or around furniture. The Contractor shall spray buff floors using mechanical devices to reduce splashing. The Contractor shall ensure walls, furniture, and IT equipment are free of splash marks or chemical spots caused by the cleaning or finishing process.

2.1.12 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 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.

2.1.13 Recycling Program

The Contractor shall arrange for the recycling of mixed office paper, cardboard, plastic drink containers, and aluminum drink containers. The Contractor shall install 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 3/4 full. When emptying recycling collection containers, the Contractor shall ensure 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 provide additional paper recycling totes when requested by JSC organizations for planned office moves within 24 hours of the request.

The Contractor shall maintain collection locations for recyclables throughout facilities at JSC, EF and SCTF as approved by the COR. The Contractor shall transport recyclables from the facility collection stations to a centralized location(s) at JSC Buildings 333 and 420. The Contractor shall submit station locations and type of centralized collection containers to the COR 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.

2.1.14 Solid Waste Removal

2.1.14.1 Interior Waste Containers

The Contractor shall empty all waste containers and Centralized Trash Bins 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. Utilize anti-mold cleaner to wipe down the inside of enclosed and recessed waste container areas in break rooms. 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 and Centralized Trash Bins daily and replace liners in Security Guard Posts; Building 211; Building 30L/Room 3100 (EOC); Building 30M/Rooms 112 (CCRF/Comm Control), 127 (Voice), 231 (FCR1), and 319 (Maintenance Shop); Building 30S/Rooms 2326 (White FICR), 2M336 (VIP area), 5302 (Support Center); Building 30N (Space Center Houston Visitor's area).

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.

2.1.14.2 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 maintain free of litter and debris at JSC, EF and SCTF property, including building perimeter, concrete walks, parking lots, the Longhorn Pavilion, around waste containers 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.

2.1.14.3 Tobacco Receptacles

The Contractor shall remove tobacco residue from approximately 240 ash receptacles located exterior to buildings. The Contractor shall replenish sand to appropriate level in circular ash trays and empty tobacco products from the pyramid shaped "Ash Stash" containers to prevent smoldering fires in the tubular collection core. The Contractor shall keep the area around ash receptacles free of litter and debris.

2.1.14.4 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 dumpsters and roll offs at JSC, EF, and SCTF according to Attachment E of this document; 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 replace unserviceable (broken, excessively dirty or odorous) containers within five days of notification by COR.

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 COR. The Contractor shall arrange to move dumpsters or roll-offs to other locations when requested by the COR.

2.1.14.5 Clean Picnic Areas

The Contractor shall empty trash containers at picnic/pavilion areas at the Gilruth Center and Longhorn Pavilion (Building 95). Clean picnic tables to remove residue. Empty and clean barbecue grills.

2.1.15 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 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 new sealer and wax. The Contractor shall strip floors using equipment to prevent splashing. The Contractor shall apply sealer and wax or floor 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 minimizing splashing. The Contractor shall use a floor wax with a low slip factor.

2.1.16 Steam Clean Carpet/Rugs

The Contractor shall provide an Annual Work Plan to the Government for steam cleaning carpets and rugs. The Contractor shall vacuum carpet and rugs 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 pretreatment, the Contractor shall steam clean carpet and rugs using vapor technology, or equivalent newer technology.

2.1.17 Pest Control

The Contractor shall perform pest control at JSC 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 the Environmental Protection Agency (EPA) principles of Integrated Pest Management practices of inspection (monitoring), prevention (exclusion) of pests, and treatment (control) applications.

The Contractor shall follow OSHA and Texas Department of Agriculture, Structural Pest Control Services requirements for the application of pest control treatment 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 COR.

The Contractor shall develop and promote the use of a password protected website and database for NASA JSC employees to use in reporting pests and generate work orders directly so the requests are only handled by authorized pest control employees.

The Pest Control professional shall physically post notices of planned Pest Control Treatments in the facilities to be treated 48 hours in advance of the treatment.

The Contractor shall develop and submit a Pest Control Inspection and Maintenance Plan ensuring the inspection of all JSC Facilities for pest activity for each contract year.

2.1.17.1 Exterior Pest Control

The Contractor shall conduct inspections of buildings and structures at JSC and treat all facilities as required, including the building perimeter sidewalks, at JSC. Pest control employees shall eliminate Fire Ant mounds, "Crazy Ant" (any color or species) colonies, and other invasive insect species that could move into JSC facilities or potentially harm employees.

