

## APPENDIX A

### STATEMENT OF WORK “Janitorial Services”

**May 3, 2023**

#### 1) **Background:**

The National Renewable Energy Laboratory (NREL) is a national laboratory owned by the U.S. Department of Energy (DOE). NREL is the only federal laboratory dedicated to research, development, commercialization, and deployment of renewable energy and energy efficiency technologies. NREL is managed and operated for DOE’s Office of Energy Efficiency and Renewable Energy by the Alliance for Sustainable Energy, LLC (Alliance), the “M&O Contractor”.

NREL takes pride in its world-class research, talented staff, sustainable campus, and results that positively impact our local, national and global communities. On the NREL sites there are state-of-the-art facilities available to industry entrepreneurs, engineers, scientists, and universities for researching and developing their energy technologies.

NREL appoints internal Facility Managers to manage multiple buildings throughout all campuses. In order to effectively perform this mission, NREL needs janitorial services for 38 Buildings (approximately 867,779 total square feet) and 30 buildings across four add alternate locations (approximately 210,184+ square feet), with the potential to add additional buildings as they are constructed or leased, as follows:

- South Table Mountain Site - STM (Golden, CO) includes 18 Buildings (Daily).
- Flatirons Campus - FC (Arvada, CO) includes 17 Buildings (Daily).
- RTD ReFUEL Facility (Denver, CO) includes 1 Building (Once per Week, Tuesdays).
- Golden Warehouse Facility – GW (Golden, CO) includes 1 Building (Three times per week, Monday, Wednesday and Friday).
- Denver West Building 16 (Golden, CO) includes 1 Building and only covers floor-related cleaning tasks.
- Add Alternate: South Table Energy Park – STEP (Golden, CO) includes approximately 27 Buildings.
- Add Alternate: EMAPS – STM Campus (Golden, CO) includes 1 Building.
- Add Alternate: Control Center (CCF) – FC (Arvada, CO) includes 1 Building.
- Add Alternate: New Waste Handling Facility – STM Campus (Golden, CO) includes 1 Building.

The Subcontractor shall provide all personnel, labor, management, tools, equipment, and services necessary to ensure that custodial services are performed at NREL facilities in a manner that will maintain a healthy, clean, neat, and professional appearance. The Subcontractor shall ensure that all custodial objectives are met in order to improve the overall environment of the facilities. As the facilities described above are staffed with both Alliance and DOE employees, the Subcontractor shall also ensure that interactions with

Subcontractor staff are courteous and professional at all times. The Subcontractor must designate and continuously maintain an on-site manager-in-charge when any Subcontractor personnel are performing work on an NREL site.

## **2) NREL Definitions:**

### **a) Definitions:**

1. As-Needed – Any service required beyond the regularly scheduled tasks to ensure performance standards are met. May be at the request of the NREL Technical Monitor (TM) or On-Site Supervisor based on each individual situation encountered.
2. NREL – National Renewable Energy Laboratory
3. SOW – Statement of Work
4. TM – Technical Monitor
5. SA – Subcontract Administrator
6. QCP – Quality Control Plan
7. EPA – Environmental Protection Agency
8. CDC – Centers for Disease Control and Prevention
9. FDA – U.S. Food and Drug Administration
- 10. CEH – Certified Executive Housekeeper**
- 11. OSHA – Occupational Safety and Health Administration**
- 12. LEED – Leadership in Energy and Environmental Design**
13. STM – South Table Mountain Campus
  - a. EMAPS – Energy Materials and Processing at Scale Facility
  - b. ESIF – Energy Systems Integration Facility
  - c. FTLB – Field Test Laboratory Building
  - d. HFSF – High-Flux Solar Furnace
  - e. IBRF – Integrated Biorefinery Research Facility
  - f. OTF – Outdoor Test Facility
  - g. RAIL – Research and Innovation Laboratory
  - h. RFHP – Renewable Fuel Heat Plant
  - i. RSF – Research Support Facility
  - j. S&TF – Science & Technology Facility
  - k. SERF – Solar Energy Research Facility
  - l. SIMTA – Solar Industrial Mesa Test Area
  - m. SRRL – Solar Radiation Research Laboratory
  - n. TTF – Thermal Test Facility
  - o. WHF – Waste Handling Facility
  - p. VTIF – Vehicle Testing & Integration Facility
14. FC – Flatirons Campus
  - a. CCF – Control Center Facility
  - b. CoMET – Composite Manufacturing Education & Technology Facility
  - c. STL – Structural Technology Laboratory
15. ReFUEL – Renewable Fuels and Lubricants Laboratory
16. GW – Golden Warehouse
17. STEP – South Table Energy Park

### 3) Description of Work: General Requirements

#### a) Standard Janitorial and Custodial Service Shifts

##### 1. Night Shift - Janitorial/Custodial Shifts

- a. The Subcontractor shall provide on-site Janitorial/Custodial Staff and cleaning services Monday through Friday for the entire performance period.
  - i. Basic Night Shift schedules are Monday through Friday and shall begin at 5:00 p.m. daily and last until all tasks are completed.
  - ii. Delayed starts will be acceptable only in the event of inclement weather, early release or lab closure.
- b. Night Shift cleaning services are not required on weekends or on the holidays recognized by NREL, as outlined below.
  - i. The NREL TM will provide a current annual schedule of holidays to the Subcontractor once a new schedule is released by NREL's management.
  - ii. In the event that night shift services are required on a weekend, the NREL TM will schedule these services directly with the Subcontractor. These standard night shift services may be completed outside of normal night-shift hours, as scheduled with the NREL TM.
- c. The Subcontractor shall provide **appropriate staffing for Night Shift Janitorial/Custodial Staff members for each shift scheduled. NREL recommends at least forty (40) staff members.**
- d. Night Shift staff shall be available for all NREL locations, except ReFUEL and GW which are day-shift only.
- e. All Night Shift staff working in exterior areas must wear high-visibility vests at all times, as well as any other required PPE.

##### 2. Day Shift – Janitorial/Custodial Shifts

- a. The Subcontractor shall provide on-site Janitorial/Custodial Staff and cleaning services Monday through Friday for the entire performance period.
  - i. Basic Day Shift schedules are Monday through Friday, 8:00am through 5:00pm.
  - ii. Delayed starts will be acceptable only in the event of inclement weather, early release or lab closure.
- b. The Subcontractor shall provide at least three (3) Day Shift Janitorial/Custodial Staff members for each day shift scheduled.
  - i. In the event of a laboratory closure, the Subcontractor shall provide at least four (4) Janitorial/Custodial Staff or one extra (1) Janitorial/Custodial than a typical scheduled day on the following business day to complete any of required tasks that were missed due to closure.
- c. Day Shift staff shall be assigned to the following NREL locations:
  - i. STM Campus.
  - ii. GW Facility (Monday, Wednesday, Friday only)
  - iii. RTD ReFUEL
  - iv. Other locations only as requested by the NREL TM.

- d. In addition to regularly scheduled services, the Subcontractor's Day Shift On-Site Supervisor shall confirm with the NREL TM if any additional as-needed services are required to be performed the same-day.
- e. All Day Shift staff working in exterior areas must wear high-visibility vests at all times, as well as any other required PPE.

#### 4) Description of Work: Janitorial/Custodial Tasks

##### a) Floor Maintenance – Non-Carpeted Areas

1. The Subcontractor shall vacuum, sweep and mop all non-carpeted floors to ensure they have a uniform appearance and are free from dirt, debris, dust, stains, discoloration, and other foreign matter.
  - a. Spot cleaning floors is required and shall be done daily for all locations; including the floors that are underneath chairs, trash receptacles, and other moveable items to guarantee and maintain cleanliness underneath these items.
    - i. All items moved shall be returned to their original respective position.
    - ii. Sweep and mop tiled areas in labs, offices and corridors.
  - b. Post "Caution: WET FLOOR" signs on areas of floor retaining water or moisture.
2. The Subcontractor shall also complete the following interval items:
  - a. Monthly:
    - i. Spray buff all vinyl tile and linoleum floors.
  - b. Quarterly:
    - i. The RSF Fitness Center athletic rubber floor requires the application of an approved green/environmentally friendly cleaning product in accordance with industry standards. A floor buffer below 300 RPM must be utilized to ensure no damage to the floor.
  - c. Annually
    - i. Stripping and waxing of floors shall be performed once annually covering all non-carpeted areas (except concrete floors) in every building.
    - ii. The Subcontractor shall perform cleaning and buffing on Electrostatic Discharge (ESD) flooring located at the SRRL (**approximately 407 sq. feet across one laboratory**) and SERF (**approximately 1,239 sq. feet across five laboratories**) on an annual basis.
    - iii. The Subcontractor shall schedule these tasks at least 30 days in advance with the NREL TM to ensure those areas are available for stripping and waxing during those periods.
  - d. As-Needed:
    - i. Additional stripping and waxing services may be needed, as requested by the NREL TM.
3. Night Shift Schedule:
  - a. Three times per week for all locations every Monday, Wednesday, and Friday **other than GW, ReFuel, Building 16, and the Data Sheds at FC.**
  - b. **FC Data Sheds once per week.**
  - c. Monthly, Quarterly, Annual items only as scheduled by the NREL TM.
  - d. As-needed at the request of the NREL TM.

4. Day Shift Schedule:

- a. GW Facility three times per week (Monday, Wednesday, Friday).
- b. ReFUEL once per week on Tuesday.
- c. Building 16 only as scheduled by the NREL TM for stripping and waxing (typically annually, plus as-needed).
- d. Monthly, Quarterly, Annual items only as scheduled by the NREL TM.
- e. As-needed at the request of the NREL TM.

**b) Floor Maintenance – Carpeted Areas**

- 1. Subcontractor shall vacuum all carpeted areas to ensure they have a uniform appearance and are free from dirt, debris, dust, stains, discoloration, and other foreign matter such as trash.
  - a. Any discolored spots shall be cleaned and removed as soon as noticed by Subcontractor or as requested by NREL.
  - b. All tears, burns, and raveling shall be brought to the NREL TM's attention within 24 hours.
- 2. The Subcontractor shall also perform Deep Cleaning of some or all carpeted areas only as requested by the NREL TM.
  - a. The Subcontractor shall schedule all as-needed carpet deep cleanings within one week or five (5) business days of the NREL TM request.
- 3. Night Shift Schedule:
  - a. Three times per week for all locations every Monday, Wednesday, and Friday.
  - b. As-Needed items only as scheduled by the NREL TM.
- 4. Day Shift Schedule:
  - a. GW three times per week (Monday, Wednesday, Friday).
  - b. ReFUEL once per week on Tuesday.
  - c. Building 16 only as scheduled by the NREL TM for deep carpet cleaning (typically annually, plus as-needed).
  - d. As-Needed items only as scheduled by the NREL TM.

**c) Building Exterior Cleaning Requirements**

- 1. The Subcontractor shall ensure that all exterior building breezeways, walkways, courtyards, and parking lots are free from wind-blown debris, trash, and other items.
  - a. The Subcontractor shall place all waste in designated waste bins throughout NREL locations.
  - b. The Subcontractor shall ensure that all its scheduled staff are wearing appropriate PPE when completing outside tasks, such as high-visibility vests.
  - c. The Subcontractor shall clean all exterior surfaces of tables and chairs located at:
    - i. South Table Mountain Campus:
      - 1) Cafeteria north side
      - 2) Cafeteria balcony
      - 3) RSF East Courtyard
      - 4) RSF West Courtyard
      - 5) SERF Patio
      - 6) ESIF East Side

- 7) S&TF East Side
    - 8) IBRF Entrance
  - ii. Flatirons Campus
    - 1) Building 251
  - iii. All exterior tables and chairs shall be cleaned once per day.
  - iv. Additional locations as needed.
2. The Subcontractor shall also perform the following interval services:
- a. As-needed:
    - i. The Subcontractor shall clean all glass located at bus shelters.
    - ii. The Subcontractor shall clean all exterior glass located on the breezeway north of the parking garage on the South Table Mountain Campus.
3. Night Shift Schedule:
- a. As-needed at the request of the NREL TM or Night Shift On-Site Supervisor.
4. Day Shift Schedule:
- a. Once per day for all locations other than GW and ReFUEL.
  - b. GW three times per week (Monday, Wednesday, Friday).
  - c. ReFUEL once per week on Tuesday.
  - d. As-needed at the request of the NREL TM.
- d) Waste Collection and Container Cleaning/Preparation**
- 1. Container Stations**
- a. The Subcontractor shall perform the following duties on all trash/compost/recyclable container stations located throughout all the NREL buildings (i.e., kitchenettes, conference rooms, corridors, etc.).
  - b. All trash, recyclable and compost containers shall be emptied and shall be left clean, free of foreign matter, and free of odors.
  - c. Trash, recyclables and compost shall be disposed of at the respective building area(s) specific for trash recyclables and compost.
    - i. Compost has designated black bins.
    - ii. If unsure of the locations above, please consult with the NREL TM.
- d. Individual Workspace Bins**
- i. The Subcontractor shall empty Black “Waste Only” Bins that are attached to the Blue Recycle Containers located at personnel cubicles, offices, labs, and any other locations on site shall be emptied as follows:
    - 1) Black “Waste Only” Workspace Bins –The Subcontractor shall dispose of collected trash at the building’s designated trash compactor.
    - 2) Blue Recycle Container –The Subcontractor shall dispose of recyclable items at the building’s respective recyclable area(s).
  - ii. Once all of the containers have been emptied, cleaned and free of foreign matter and/or foreign odors, the containers shall be prepared and ready for use as follows:
    - 1) Trash Container (Gray) Clean Liner
    - 2) Recyclable Container (Blue) Clean Liner
    - 3) Compost Container (Green) Clean Liner
- e. Night Shift Schedule:

- i. All container station locations shall be emptied once per day, **except GW, ReFUEL and FC Data Sheds.**
- ii. All Individual Workspace Bins shall be emptied as follows for all locations:
  - 1) Black "Waste Only" once per day.
  - 2) Blue "Recycle" weekly on Thursday or as directed by the NREL TM.
- iii. Clean liners shall be placed as required upon the completion of emptying/cleaning waste containers for all locations.
- iv. **FC Data Sheds shall be emptied once per week.**
- v. As-needed at the request of the NREL TM.
- f. Day Shift Schedule:
  - i. ReFUEL once per week on Tuesday.
  - ii. GW Facility three times per week on Monday, Wednesday and Friday.
  - iii. As-needed at the request of the NREL TM.

## **2. Public Ashtrays, Urns and Exterior Trash Cans**

- a. The Subcontractor shall clean and empty all exterior public ashtrays and urns by removing ashes, smoking materials, odors, and stains.
- b. To ensure safety and the prevention of fires, it is critical that the Subcontractor empty the urns/containers at the scheduled interval or as deemed necessary by NREL.
- c. Night Shift Schedule:
  - i. As-needed at the request of the NREL TM.
- d. Day Shift Schedule:
  - i. Three times per week for all locations on Monday, Wednesday and Friday.
  - ii. ReFUEL once per week on Tuesday.
  - iii. GW three times per week on Monday, Wednesday and Friday.
  - iv. As-needed at the request of the NREL TM.