The Contractor shall follow the IPM concepts of pest-proofing a facility by caulking or sealing small entry holes or cracks less than 1/4" (0.25") with visible pest activity. Entry points larger than 1/4" (0.25") shall be reported to the COR.

2.1.17.2 Interior Pest Control

The Contractor shall conduct an annual inspection of the interior of buildings and structures (approximately 4,400,000 sq. ft.) at JSC for insect or rodent activity and the Contractor shall submit the results of the inspection to the COR with specific locations and pictures or descriptions of problem areas.

In accordance with the Pest Control Inspection and Maintenance Plan, 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 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 1/4" (0.25") with visible pest activity, when discovered. Entry points greater than 1/4" (0.25") shall be reported to the COR with specific location and pictures.

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, following product labeling instructions, industry requirements and best practices.

The Contractor shall conduct planned pesticide chemical treatments to minimize hazards of pesticide exposure to JSC employees, and meeting all Texas Department of Agriculture Structural Pest Control Services regulations.

The Contractor shall respond to emergency insect and rodent pest activity inside a facility within 24 hours of notification (Monday-Friday). An emergency is classified as an immediate threat to the health or welfare of facility occupants or users. The Contractor shall treat for emergency insect and rodent pest activity within 24 hours after notification, and after appropriate posted alert of treatment or accepted waiver.

2.1.17.3 Termite Services

The Contractor shall conduct an annual inspection of buildings and structures at JSC for termites and foraging mud tubes to determine the extent of termite activity.

The Contractor shall treat active termite infestations in and around the buildings with localized applications of an effective termiticide that eliminates 100% of the termites in three months or less. The Contractor shall follow OSHA and Texas Department of Agriculture Structural Pest Control Services 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 to eliminate 100% of the termites in three months or less, creating an undetectable treatment zone assuring continued residual protection.

2.1.18 Annual Hurricane Preparations

The Contractor shall plan for and provide custodial supplies in designated spaces around the Center to support JSC-66007, Standard Operating Procedure for Hurricane Preparation - Facilities Management & Operations Division and JWI 1040.24 JSC Emergency Preparedness Plan Appendix 2. These documents call out the systematic steps in five levels for all Center Operations Contractors to follow in preparing for a hurricane. Copies of these documents will be provided to the Contractor as soon as they are published each spring. The Custodial Contractor is assigned to the Custodial Task Force. The Contractor shall provide the supplies and materials as called out in these documents.

Table 2.1.18(a), Custodial Contractor Requirements Section from JSC-66007

| Level | Priority (as defined in JSC-66007) | Action | Time | Responsible |
|-------|------------------------------------|--|-------|----------------------|
| 5 | A | Package cleaning supplies and place in custodial closets throughout center so that loss of no single building will result in a loss of all cleaning supply inventory. (It is recommended that the extra garbage cans for special events be used for this.) | | Custodial Contractor |
| 4 | C | Ensure custodial supply closets are fully stocked in Buildings 1, 4S, 5S, 30A, 30M, 30S, 45, 207, 323, 347 and 419. | Early | Custodial |
| 4 | C | Empty custodial dumpsters, then stop further waste pickup. | | Custodial |
| 4 | A | Be prepared to have the recycle roll-offs removed from the site if the Center moves to Level 3. | | Custodial |

TABLE 2.1.18(b). Custodial Contractor Section from JWI 1040.24

| CURRENT LOCATIONS | SUPPLY BARREL CONTENTS |
|---|---|
| Barrels located in buildings: 1, 4S, 5S, 12, 20, 30A, 30M, 30S, 45, 207, 323, 347 and 419 | 18 rolls toilet paper, 10 rolls paper towels, 1 box Nitrile Gloves, 2 Microfiber pads, spray bottle of Germicidal/Virucidal cleaner, spray bottle of general purpose Bathroom Cleaner, 20 small plastic trash bags, 20 large plastic trash bags, toilet bowl brush, small container to mix toilet bowl cleaner and hold the brush |

2.1.19 Housekeeping Services

The Contractor shall provide housekeeping services for the Astronaut Gym and Quarantine buildings. Services shall consist of laundry services of towels and gym clothes and providing limited laundry of bed linens with bed making services.

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 during core hours and within 2 hours of request during Contractor non-core hours. Examples of emergency services include clean up and sanitizing of overflowed restroom toilets and sinks, cleanup of blood or other infectious materials, spills, and broken glass. The Facility Support Services Contractor will make plumbing repairs and general water cleanup prior to Custodial Contractor providing sanitizing cleanup.

The Contractor shall respond to cleanup blood/infectious material within 30 minutes of request during Contractor core hours of operation and within 2 hours at all other times. Clean-up will be in accordance with the OSHA Blood Borne Pathogen Program, 29 Code of Federal Regulations (CFR) 1910, and JPR 1700.1 (latest revision). The Contractor shall deliver the material to the JSC Occupational Health Services Clinic.

NOTE: Historically for blood or other infectious material, only one or two requests per year are considered major in nature. The majority of emergency service requests occur between 6:00 a.m. and 6:00 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 according to IPM Best Practices, and meeting OSHA and Texas requirements for safe use of pesticides. This may include bee hive or swarm removal if they present an imminent hazard to personnel.

2.3 Special Events

All Special Event Services shall be funded through Indefinite Delivery/Indefinite Quantity (IDIQ) Task Orders. The Contractor shall provide Custodial Support services for special

events including Very Important Persons (VIP), or dignitary visits, space flight missions and other similar occurrences. These services will be defined by the COR and authorized by the CO prior to the event. Additional support services shall be detailed in the statement of work of the Task Order issued to the Contractor.

2.3.1 Supplemental Waste Removal

2.3.1.1 Municipal Solid Waste Removal

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.

2.3.1.2 Portable Restrooms

The Contractor shall deliver, locate, and make ready for use solid waste, standard size portable restrooms. The Contractor shall remove and service by the weekday following the end of the event.

3.0 Indefinite Delivery/Indefinite Quantity (IDIQ)

Indefinite Delivery/Indefinite Quantity (IDIQ) work is unscheduled, non-recurring work provided on an as needed basis that is within the broad scope of the SOW, but not priced under the Fixed Price Definite Quantity portion of the contract. Task Orders (TO's) will be issued by the CO in accordance with NASA FAR Supplement (NFS) 1852.216-80, Task Ordering Procedures, to augment core services.

IDIQ tasks will be issued to the Contractor when additional quantities or frequencies of the tasks outlined in the SOW are required. The Contractor shall provide the additional custodial services on a fixed price IDIQ basis.

The services may include the management, planning, accomplishment, and quality control (QC) of Custodial Service related TO's such as cleaning exterior glass surfaces/window frames and interior windows/window area/Venetian blinds.

NOTE: Days called out in TO's are to be considered calendar days except where specifically called out as Workdays.

4.0 Miscellaneous Unscheduled Support Tasks

The Contractor shall accomplish miscellaneous unscheduled tasks generated by customer or Government requests. Tasks provide for services that are not in the normal Contractor established base contract schedule. Allot 400 (Custodian) hours for each contract year. The Contractor shall track hours used on a monthly basis and make available to the Government upon request.

The Government may initiate work through use of miscellaneous service hours where urgent services are needed. The Government may then issue and fund an IDIQ task

order at a later date to reinstate miscellaneous service hours used.

Upon receipt of a miscellaneous unscheduled request, the contractor shall determine the amount of task time required and request approval from the COR. Any materials needed shall be accounted for in equivalent labor hour rates.

The Government may choose to issue a separate IDIQ task order in lieu of performing under this paragraph. The Contractor shall begin response within 1 hour of COR approval or time agreed upon between COR and Contractor. Example tasks include providing additional temporary trash bins, cleaning, waxing, carpet steam cleaning, or floor polishing or other custodial related services.

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Attachment A: Acronyms

| | |
|-------------|---|
| ACA | Associate Contractor Agreement |
| ANSI | American National Standards Institute |
| ASQ | American Society of Quality |
| CAA | Controlled Access Area |
| CFR | Code of Federal Regulations |
| CO | Contracting Officer |
| COD | Center Operations Directorate |
| COR | Contracting Officer's 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 | JSC Procedural Requirement |
| JWI | JSC Work Instruction |
| JCAHO | Joint Commission on Accreditation of Healthcare Organizations |
| JSC | Johnson Space Center |
| NASA | National Aeronautics and Space Administration |
| NPD | NASA Policy Directive |
| NPR | NASA Procedural Requirement |
| NTP | Notice to Proceed |
| OMOH | Occupational Medicine/Occupational Health |
| OSHA | Occupational Safety and Health Administration |
| PN | Paragraph Number |
| QA | Quality Assurance |
| QC | Quality Control |
| RFP | Request for Proposal |
| SCTF | Sonny Carter Training Facility |
| SDS | Safety Data Sheet |
| SOW | Statement of Work |
| SPICE | Space Program Integrated Contracts Environment |
| TCEQ | Texas Commission Environmental Quality |
| TO | Task Order |