## **3. Parking Garage and Parking Lots**

- a. The Subcontractor shall collect all windblown debris and waste to place into parking garage or parking lot waste containers.
  - i. The Subcontractor shall empty all waste containers and replace liners daily for all locations.
- b. Night Shift Schedule:
  - i. As-needed at the request of the NREL TM.
- c. Day Shift Schedule:
  - i. Once per day for all locations.
  - ii. ReFUEL once per week on Tuesday.
  - iii. GW three times per week on Monday, Wednesday and Friday.
  - iv. As-needed at the request of the NREL TM.

## **e) Dusting**

- 1. The Subcontractor shall perform a thorough dusting of the following:
  - a. Door closures and door frames
  - b. Ceiling vents
  - c. Wall Pictures, Hangings, Clocks and Décor
  - d. All office furnishings



- e. Name plates on doors and walls
- f. Dust and wipe down heat registers in entrances.
- g. Dust light fixtures and clean handrails in all stairwells.
- h. Clean all windowsills and ledges within reach.
  - i. The Subcontractor shall provide proper dusting equipment with extension rods to access all required areas.
- 2. The Subcontractor shall also provide the following interval services:
  - a. Monthly:
    - i. Clean baseboards.
    - ii. Clean conference room furniture.
      - 1) Using appropriate cleaning agents: wipe down tables, credenzas, cabinets, lamps, and any other stand-alone furniture excluding fabric on chairs.
  - b. Quarterly:
    - i. Clean all window blinds across all locations.
- 3. Night Shift Schedule:
  - a. Monthly, Quarterly as scheduled by NREL TM.
  - b. As-needed at the request of the NREL TM.
- 4. Day Shift Schedule:
  - a. Once per week for all locations.
  - b. Monthly, Quarterly as scheduled by NREL TM.
  - c. As-needed at the request of the NREL TM.

**f) Drinking Fountains**

- 1. The Subcontractor shall clean and disinfect all drinking fountains, including: the spout, basin, drain and exterior surfaces of drinking fountain.
- 2. Drinking fountains shall be free of streaks, stains, spots, smudges, hard water deposits, and other obvious soils or possible contaminants.
- 3. Night Shift Schedule:
  - a. Once per day for all locations other than GW and ReFUEL.
  - b. As-needed at the request of the NREL TM.
- 4. Day Shift Schedule:
  - a. ReFUEL once per week on Tuesday.
  - b. GW three times per week on Monday, Wednesday and Friday.
  - c. As-needed at the request of the NREL TM.

**g) Interior Stairwells, Stairways, and Elevators**

- 1. Clean all stairwells, stairways, and landings by removing all dirt, smudges, soil, particulates, and debris.
- 2. Clean and sanitize all handrails, including balusters, leaving the surfaces free from dust and possible contaminants.
- 3. Wipe down stairwell windowsills.
- 4. Vacuum or sweep and mop elevator cabs.
- 5. Clean interior walls of elevator cabs leaving the cab free from dirt, stains, debris, odors, and any other possible contaminants.
- 6. Wipe down walls and mop floors of Parking Garage Elevators.



7. Post "Caution: WET FLOOR" signs on areas of floor retaining water or moisture.
8. Night Shift Schedule:
  - a. Once per week on Wednesday for all locations other than GW, ReFUEL and Parking Garage Elevators.
  - b. As-needed at the request of the NREL TM.
9. Day Shift Schedule:
  - a. Three times per week for GW and Parking Garage Elevators on Monday, Wednesday and Friday.
  - b. ReFUEL once per week on Tuesday.
  - c. As-needed at the request of the NREL TM.

**h) Building Entrances, Exits, and Lobby Areas**

1. The Subcontractor shall ensure that entrances, exits and lobby areas are clean and free from dirt and debris and the interior floors are cleaned and dry by sweeping and mopping.
  - a. Sweep entrance walkways, including under mats, and shake dirt and debris off entrance mats.
  - b. Glass on the doors and windows shall be cleaned leaving glass free from soil, smudges, fingerprints, streaks, water marks, or any other foreign material.
  - c. Walls shall be cleaned daily in lobby areas to remove stains, dirt, or any other foreign material.
  - d. If the floors become wet, dirty or any kind of sand/gravel is on the floor surface area as a result of weather conditions, the Subcontractor Staff shall perform the required duties to ensure the floors are clean and dry and "Caution: Wet Floor" signs are placed to ensure safety. Subcontractor Staff shall use their best judgment based on professional experience to ensure all floors are safe.
2. Night Shift Schedule:
  - a. Once per day in the evening for all locations other than GW and ReFUEL.
  - b. As-needed at the request of the NREL TM.
3. Day Shift Schedule:
  - a. Once per day in the morning for all locations other than GW and ReFUEL.
  - b. ReFUEL once per week on Tuesday.
  - c. GW three times per week on Monday, Wednesday and Friday.
  - d. As-needed at the request of the NREL TM.

**i) Concession / Common Areas**

1. NREL has multiple areas across all campuses, including but not limited to: Cafeteria, Coffee Shop, and Lunchrooms. These locations are mixed use for retail concession, vending machines, employee-use kitchen appliances, and dining areas.
  - a. The Subcontractor shall ensure that floors are swept and mopped twice before closing, typically after morning and lunch rush time periods.
  - b. The Subcontractor shall empty all trash, compost and recycle containers in the intervals listed in section 4)d "Waste Collection and Container Cleaning/Preparation."
  - c. The Subcontractor shall ensure cleanliness of all surface areas including tables, chairs, countertops and any other surface areas.

- d. The Subcontractor shall clean and sanitize interior and exterior components of all employee-use microwaves in a food-safe manner.
- e. Food service areas, food prep areas, and kitchen areas will be cleaned by others and are not to be cleaned by the Subcontractor's Janitorial Staff.
  - i. These locations are caged and shall not be entered by Subcontractor Janitorial Staff.
- 2. Night Shift Schedule
  - a. As-needed at the request of the NREL TM.
- 3. Day Shift Schedule
  - a. Once per day for all locations other than GW and ReFUEL.
  - b. ReFUEL does not require this service.
  - c. GW three times per week on Monday, Wednesday and Friday.
  - d. As-needed at the request of the NREL TM.

**j) Kitchenettes**

- 1. NREL has kitchenettes throughout multiple buildings, which include: Refrigerators, microwaves, dishwashers, sinks, and employee-use food preparation areas. Kitchenettes typically do not include dining areas.
  - a. The Subcontractor shall ensure that floors are swept and mopped in the intervals listed in section 4)a) "Floor Maintenance – Non-Carpeted Areas."
  - b. The Subcontractor shall empty all trash, compost and recycle containers in the intervals listed in section 4)d "Waste Collection and Container Cleaning/Preparation."
  - c. Surface areas including tables, chairs, countertops, microwave exteriors, and any other surface areas shall be cleaned daily.
  - d. Clean and sanitize sinks.
  - e. Interiors of common area microwaves and/or refrigerators may be cleaned and sanitized as requested by the NREL TM.
- 2. Night Shift Schedule
  - a. As-needed at the request of the NREL TM.
- 3. Day Shift Schedule
  - a. Once per day for all locations other than GW and ReFUEL.
  - b. ReFUEL once per week on Tuesday.
  - c. GW three times per week on Monday, Wednesday and Friday.
  - d. As-needed at the request of the NREL TM.

**k) Restrooms and Showers**

**1. Clean & Disinfect**

- a. The Subcontractor shall completely clean and disinfect all surfaces of sinks, toilets, urinals, showers, partitions, dispensers, doors, mirrors, trash receptacles.
  - i. Additionally, the Subcontractor shall clean and disinfect all drains by removing hair and other foreign debris.
- b. Night Shift Schedule:
  - i. Once per day for all locations other than GW and ReFUEL.
  - ii. As-needed at the request of the NREL TM.
- c. Day Shift Schedule:

- i. Once per day for all locations other than GW and ReFUEL.
- ii. ReFUEL does not require these services.
- iii. GW three times per week on Monday, Wednesday and Friday.
- iv. As-needed at the request of the NREL TM.