Attachment B: Definitions

Area Floor Type: Portions of facilities separately identified based on floor surface types, or utilization of the space, identified as a particular area type. Identification of area type and approximate square footage is provided below:

- Area 1 – Vinyl Composite Tile (VCT) 1,325,000 Sq. Ft.
- Area 2 – Carpet 825,000 Sq. Ft.
- Area 3 – Restrooms, Ceramic Floor Tiles 125,000 Sq. Ft.
- Area 4 – Tiled Hallways/Common Areas, VCT 350,000 Sq. Ft.
- Area 5 – Carpeted Hallways/Common Areas 150,000 Sq. Ft.
- Area 6 – Concrete Utility Rooms 360,000 Sq. Ft.
- Area 7 – Stairs, Stairwells, Ramps 75,000 Sq. Ft.
- Area 8 – Concrete Areas (Other) 450,000 Sq. Ft.
- Area 9 – Pedestal Floors 387,000 Tiled Sq. Ft. and 85,000 Carpeted Sq. Ft.
- Area 10 – Medical Offices 17,000 Tiled Sq. Ft. and 3,000 Carpeted Sq. Ft.
- Area 11 – Polished Concrete 20,000 Sq. Ft.
- Area 12 – Pool Decking 13,000 Sq. Ft.
- Area 13 – Nora **Noraplan** floor covering approximately 15,000 Sq. Ft.

Basic Services: Task(s) to be performed in a specific work area on a routine, recurring basis, with frequencies called out in the PN.

Bio-based products: “Defined by the 2002 Farm Bill, bio-based products are commercial or industrial products (other than food or feed) that are composed in whole, or in significant part, of biological products, renewable agricultural materials, (including plant, animal and marine materials), or forestry materials. The 2008 Farm Bill extended the definition of bio-based products to include bio-based intermediate ingredients or feed stocks”.

Box Truck: Also known as a box van or bob truck is a truck with a cube shaped cargo area, normally less than 21 feet in length, and usually with a roll up type rear door.

Building: A named or numbered facility at JSC including the inside area, and the outside area adjacent to the facility, out to a distance of 10 feet from the exterior wall. The term “building” includes outside waste receptacles, dumpsters or roll-off units and 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 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,
- Removal of the unwanted substance to a suitable location and
- Properly and safely disposing or repositioning the matter.

Damp Mopping: Removal of light soil, dirt, liquid, or other foreign material using a microfiber or similar mop, from which excess cleaning solution has been removed. This method is often employed when the area that requires cleaning is not soiled sufficiently to require wet mopping. Damp mopping includes rinsing if recommended by the cleaning solution manufacturer.

Disinfect: Applying substances to surfaces to destroy bacterial or viral microorganisms capable of causing infection in humans, if untreated.

Dispenser Service: Checking and refilling with approved products all paper 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 during core hours and within 2 hours of request outside of core hours

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 clean by greatly reducing or eliminating dirt or foreign particles through filtration and containment.

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

JSC: The Lyndon B. Johnson Space Center, Houston, TX. The term "JSC" shall be used to refer to the JSC main campus, Ellington Field (NASA facilities only) and the Sonny Carter Training Facility site locations.

LEED Buildings: LEED stands for "Leadership in Energy and Environmental Design. Developed by the US Green Building Council, LEED principles provide building owners and operators with a framework for identifying and implementing practical and measurable green building design, construction, operations and maintenance solutions. Of the 5 key areas of human and environmental health that LEED strategies aim to achieve the CHWIE Contract is involved with indoor environmental quality.

Machine Mopping/Machine Cleaning: 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 or equipment manufacturer.

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 PN 3.0.

HHPC: Human Health and Performance Contract within the Human Health and Performance 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.

Perimeter: Within 10 feet of building exterior.

Paragraph Number (PN): All custodial services are identified in the SOW by their PN corresponding to the paragraph describing the requirement.

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.

SDS (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.

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

Special Events: Festivals, workshops, tours and other events that may be outside of normal work activities, examples include, but are not limited to: Open House, Trail Ride, Safety and Total Health Day, Chili Cook Off and Astronaut Crew Returns.