**2. De-Scale Showers, Toilet Bowls, and Urinals**

- a. De-scaling shall be performed by the Subcontractor to keep areas free of scale, soap films, and other deposits.
  - i. After de-scaling, streaks, smudges, stains, scale, scum, urine deposits, and rust stains shall be removed from all surfaces.
- b. Night Shift Schedule:
  - i. Once per week for all locations other than ReFUEL.
  - ii. As-needed at the request of the NREL TM.
- c. Day Shift Schedule:
  - i. As-needed at the request of the NREL TM.

**3. Restroom and Shower Stall Floors**

- a. The Subcontractor shall sweep and mop all restroom and shower stall floors to ensure the floors are free of dirt, litter, debris and the shower stall floors are free from scum, mildew, residue, and stains.
  - i. Those floors shall also have a uniform appearance without streaks, swirl marks, cleaner residue, or any evidence of soil, stain, film, or standing water.
  - ii. Any moveable items (such as stand-alone trash cans, small tables, etc.) shall be moved and the floors shall be swept and mopped underneath.
  - iii. After sweeping and mopping is complete, and the surface is dry, moveable items shall be replaced back to their respective positions.
- b. Night Shift Schedule:
  - i. Once per day for all locations other than GW and ReFUEL.
  - ii. As-needed at the request of the NREL TM.
- c. Day Shift Schedule:
  - i. ReFUEL does not require these services.
  - ii. GW three times per week on Monday, Wednesday and Friday.
  - iii. As-needed at the request of the NREL TM.

**4. Restroom Inventory Replenishment**

- a. The Subcontractor shall stock all restrooms sufficiently enough to ensure supplies, including soap, toilet paper, paper towels and personal hygiene products do not run out.
- b. All supplies shall be stored in NREL designated areas.
  - i. Overstocking is unallowable.
  - ii. Subcontractor shall maintain safe egress, safe vertical distance from fire systems, and maintain accessible pathways in storerooms.
- c. If a product runs out prior to the following day, the Subcontractor shall refill the product within one hour of notification from NREL.
- d. Additionally, the Subcontractor shall replace anti-splash urinal screens in the men's restrooms across all locations once per month and as-needed.

- e. Night Shift Schedule:
  - i. Once per day for all locations other than GW and ReFUEL.
  - ii. As-needed at the request of the NREL TM.
- f. Day Shift Schedule:
  - i. ReFUEL once per week on Tuesday.
  - ii. GW three times per week on Monday, Wednesday and Friday.
  - iii. As-needed if determined necessary during daily cleaning and sanitizing.
  - iv. As-needed within one hour of notification from NREL TM.

**l) Specialty Designated Areas**

1. The Subcontractor shall clean the STM Campus East Security Entrance Building (SEB) and South SEB.
2. The following designated areas shall be cleaned as follows:
  - a. SERF Occupational Health Clinic between 8:00 a.m. – 5:00 p.m.
    - i. ***Includes trash removal, vacuuming, mopping, surface cleaning, and cleaning of some exam equipment such as exam chairs.***
    - ii. ***Subcontractor staff is responsible for blood-borne pathogen training if working in the Clinic.***
  - b. Secured Finance Office and Other Secured Areas between 9:00 a.m. and 3:30 p.m. The carpeted areas shall be vacuumed, and trash receptacles emptied. Access to secured offices shall be provided by the TM as determined necessary. NREL TM or Point of Contact hosting may be required.
  - c. ***Specialty Rooms*** - Phone Rooms, ***Phone Booths***, Quiet Rooms, and Nursing Rooms ***are to be cleaned on BOTH shifts daily.***
  - d. ***Fitness Centers – Sweeping/Vacuuming/Mopping floors, sanitizing surface areas other than equipment, and cleaning mirrors.***
    - i. ***Subcontractor is NOT responsible for disinfecting gym equipment.***
    - ii. ***NOTE: Locker rooms may or may not be connected to fitness centers throughout NREL Campuses.***
  - e. ***Photo Studio Room – Requires vacuuming with NREL TM, TM Designee or Facility Manager oversight.***
  - f. ***File Rooms - Requires vacuuming and surface cleaning with NREL TM, TM Designee or Facility Manager oversight during normal business hours.***
3. Night Shift Schedule:
  - a. ***Fitness Centers and Specialty Rooms to be cleaned once per day.***
  - b. ***Other specialty areas, as-needed at the request of the NREL TM.***
4. Day Shift Schedule:
  - a. Once per day.
  - b. ***Refresh to Fitness Centers and Specialty Rooms at least once per day.***
  - c. As-needed at the request of the NREL TM.

**m) OPTIONAL: COVID-19 and Other Viral Disinfecting Services**

1. In addition to basic cleaning services, the Subcontractor shall perform the following COVID-19 and Other Viral Disinfecting janitorial services as requested by the NREL TM.

- a. These services may range from regularly scheduled tasks to be completed with basic cleaning services to as-needed requests for night and/or day shift janitorial/custodial staff.
  - b. COVID-19 and other viral cleaning services may be discontinued at any time by the NREL TM.
  - c. NREL may suspend these services with at most five (5) business days' notice at any time in NREL's sole discretion.
2. The Subcontractor shall routinely wipe down all solid, high contact surfaces in common and high traffic areas using soap and water, followed by a disinfectant from the EPA-registered list of products.
- a. The Subcontractor shall use products in accordance with directions provided by the manufacturer, including the use of personal protective equipment (PPE), if applicable.
  - b. Disinfection application and products should be chosen to not damage interior finishes or furnishings.
  - c. "Routinely," for purposes of this section, is defined as no less than once daily.
  - d. More frequent cleaning and disinfection may be required based on level of use.
  - e. Examples of common and high traffic areas include, but are not limited to, handrails, doorknobs, key card scan pads, light switches, countertops, tabletops, water faucets and handles, elevator buttons, sinks, toilets and control handles, restroom stall handles, toilet paper and other paper dispensers, door handles and push plates, water cooler and drinking fountain controls.
  - f. Disinfected surfaces should be allowed to air dry.
3. The Subcontractor shall perform regularly scheduled electrostatic disinfecting as well as on-demand electrostatic disinfecting using a CDC or FDA approved disinfecting agent effective in neutralizing the COVID-19 or other specified virus.

**n) Performance Requirement Standards**

1. The cleaning of all NREL facilities must be to acceptable standards based on the type of space outlined below.
- 2. Administrative Support Areas, Offices and Conference Rooms**
- a. Pick up loose trash and empty trash, recycling and compost receptacles, insert new liners and take to pick-up point.
  - b. Dust completely all furniture, door closures, heat registers, light fixtures, blinds, and décor/wall hangings.
  - c. Clean all baseboards, windowsills, and ledges.
  - d. Sweep tiled floors with treated mop or treated dust cloth.
  - e. Vacuum rugs and carpets, especially high traffic areas.
  - f. Spot shampoo carpets and rugs, as needed.
  - g. Wash and disinfect sinks and water coolers.
  - h. Spot clean smudges and fingerprints on glass surfaces, walls, and doors.
  - i. Clean and disinfect all drinking fountains.
  - j. Clean both sides of plate glass doors.
  - k. Clean all rooms, including but not limited to: Conference Rooms, Offices, Phone rooms, Quiet Rooms, and Nursing Rooms.

### **3. Lobbies**

- a. Pick up loose trash and empty trash, recycling and compost receptacles, insert new liners and take to pick-up point.
- b. Dust completely all furniture, door closures, heat registers, light fixtures, blinds, and décor/wall hangings.
- c. Clean all baseboards, windowsills, and ledges.
- d. Sweep tiled floors with treated mop or treated dust cloth.
- e. Vacuum rugs and carpets, especially high traffic areas.
- f. Spot shampoo carpets and rugs, as needed.
- g. Wash and disinfect sinks and water coolers.
- h. Spot clean smudges and fingerprints on glass surfaces, walls, and doors.
- i. Clean and disinfect all drinking fountains.
- j. Clean both sides of plate glass doors.
- k. Wash all interior and exterior lobby glass within reach without utilization of a step stool/ladder. Extension wands may be utilized.
- l. Polish metal surfaces as needed.
- m. Damp Mop floor during wet weather.

### **4. Hallways, Corridors (*including Service Corridors*) and Stairwells**

- a. Pick up loose trash and empty trash, recycling and compost receptacles, insert new liners and take to pick-up point.
- b. Dust completely all furniture, door closures, heat registers, light fixtures, blinds, and décor/wall hangings.
- c. Clean all baseboards, windowsills, and ledges.
- d. Sweep tiled floors with treated mop or treated dust cloth.
- e. Vacuum rugs and carpets, especially high traffic areas.
- f. Spot shampoo carpets and rugs, as needed.
- g. Wash and disinfect sinks and water coolers.
- h. Spot clean smudges and fingerprints on glass surfaces, walls, and doors.
- i. Clean and disinfect all drinking fountains.
- j. Clean both sides of plate glass doors.

### **5. Bathrooms**

- a. Pick up loose trash and empty trash, recycling and compost receptacles, insert new liners and take to pick-up point.
- b. Refill tissue, towels, seat protectors, soap dispensers, and stock all other restroom supplies.
- c. Clean and sanitize all surfaces of sinks, toilet bowls, toilet seats, urinals, shower stalls, plumbing fixtures, and partitions.
- d. Sweep floor; damp mop as needed.
- e. Clean all mirrors.
- f. Scrub interior and exterior surfaces (including underside of lips) of toilets, urinals, and sinks with disinfectant.
- g. Spot clean toilet stalls, restroom doors, and restroom walls disinfectant to remove fingerprints.
- h. Wash mirrors, ledges, chrome, and receptacles with disinfectant.

- i. Dust stall tops, high ledges, and windowsills and vents.

## 6. Elevators

- a. Pick up loose trash.
- b. Remove stained spots from floor.
- c. Sweep floor with treated mop or treated dust cloth or vacuum carpet.
- d. Damp mop floor or spot shampoo carpet, as necessary.
- e. Damp wipe walls, trim, and doors.
- f. Clean smudges, heel marks, and fingerprints on walls and doors.

## 7. Laboratories

- a. Pick up loose trash and empty trash, recycling and compost receptacles, insert new liners and take to pick-up point.
- b. Dust completely all furniture, door closures, heat registers, light fixtures, blinds, and décor/wall hangings.
- c. Clean all baseboards, windowsills, and ledges.
- d. Sweep tiled floors with treated mop or treated dust cloth.
- e. Vacuum rugs and carpets, especially high traffic areas.
- f. Spot shampoo carpets and rugs, as needed.
- g. Wash and disinfect sinks and water coolers.
- h. Spot clean smudges and fingerprints on glass surfaces, walls, and doors.
- i. Clean and disinfect all drinking fountains.
- j. Clean both sides of plate glass doors.
- k. ***Remove broken glassware boxes sealed and labeled as “TRASH” that are placed directly outside of labs and deliver to the trash compactor.***
- l. **DO NOT TOUCH**, clean, disinfect, or perform any other work on specialty laboratory equipment.
- m. **DO NOT ENTER LABORATORIES if any of the following are present:**
  - i. ***Blue Light Flashing (Chemical Exposure) – DO NOT ENTER***
  - ii. ***Laser In Use – DO NOT ENTER***
  - iii. ***Hood Alarm Sounding – DO NOT ENTER***
  - iv. ***Fire Alarm Sounding – DO NOT ENTER***
  - v. ***“Do Not Enter” Notice or Sign posted On a Door – DO NOT ENTER***

## 8. Exterior Areas

- a. Ensure neat and professional appearances near all entrances, exits, breezeways, walkways, parking lots, and parking garages.
- b. Pick up litter (e.g., papers, cans, bottles, etc.), and take to nearest trash or recycling receptable.

## 9. Cafeteria, Coffee Shop, Lunch Room, and Kitchenettes

- a. Pick up loose trash and empty trash, recycling and compost receptacles, insert new liners and take to pick-up point.
- b. Dust completely all furniture, door closures, heat registers, light fixtures, blinds, and décor/wall hangings.
- c. Clean all baseboards, windowsills, and ledges.
- d. Sweep tiled floors with treated mop or treated dust cloth.
- e. Vacuum rugs and carpets, especially high traffic areas.



- f. Spot shampoo carpets and rugs, as needed.
- g. Wash and disinfect sinks and water coolers.
- h. Spot clean smudges and fingerprints on glass surfaces, walls, and doors.
- i. Clean and disinfect all drinking fountains.
- j. Clean both sides of plate glass doors.
- k. Remove all debris from tables and damp wipe with disinfectant.
- l. Damp mop spills.

##### 5) **Description of Work: Inventory Requirements**

- a) The Subcontractor shall provide all cleaning products and supplies as required to complete all tasks outlined in this SOW.
  - 1. Buy American Act Compliance - All subcontractor-provided supplies shall be domestic end products as defined in and to the extent required by FAR Part 25 and FAR 52.225-1. Subcontractor shall inform the NREL TM if any end product to be used or supplied is not available domestically.
- b) All cleaning products and supplies shall be approved by the NREL TM and ESH&Q team prior to use on-site.
- c) All cleaning products and supplies shall be environmentally preferred and/or bio-based **as required in the Appendix B-3 Standard Terms and Conditions**. This shall include, but not be limited to the following:
  - 1. Standard Disinfectants.
  - 2. Viral Disinfectants.
  - 3. Adhesive removers.
  - 4. Bath and spa cleaners.
  - 5. Floor stripper and buffering agents.
  - 6. Carpet cleaners and shampoos.
  - 7. Glass cleaners.
  - 8. Grease removers.
  - 9. **Hand cleaners.**
  - 10. Sorbents.
  - 11. Anti-splash urinal screens.
  - 12. All paper products shall be made with recycled content. This includes toilet paper, facial tissue, and paper towels.
  - 13. Personal hygiene products.
  - 14. Composting bags shall be **compostable and at least 1.0 mil thickness. Bio-degradable bags are NOT acceptable for use in compost bins.**
  - 15. Trash bags shall be made of recycled content.
  - 16. Other inventory items as needed.
- d) The Subcontractor shall report information on the use of the above items on a Quarterly Basis utilizing the Exhibit A – Bio-Based Reporting Form to the NREL TM and NREL Sustainability Manager Point of Contact or delegate.
  - 1. The Subcontractor shall include the following information:
    - a. Product type
    - b. Purchased conforming to bio-based requirements (yes or no)

- c. Total dollar amount of bio-based product
  - d. Any impediments to the use of bio-based products
- 2. Quarter 1 = October, November, December
- 3. Quarter 2 = January, February, March
- 4. Quarter 3 = April, May, June
- 5. Quarter 4 = July, August, September
- e) Environmental attributes to look for:
  - 1. Minimizes exposure to concentrates.
  - 2. No ozone depleting substances.
  - 3. Recyclable packaging.
  - 4. Recycled content in packaging.
  - 5. Reduced bio concentration factor.
  - 6. Reduced flammability.
  - 7. Reduced or no added dyes, except when added for safety purposes.
  - 8. Reduced or no added fragrances.
  - 9. Reduced or no skin irritants.
  - 10. Reduced or no volatile organic compounds (VOCs).
  - 11. Reduced packaging.
- f) All cleaning products used by the Subcontractor shall be pre-approved by the NREL TM.
  - 1. Certain NREL facilities may require the use of specific, approved, cleaning products (refer to Appendix B-3); therefore, the Subcontractor shall coordinate with the NREL TM all cleaning products that will be utilized in each NREL facility prior to commencement of any cleaning.
  - 2. The Subcontractor shall provide a copy of the Safety Data Sheet (SDS) to the NREL TM for each cleaning product used under the subcontract.