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: A cleaning system using vapor technology with 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: The complete (95 percent or more) removal of the wax or floor finish applied to tile or other hard floor surfaces.

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: The Mechanized 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 (suction) 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: The application of multiple coats of a non-slip gloss finish to hard surfaced floors such as vinyl, rubber, cork, linoleum, terrazzo, wood, or tile. Includes buffing if recommended by manufacturer. The Contractor shall use products resulting in a Coefficient of Slip of greater than 0.5.

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

Attachment C: Paragraph Number (PN) Frequencies

| PN | Service Description/Locations Frequency – per calendar year | Approximate Units / Area |
|------------|---|--|
| 2.0 | Basic Services | |
| 2.1 | Basic, Regularly Scheduled Services | |
| 2.1.1 | Drinking Fountains and Wash Stations Perform 5W at JSC/EF/SCTF Perform 11W at Gilruth Center | 500 4 |
| 2.1.2 | Interior Glass Cleaning Perform 2W Perform weekly at 7 Guard Gate Posts (5 JSC, 1 SCTF, 1 EF) Perform 6W on Gilruth restroom and exercise area mirrors | 30,000 Sq. Ft. 700 Sq. Ft. 2500 Sq. Ft. |
| 2.1.3 | Elevator Cleaning Perform 1W | 70 |
| 2.1.4 | Dusting & Cleaning Entrances, Hallways, and Carpeted Areas Perform monthly - <i>during the first week of each month</i> | 1,025,000 Sq. Ft. |
| 2.1.5 | Clean & Service Restrooms and Medical Offices a. Perform 5W of restrooms and medical offices/patient rooms/labs. b. Perform 5W of Building 45N Medical Clinic (Nora Noraplan floor covering) c. Perform 7W for the following: Building 30S/Rooms 23RME, 23RWE, 23VME, 23VWE, | 151,500 Sq. Ft. 15,000 Sq. Ft. 900 Sq. Ft. |

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| | <p>43RME, 43RWE, 43VWE, and 43VME.</p> <p>d. Perform 7W for the following: Building 90D Rocket Park/Rooms 1RM, 1RW.</p> <p>e. Perform 6W for the following: Building 207/ Restrooms</p> <p>f. Replace "D" cell batteries in paper dispensers as needed</p> | <p>500 Sq. Ft.</p> <p>4,100 Sq. Ft.</p> <p>15,000 batteries</p> |
| 2.1.6 | <p>Machine Scrub Restroom Floors</p> <p>Perform monthly</p> | 125,000 Sq. Ft. |
| 2.1.7 | <p>Inside Stairs, Stairwells, Ramps, and Landings</p> <p>Perform weekly</p> <p>Perform 2W in B-30S, B-9N and B-12</p> | <p>76,000 Sq. Ft.</p> <p>2,100 Sq. Ft.</p> |
| 2.1.8 | <p>Inside/Outside Entrance Area Floors</p> <p>Perform 5W of entrance floor areas</p> | 60,000 Sq. Ft. |
| 2.1.9 | <p>Hard Floor Cleaning</p> <p>Dust – mop or clean hard floor Perform 2W</p> <p>Perform 5W in Building 1/Ninth floor; Building 3/Rooms 103AC, 103AN, 103AS, 103W; Building 11/Room 101 (Serving Area); Building 110/Room 120.</p> <p>Wet or damp mop or machine-scrub floors</p> <p>Perform weekly</p> <p>Perform 2W in Building 1/Floors 1-9, Building 110/Room 120.</p> <p>Perform 5W in Building 3/ Rooms 103AC, 103AN, 103AS, 103W; Building 8/ Rooms 156, 161, 161B-D, 162-164, 1104, 1106, 208, 223, 223A, 277, 277A, 277B, 277E, 278; Building 11/Room 101 (Serving Area); Building 30S/Rooms 2306, 2326.</p> | <p>1,755,000 Sq. Ft.</p> <p>6,000 Sq. Ft.</p> <p>1,600,000 Sq. Ft.</p> <p>88,000 Sq. Ft.</p> <p>14,500 Sq. Ft.</p> |