**6) Scheduled Tasks:**

a) Table 1 – Night Shift Schedule Tasks

<u>Task #</u>	<u>Description</u>	<u>Frequency</u>
4.a.	Floor Maintenance – Non-Carpeted Areas	3 times per week MWF for all locations other than GW and ReFUEL. Monthly, Quarterly, Annual, or As-Needed items only as scheduled by the NREL TM. As-needed at the request of the NREL TM.
4.b.	Floor Maintenance – Carpeted Areas	3 times per week MWF for all locations other than GW and ReFUEL. As-needed at the request of the NREL TM.
4.c.	Building Exterior	As-needed as requested by NREL TM or identified by On-Site Supervisor.
4.d.1.	Waste Collection – Container Stations	All stations 1 time per day except GW and ReFUEL. All Individual Workspace Bins: 1) Black “Waste Only” 1 time per day.

		2) Blue "Recycle" 1 time per week on Thursday or as directed by the NREL TM. Clean liners shall be placed as required. As-needed at the request of the NREL TM.
4.d.2.	Waste Collection – Public Ash-trays, Urns & Exterior Trash Cans	As-needed at the request of the NREL TM.
4.d.3.	Waste Collection – Parking Garage and Parking Lots	As-needed at the request of the NREL TM.
4.e.	Dusting	Monthly/Quarterly items as scheduled by the NREL TM. As-needed at the request of the NREL TM.
4.f.	Drinking Fountains	1 time per day except GW and ReFUEL. As-needed at the request of the NREL TM.
4.g.	Interior Stairwells, Stairways, and Elevators	1 time per week except GW, ReFUEL and Parking Garage Elevators. As-needed at the request of the NREL TM.
4.h.	Building Entrances, Exits, and Lobby Areas	1 time per day except GW and ReFUEL. As-needed at the request of the NREL TM.
4.i.	Concession / Common Areas	As-needed at the request of the NREL TM.
4.j.	Kitchenettes	As-needed at the request of the NREL TM.
4.k.1.	Restrooms and Showers – Clean & Disinfect	1 time per day except GW and ReFUEL. As-needed at the request of the NREL TM.
4.k.2.	De-Scale Showers, Toilet Bowls, and Urinals	1 time per week except ReFUEL. As-needed at the request of the NREL TM.
4.k.3.	Restroom & Shower Stall Floors	1 time per day except GW and ReFUEL. As-needed at the request of the NREL TM.
4.k.4.	Restroom Inventory Replenishment	1 time per day except GW and ReFUEL. As-needed at the request of the NREL TM.
4.l.	Specialty Designated Areas	As-needed at the request of the NREL TM.
4.m.	OPTIONAL: COVID-19 and Other Viral Disinfecting Services	As scheduled with the NREL TM.

b) Table 2 – Day Shift Schedule Tasks

<u>Task #</u>	<u>Description</u>	<u>Frequency</u>
4.a.	Floor Maintenance – Non-Carpeted Areas	3 times per week MWF for GW. 1 time per week for ReFUEL (Tuesday). Monthly, Quarterly, Annual as scheduled by the NREL TM. As-needed at the request of the NREL TM.
4.b.	Floor Maintenance – Carpeted Areas	3 times per week MWF for GW. 1 time per week for ReFUEL (Tuesday). As-needed at the request of the NREL TM.
4.c.	Building Exterior	1 time per day except GW and ReFUEL.

		3 times per week MWF for GW. 1 time per week for ReFUEL (Tuesday). As-needed at the request of the NREL TM.
4.d.1.	Waste Collection – Container Stations	3 times per week MWF for all container stations at GW. 1 time per week for ReFUEL (Tuesday). As-needed at the request of the NREL TM.
4.d.2.	Waste Collection – Public Ashtrays, Urns and Exterior Trash Cans	3 times per week MWF, including GW. 1 time per week for ReFUEL (Tuesday). As-needed at the request of the NREL TM.
4.d.3.	Waste Collection – Parking Garage and Parking Lots	1 time per day except GW and ReFUEL. 1 time per week for ReFUEL (Tuesday). As-needed at the request of the NREL TM.
4.e.	Dusting	1 time per week for all locations, including GW and ReFUEL. Monthly/Quarterly items as scheduled by NREL TM. As-needed at the request of the NREL TM.
4.f.	Drinking Fountains	3 times per week MWF for GW. 1 time per week for ReFUEL (Tuesday). As-needed at the request of the NREL TM.
4.g.	Interior Stairwells, Stairways, and Elevators	3 times per week MWF for GW and Parking Garage Elevators. 1 time per week for ReFUEL (Tuesday). As-needed at the request of the NREL TM.
4.h.	Building Entrances, Exits, and Lobby Areas	1 time per day except GW and ReFUEL. 3 times per week MWF for GW. 1 time per week for ReFUEL (Tuesday). As-needed at the request of the NREL TM.
4.i.	Concession / Common Areas	1 time per day except GW and ReFUEL. 3 times per week MWF for GW. NOT REQUIRED for ReFUEL. As-needed at the request of the NREL TM.
4.j.	Kitchenettes	1 time per day except GW and ReFUEL. 3 times per week MWF for GW. 1 time per week for ReFUEL (Tuesday). As-needed at the request of the NREL TM.
4.k.1.	Restrooms and Showers – Clean & Disinfect	1 time per day except GW and ReFUEL. 3 times per week MWF for GW. NOT REQUIRED for ReFUEL. As-needed at the request of the NREL TM.
4.k.2.	De-Scale Showers, Toilet Bowls, and Urinals	As-needed at the request of the NREL TM.
4.k.3.	Restroom & Shower Stall Floors	3 times per week MWF for GW.

		NOT REQUIRED for ReFUEL. As-needed at the request of the NREL TM.
4.k.4.	Restroom Inventory Replenishment	3 times per week MWF for GW. 1 time per week for ReFUEL (Tuesday). As-needed for all other locations if determined necessary during daily cleaning and sanitizing. As-needed within one hour of notification from NREL TM.
4.l.	Specialty Designated Areas	1 time per day. Additional services on an as-needed basis.
4.m.	OPTIONAL: COVID-19 and Other Viral Disinfecting Services	As scheduled with the NREL TM.

## 7) **Description of Work: Personnel Requirements**

### a) **Subcontractor Employees**

1. All Subcontractor employees shall be trained in and provide current training records on the following:
  - a. Exposure to blood borne pathogens.
  - b. Asbestos awareness.
2. The Subcontractor must assure that the employees/subcontractors have sufficient English language speaking skills to successfully communicate with the NREL TM at each site.
3. Uniforms for all personnel who provide on-site services must include the company's name or other form of appropriate Subcontractor identification.

### b) **Key Personnel - Subcontractor Managerial Roles and Responsibilities**

#### 1. **Day Shift On-Site Supervisor**

- a. The Subcontractor shall assign at least two **(primary and backup)** Day Shift On-Site Supervisors, with all contact information to be provided to the NREL TM in writing prior to the execution of the subcontract or within 48 hours of any personnel change via written notice to NREL TM.
  - i. At least one backup Day Shift On-Site Supervisor shall be provided, with current contact information to the NREL TM in writing prior to the execution of the subcontract or within 48 hours of any personnel change via written notice to NREL TM.
  - ii. The approved Subcontractor Day-Shift On-Site Supervisor shall have full authority to act on behalf of the Subcontractor on all employee-specific matters that may arise during the on-site performance of work under the subcontract.
  - iii. Regular janitorial employees do **NOT** qualify as backups for on-site supervisors.
- b. The Day Shift On-Site Supervisor shall be responsible for:
  - i. Overseeing the satisfactory completion of the work performed.