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| 2.1.10 | <p>Vacuum Carpets and Rugs</p> <p>Perform 1W</p> <p>Perform 5W in Building 3/Rooms 100, 100A, 1AN, 1AS, 1AWN, 1AWS; Building 45N Building 11/Rooms 100, 1AE1, 1AE2, 1AW, 1ASE, 1ASW.</p> | <p>910,550 Sq. Ft.</p> <p>17,450 Sq. Ft</p> |
| 2.1.11 | <p>Spray Buffing in Hallways</p> <p>Perform monthly</p> | <p>350,000 Sq. Ft.</p> |
| 2.1.12 | <p>Dusting and Cleaning</p> <p>Perform monthly</p> | <p>2,000,000 Sq. Ft.</p> |
| 2.1.13 | <p>Recycling Program (FY 2014 pounds)</p> <ul style="list-style-type: none"> a. Cardboard recycling b. Aluminum can and Plastic Bottle recycling c. Mixed paper recycling | <p>Historical Values</p> <p>Pounds 128,920</p> <p>Pounds 39,780</p> <p>Pounds 324,960</p> |

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| 2.1.14 | <p>Solid Waste Removal</p> <p>2.1.14.1 Interior Waste Containers</p> <p>Perform as needed (centralized bins)</p> <p>Perform 6W at B-207 Gilruth Center (waste cans)</p> <p>Perform 5W (waste cans) at: 7 Security Guard Posts (5 JSC, 1 SCTF, 1 EF) B-211 Child Care Center B-30L R-3100 (EOC) B-30M R-112,127, 231, 319 B-30S R2326, 2M336, 5302 B-30N Space Center Houston Visitor areas</p> <p>Perform 1W all other buildings (waste cans)</p> <p>Perform W anti-mold wipe of waste container under counter spaces in B-1, 12, 20</p> <p>2.1.14.2 Exterior Waste Containers Perform 2W</p> <p>2.1.14.3 Tobacco Receptacles Perform 5W</p> <p>2.1.14.4 Solid Waste Removal Service</p> <p>2.1.14.5 Clean Picnic Areas Gilruth and Longhorn trash containers Perform 5W</p> | <p>1500 bins</p> <p>25 units</p> <p>50 units</p> <p>10,000 units</p> <p>26 spaces</p> <p>250 units</p> <p>250 units</p> <p>2,000,000 lbs.</p> <p>5 units</p> |
| 2.1.15 | <p>Strip, Seal, and Wax/Finish Hard Floors</p> <p>Contractor provides approved annual work plan to cover half of all buildings once a year.</p> | <p>1,800,000 Sq. Ft.</p> |
| 2.1.16 | <p>Steam Clean Carpet/Rugs</p> <p>Contractor provides approved annual work plan to cover half of all buildings once a year.</p> | <p>750,000 Sq. Ft.</p> |

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| 2.1.17 | <p>Pest Control</p> <p>2.1.17.1 Exterior Pest Control Inspection Perform Semi-annually</p> <p>2.1.17.2 Interior Pest Control Perform annually</p> <p>Perform monthly on 7 Guard Gate Posts (5 JSC, 1 SCTF, 1 EF)</p> <p>2.1.17.3 Termite Services</p> <p>Perform annual inspection service (TERMITE)</p> <p>Perform termite treatment services as needed</p> | <p>90,000 Linear Ft.</p> <p>4,200,000 Sq. Ft.</p> <p>300 Sq. Ft.</p> <p>90,000 Linear Ft.</p> <p>Up to 45,000 Linear Ft.</p> |
| 2.1.18 | <p>Annual Hurricane Preparations</p> <p>Stock up as per Hurricane Plan</p> | <p>Up to 5 times</p> |
| 2.1.19 | <p>Housekeeping Services</p> <p>Buildings 26 & 27</p> <p>Daily clothes and towels cleaning</p> <p>Occasional bed linen cleaning and making the beds</p> | <p>3-4 loads a day</p> <p>Up to 15 times</p> |
| 2.2 | <p>Emergency Custodial Services</p> <p>Provide emergency responses</p> | <p>160 Labor Hours</p> |
| 2.3 | <p>Special Events</p> | <p>Separate Task Order [IDIQ]</p> |
| 3.0 | <p>Indefinite Delivery/Indefinite Quantity</p> | <p>Separate Task Order [IDIQ]</p> |