- ii. Planning, coordinating, establishing priorities, and supervising the daily cleaning and daily maintenance of multiple buildings.
- iii. Providing basic orientation for new employees on safe custodial techniques on-site in coordination with NREL ESH&Q Staff.
- iv. Exercising sound business practices to ensure all business activities are in compliance with Subcontract requirements.
- v. Preparing a written report for each compliance issue/corrective action plan that arises to be provided to the Subcontractor Quality Control Project Manager.
- c. The Day Shift On-Site Supervisor shall have the following qualifications and certifications:
  - i. Trained and certified in the operation of all custodial equipment in use under the SOW.
  - ii. Experience managing a team of 20-40 custodial staff members.
  - iii. At least two years of experience in janitorial or custodial services.
  - iv. OSHA Certification – **Always required.**
  - v. LEED Certification – **When working in LEED facilities, Supervisors shall provide Subcontractor LEED Certification and confirm knowledge of required practices/procedures prior to scheduling work.**
  - vi. CEH Certification **or equivalent, such as:**
    - 1) RESE (Registered Environmental Services Executive)
    - 2) CESE (Certified Environmental Services Executive)
    - 3) CESS (Certified Environmental Services Specialist)
    - 4) HHH (Healthy Hospital and Hotel Housekeeping) certifications
    - 5) ESP (Environmental Sustainability Professional)

## **2. Night Shift On-Site Supervisor**

- a. The Subcontractor shall assign at least two primary Night Shift On-Site Supervisors, with all contact information to be provided to the NREL TM in writing prior to the execution of the subcontract or within 48 hours of any personnel change via written notice to NREL TM.
  - i. At least one backup Night Shift On-Site Supervisor shall be provided, with current contact information given to the NREL TM in writing execution of the subcontract or within 48 hours of any personnel change via written notice to NREL TM.
  - ii. The approved Subcontractor Night Shift On-Site Supervisor shall have full authority to act on behalf of the Subcontractor on all employee-specific matters that may arise during the on-site performance of work under the subcontract.
  - iii. Regular janitorial employees do **NOT** qualify as backups for on-site supervisors.
- b. The Night Shift On-Site Supervisor shall be responsible for:
  - i. Overseeing the satisfactory completion of the work performed.
  - ii. Planning, coordinating, establishing priorities, and supervising the daily cleaning and daily maintenance of multiple buildings.

- iii. Providing basic orientation for new employees on safe custodial techniques on-site in coordination with NREL ESH&Q Staff.
- iv. Exercising sound business practices to ensure all business activities are in compliance with all NREL policies and procedures and Subcontract requirements.
- v. Preparing a written report for each compliance issue that arises to be provided to the Quality Control Project Manager.
- c. The Night Shift On-Site Supervisor shall have the following qualifications and certifications:
  - i. Trained and certified in the operation of all custodial equipment in use under the SOW.
  - ii. Experience managing a team of 20-40 custodial staff members.
  - iii. At least two years of experience in janitorial or custodial services.
  - iv. OSHA Certification – **Always required.**
  - v. LEED Certification – **When working in LEED facilities, Supervisors shall provide Subcontractor LEED Certification and confirm knowledge of required practices/procedures prior to scheduling work.**
  - vi. CEH Certification **or equivalent, such as:**
    - 1) RESE (Registered Environmental Services Executive)
    - 2) CESE (Certified Environmental Services Executive)
    - 3) CESS (Certified Environmental Services Specialist)
    - 4) HHH (Healthy Hospital and Hotel Housekeeping) certifications
    - 5) ESP (Environmental Sustainability Professional)

### **3. Quality Control Project Manager**

- a. The Subcontractor shall have at least one local (within 50 miles of Denver STM and/or FC Campus) Primary Quality Control Project Manager, and provide all contact information to the NREL TM in writing prior to the execution of the subcontract or within 48 hours of any personnel change via written notice to NREL TM.
  - i. At least one Backup Quality Control Project Manager shall be provided, with current contact information given to the NREL TM in writing prior to the execution of the subcontract or within 48 hours of any personnel change via written notice to NREL TM.
  - ii. The Primary and Backup Quality Control Project Managers shall be independent from the On-Site Supervisor Roles.
  - iii. **NOTE: The Quality Control Project Manager shall not overlap with other supervisory positions required for the performance of work. The QC Project Manager shall be a separate, independent auditor position or role.**
- b. The Primary and Backup Quality Control Project Manager shall be responsible for the following:
  - i. Preparing a monthly QC Inspection schedule to ensure all buildings are visited and assessed on a monthly basis.



- ii. Optimizing accurate quality assessments and performing detailed inspections five days per week, Monday through Friday, except on NREL holidays.
- iii. Preparing, filing, and the retention of all quality control records and documentation.
- iv. Monitoring environmental and safety issues as they relate to the Subcontract, and ensuring corrective steps are taken as discrepancies are found.
- v. Tracking and maintaining quality assurance data.
- vi. Providing same-day feedback on inspections with a completed inspection report to the NREL TM.
- vii. Completing both random and scheduled audits of day and night shift work to ensure compliance with the Quality Control Plan and requirements of the Subcontract.
- viii. Coordinating Quality Control related meetings with Subcontractor staff and NREL TM's, as applicable.
- c. The Primary and Backup Quality Control Project Manager shall have the following qualifications and certifications:
  - i. Knowledge of up-to-date general cleaning practices and procedures.
  - ii. Working knowledge of Quality Assurance and the NREL Quality Control Plan as outlined in the Subcontract.
  - iii. Strong organizational, project planning, and management experience with proven analytical and multi-tasking skills.
  - iv. Proficient MS Office skills (Outlook, Word, Excel, Power Point, etc.).
  - v. At least three years of experience in janitorial or custodial services.
  - vi. Prior experience as a Quality Control Inspector/Technician highly preferred.
  - vii. Prior experience supervising employees highly preferred.

**8) Description of Work: Quality Control Plan (QCP)**

- a) The Subcontractor shall establish and maintain a complete QCP to ensure that the Subcontractor is in compliance with the requirements of the subcontract, including the herein scope of work.
  - 1. The Subcontractor shall submit a draft copy of the QCP to NREL TM for review and acceptance and provide an additional copy to the NREL SA.
  - 2. The Subcontractor shall submit electronic copies upon request from the NREL TM after final review and acceptance (1 copy to the TM and 1 copy to the SA). The QCP may require changes; the Subcontractor shall submit revisions to the TM for review and acceptance (1 copy to the TM and 1 copy to the SA) and shall provide Final Copies (1 copy to the TM and 1 copy to the SA). Final copies shall incorporate NREL review comments.
- b) The QCP shall include:
  - 1. The Subcontractor's inspection system covering all the services listed in the SOW.