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

| Dumpster Location | Size | QTY | Service Days | Dumpster Location | Size | QTY | Service Days |
|-------------------|------|-----|--------------|--------------------------|-------------|------------|---------------------|
| E270 | 8cy | 1 | 2xW WED-FRI | J207-P | 8cy | 1 | 2xW WED-SAT |
| E279 | 4cy | 1 | 2xW WED-FRI | J207-S | 8cy | 1 | 2xW WED-SAT |
| E990 | 8cy | 1 | 2xW WED-FRI | J211 | 4cy | 1 | 2xW WED-SAT |
| J001 | 8cy | 1 | 2xW WED-SAT | J227 | 8cy | 1 | 2xW WED-SAT |
| J003 | 8cy | 1 | 2xW WED-SAT | J241 | 4cy | 1 | 2xW WED-SAT |
| J004 S | 8cy | 1 | 2xW WED-SAT | J359 | 8cy | 1 | 2xW WED-SAT |
| 4N | 8cy | 1 | 2xW WED-SAT | J383 | 6cy | 1 | 2xW WED-SAT |
| J007 | 8cy | 1 | 2xW WED-SAT | J420 | 6cy | 1 | 2xW WED-SAT |
| J008 | 8cy | 1 | 2xW WED-SAT | J422 | 4cy | 1 | 2xW WED-SAT |
| J009 NE | 8cy | 1 | 2xW WED-SAT | S920 | 8cy | 1 | 2xW WED-FRI |
| J009 S | 8cy | 1 | 2xW WED-SAT | | | 38 | |
| J011 | 8cy | 1 | 2xW WED-SAT | | | | |
| J014 | 8cy | 1 | 2xW WED-SAT | Roll-off Location | Size | QTY | Service Days |
| J015 | 8cy | 1 | 2xW WED-SAT | E270 | 20yd | 1 | On Call |
| J016 | 8cy | 1 | 2xW WED-SAT | 336 (333B) | 30yd | 1 | On Call |
| J024 | 4cy | 1 | 2xW WED-SAT | J333 Pit-N | 40yd | 1 | WED/On Call |
| J027 | 4cy | 1 | 2xW WED-SAT | J333 Pit-S | 40yd | 1 | WED/On Call |
| J030 A | 8cy | 1 | 2xW WED-SAT | J333 WP | 40yd | 1 | On Call |
| J030 M | 6cy | 1 | 2xW WED-SAT | J333A | 30yd | 1 | On Call |
| J030 S | 8cy | 1 | 2xW WED-SAT | J411 | 40yd | 1 | On Call |
| J031 | 8cy | 1 | 2xW WED-SAT | S920 | 30yd | 1 | On Call |

| | | | | | | | |
|--------|-----|---|-------------|--|--|---|--|
| J036 | 8cy | 1 | 2xW WED-SAT | | | 8 | |
| J037 | 8cy | 1 | 2xW WED-SAT | | | | |
| J046 | 6cy | 1 | 2xW WED-SAT | | | | |
| 30S | 8cy | 1 | 2xW WED-SAT | | | | |
| J049 | 4cy | 1 | 2xW WED-SAT | | | | |
| J095 A | 8cy | 1 | 2xW WED-SAT | | | | |
| J095 B | 3cy | 1 | 2xW WED-SAT | | | | |

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Attachment F: Bio-preferred Purchasing Product Categories

“The USDA designates categories of bio-based products for a Federal Procurement preference. In the process, minimum bio-based content standards are established for each product category.

There are 50 Bio-Preferred designated product categories required for preferred Federal purchasing.”

The following website shows the product categories:

<http://www.biopreferred.gov/BioPreferred/faces/catalog/Catalog.xhtml>

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Attachment G: Cleaning and Disinfection of Patient Care Areas- Environmental Surfaces

| | | |
|---|--|--|
|  <p>Johnson Space Center Occupational Health Branch</p> | | <p>Number: IC 18.00 Issued: 04/10/2012 Effective: 04/10/2012 Reviewed w/changes: 04/14/2015 Reviewed w/o Changes:</p> |
| <p>Approval Authority: Executive Committee of the Medical Staff (ECOMS)</p> | | |
| <p>Office of Primary Responsibility: Medical Director, Occupational Health Branch</p> | | <p>Page 1 of 3</p> |

SUBJECT:

Cleaning and disinfection of patient care areas-environmental surfaces.

PURPOSE:

Cleaning and disinfecting environmental surfaces are fundamental in reducing the incidence of healthcare-associated infections, a part of standard precautions. Adherence to proper use of disinfectants and continued compliance with infections control measures will minimize healthcare-associated infection risk.

SCOPE:

This policy applies to all JSC, OHB healthcare providers assigned to, employed by, contracted to, or under partnership agreement with the JSC, OHB. Credentials files with proof of: identity, i.e. driver’s license, professional licensure, education, competence, board certification, DPS, DEA, current CV and any required training for providers under contract or partnership agreement with the JSC, OHB, are maintained by the JSC Credentialing Office.

DEFINITIONS:

Johnson Space Center Occupational Health Branch Clinical Facilities: Refers to the Flight Medicine Clinic (FMC), Occupational Medicine Clinic (OMC), Sonny Carter Training Facility (SCTF), JSC Buildings 7, 26, 27, 37, 261 and 262.

Environmental Surfaces: Surfaces that generally do not come into direct contact with patients during care. These surfaces carry the least risk of disease transmission and can be safely decontaminated using less rigorous methods than those used on medical instruments and devices. Environmental surfaces are divided into medical equipment surfaces e.g. knobs/handles on Machines, x-ray machines, carts, dental units and housekeeping surfaces e.g. floors, doors, walls and table tops.

Housekeeping surfaces are divided into (2) groups, minimal hand contact: floors and ceilings; and frequent hand contact: high touch contact: high touch surfaces, door knobs, light switches.

POLICY:

Cleaning and disinfection of all patient care associated areas is imperative to minimize and maintain infection control.

The methods and frequency of cleaning and products used are determined by this healthcare facility policy. Environmental Protection Agency (EPA) registered disinfectants that best meet overall need of the healthcare facility will be utilized.

According to Occupational Safety and Health Administration (OSHA) standard, employees shall ensure worksite is maintained in a clean and sanitary condition. All equipment, environmental and housekeeping surfaces shall be cleaned and decontaminated after contact with blood or other potentially infectious material.

COMPLIANCE DOCUMENTS:

Centers for Disease Control (CDC).

US Environmental Protection Agency (EPA). Occupational Safety and Health Administration (OSHA). US Department of Health and Human Resources.

Healthcare Infection Control Practices Advisory Committee (HICPAC).

QUALITY RECORDS:

| Quality Record | Responsible Organization | Retention Period |
|-----------------------|---|-------------------------|
| Cleaning Log | Johnson Space Center Occupational Health Branch | 3 years |

PROCEDURE:

EPA registered disinfectant appropriate for the task will be used. Manufacturer's recommendations for use will be followed. Gloves will be worn during cleaning and disinfection.

- Non-critical patient care devices are disinfected on a regular basis and when visibly soiled.
- Disposable coverings for exam surfaces are used and changed after each patient.
- Exam tables are cleaned at the end of each day and as needed using an appropriate EPA registered disinfectant, as indicated by the manufacture's recommendations and leaving on the surface to be cleaned for the designated length of time.
- Ear pieces on stethoscopes are to be wiped with alcohol before each use. The entire stethoscope should be disinfected at the end of the day.
- Waiting room furniture is cleaned when visibly soiled and on a weekly routine basis.

**Cleaning
Schedule:**

| Patient Areas | PRN | Per each patient/procedure | q/d | q/week | Disinfection /Cleanser | Performed By |
|--|-----|----------------------------|-----|---------|---------------------------------------|------------------------------|
| Counters | ✓ | | ✓ | | EPA Registered disinfection detergent | Clinic Staff Housekeeping |
| Exam Tables Step-up/under back rest | ✓ | | ✓ | ✓ | EPA Registered disinfection detergent | Clinic Staff Housekeeping |
| Wall Mounts | ✓ | | | ✓ | EPA Registered disinfection detergent | Clinic Staff Housekeeping |
| Equipment | ✓ | | | | See Equipment Samples | |
| Floors | ✓ | | ✓ | | EPA Registered disinfection detergent | Clinic Staff Housekeeping |
| Walls, Chair, Doors | ✓ | | | | EPA Registered disinfection detergent | Clinic Staff Housekeeping |
| Trash receptacles emptied | ✓ | | ✓ | ✓ | N/A | Clinic Staff Housekeeping |
| Trash receptacles disinfected | ✓ | | ✓ | ✓ | EPA Registered disinfection detergent | Clinic Staff |
| Protective Covers: Table Paper | ✓ | ✓ | | | N/A | Clinic Staff |
| Refrigerator | ✓ | | | Monthly | EPA Registered disinfection detergent | Clinic Staff |
| Biohazard Receptacle Emptied | ✓ | | ✓ | | N/A | Clinic Staff |
| Biohazard Receptacle Disinfected | ✓ | | | ✓ | EPA Registered disinfection detergent | Clinic Staff Housekeeping |

[END OF SECTION]