- a. It shall specify the areas to be inspected on a schedule or unscheduled basis, the frequency of inspections, the inspection process, and the Subcontractor's personnel responsible for inspections.
2. A process for identifying and preventing defects in the quality of performance and corrective action to ensure the level of performance remains acceptable.
  - a. The process shall include the maintenance of historical records for all inspections performed by the Subcontractor, the necessary corrective action that was taken and re-inspection to ensure corrective action was successful.
3. A process for handling formal customer complaints from NREL Staff.
4. Methods of ensuring that all keys issued to the Subcontractor by NREL are not lost, misplaced and are not used by anyone that is not authorized.
  - a. Any keys issued to the Subcontractor by NREL **shall not be duplicated.**
  - b. The Subcontractor shall develop procedures covering key control.
  - c. The Subcontractor shall report occurrences of lost or stolen keys to NREL security as well as notifying the TM.
  - d. See additional Key Control requirements in section 9 below.
5. Method of ensuring that all lock combinations shall not be revealed to unauthorized persons.
  - a. See Additional Locked Combination requirements in section 9 below.
- c) Quality Assurance
  1. The NREL TM will evaluate the Subcontractor's performance under this SOW by performing random surveillance inspections and responding to customer complaints for tasks listed in this SOW.
  2. Documented unsatisfactory performance will be submitted to the NREL Subcontractor Administrator for further determination.
- d) Performance Evaluation Meetings
  1. The Subcontractor's Key Personnel providing supervision shall be required to meet with the TM based on the evaluated physical observations and inspections.
  2. Meetings will be conducted as deemed necessary by the NREL TM.

## **9) Description of Work: Physical Security and Site Access**

### **a) Key Control**

1. The Subcontractor shall follow the approved methods in the QCP to ensure all keys issued to the Subcontractor by NREL are not lost, misplaced and are not used by anyone who is not authorized.
  - a. Any keys issued to the Subcontractor by NREL shall not be duplicated.
  - b. The Subcontractor shall report occurrences of lost or stolen keys to NREL security as well as the TM.
2. If keys, other than master keys, are lost or duplicated, the Subcontractor shall be required, upon direction of NREL, to re-key or replace the affected lock or locks.
  - a. However, NREL, at its option, may replace the affected lock or locks or perform re-keying.

- b. If the replacement of locks or re-keying is performed by NREL, the total cost as determined by NREL will be deducted from the monthly payment due the Subcontractor.
  - c. If a master key is lost or duplicated, all locks and keys for that system will be replaced by NREL and the total cost incurred will be deducted from the monthly payment due the Subcontractor.
- 3. The Subcontractor shall prohibit the use of keys issued by NREL by any persons other than the Subcontractor's employees.
  - a. The Subcontractor shall prohibit the opening of locked areas by the Subcontractor's employees to permit entrance of persons other than the Subcontractor's employees engaged in the performance of assigned work in those areas.
- b) Cipher Lock Combinations**
  - 1. The Subcontractor and its personnel shall not reveal any cipher lock combinations to any unauthorized persons.
  - 2. Lock Combinations shall be treated according to the approved QCP.
- c) Doors**
  - 1. After cleaning an area, all doors to entryways shall be closed and locked.
- d) Conservation of Utilities**
  - 1. The Subcontractor shall instruct employees in the use of utility conservation practices on NREL sites by:
    - a. Lights are to only be used in areas where and when work is being performed.
    - b. Mechanical equipment controls for heating, ventilation, and air conditioning systems shall not be adjusted by Subcontractor's personnel.
    - c. Turning off water faucets or valves after the required usage has been accomplished.
- e) Environmental, Safety, Health, and Quality (ESH&Q) & Security**
  - 1. All Subcontractor employees are to wear a NREL identification badge on their outer garment, upper portion of their body at all times while on the premises.
    - a. Subcontractors will not be allowed on site without badges.
    - b. All issued badges must be returned immediately to the Site Entrance Building upon termination of the work at NREL.
  - 2. The Subcontractor shall comply with all safety requirements at the following website: <https://www.nrel.gov/about/ehs-construction.html>
    - a. At a minimum, the Service and Maintenance Subcontractor Environment, Safety & Health Manual is applicable to this SOW.

#### **10) Locations:**

- a) The Subcontractor shall perform all required tasks at the following locations:
  - 1. **South Table Mountain Site (STM)**, 15013 Denver West Pkwy, Golden, CO 80401.
    - a. East Entrance Building, 15003 Denver West Parkway, Golden, CO 80401.
    - b. Education Center, 15013 Denver West Parkway, Golden, CO 80401.
    - c. ESIF, 15257 Denver West Parkway, Golden, CO 80401. **(LEED Platinum)**
    - d. S&TF, 15253 Denver West Parkway, Golden, CO 80401. **(LEED Platinum)**
    - e. RSF, 15301 Denver West Parkway, Golden, CO 80401. **(LEED Platinum)**

- f. **Café/Cafeteria**, 15305 Denver West Parkway, Golden, CO 80401. **(LEED Platinum)**
  - g. **Parking Garage**, 15350 Denver West Parkway, Golden, CO 80401. **(LEED Platinum)**
  - h. **SERF**, 15313 Denver West Parkway, Golden, CO 80401.
  - i. **WHF**, 15313 Denver West Parkway, Golden, CO 80401.
  - j. **FTLB**, 15523 Denver West Parkway, Golden, CO 80401.
  - k. **OTF**, 15883 Denver West Parkway, Golden, CO 80401.
  - l. **TTF**, 15973 Denver West Parkway, Golden, CO 80401.
  - m. **IBRF**, 16173 Denver West Parkway, Golden, CO 80401. **(LEED Gold)**
  - n. **Shipping/Receiving Building**, 16253 Denver West Parkway, Golden, CO 80401.
  - o. **VTIF**, 15543 Denver West Parkway, Golden, CO 80401. **(LEED Gold)**
  - p. **SSEB - South Entrance**, 1500 Research Road, Golden, CO 80401. **(LEED Platinum)**
  - q. **Mesa Top Buildings**, 2054 Quaker Street, Golden, CO 80401.
  - r. **RAIL**, 15503 Denver West Parkway, Golden CO 80401.
  - s. ADD ALTERNATE: EMAPS, TBD
  - t. ADD ALTERNATE: New Waste Handling Facility
2. **Flatirons Campus (FC)**, 19001 W. 119th Avenue, Arvada, CO 80007.
- a. **Site Entrance Building** - 19001 W. 119th Avenue, Arvada, 80007.
  - b. **Building 248 (Trailer)** – 19691 W. 119th Avenue, Arvada, 80007.
  - c. **Building 249 (Trailer)** – 19631 W. 119th Avenue, Arvada, 80007.
  - d. **Building 250 (Trailer)** – 19591 W. 119th Avenue, Arvada, 80007.
  - e. **Building 251** – 19601 W. 119th Avenue, Arvada, 80007.
  - f. **Building 252 (A60)** – 20291 W. 119th Avenue, Arvada, 80007.
  - g. **Building 254 (STL)** – 20141 W. 119th Avenue, Arvada, 80007.
  - h. **Building 255 (2.5 MW Dyno)** – 20011 W. 119th Avenue, Arvada, 80007.
  - i. **Building 256 (Modal Testing Lab)** - 20231 W. 119th Avenue, Arvada, 80007.
  - j. **Building 257 (Trailer)** – 20201 W. 119th Avenue, Arvada, 80007.
  - k. **Building 258 (5 MW Dyno)** – 20007 W. 119th Avenue, Arvada, 80007.
  - l. **Building 260 / CoMET Facility** – 20022 W. 119th Avenue, Arvada, 80007.
  - m. **Research Operations Facility** – 20331 W. 119th Avenue, Arvada, 80007.
  - n. **Instrumentation Laboratory M1** – 19001 W. 119th Avenue, Arvada, CO 80007.
  - o. **M2 Weather Station Data Shed** – 19001 W. 119th Avenue, Arvada, CO 80007.
  - p. **Data Sheds: Sites M-1C, 1.1, 1.2, 1.3, 1.4, 1E-2, 3.1, 3.2, 3.3, 3.4, 4.0, 4.2/4.3, and 4.5** – 19001 W. 119th Avenue, Arvada, CO 80007.
17. ADD ALTERNATE: CCF - Control Center Facility— 19881 W 119<sup>th</sup> Avenue, Arvada CO 80007.
3. **RTD ReFUEL Facility (ReFUEL)**, 1980 31st Street Denver, CO 80216.
4. **Golden Warehouse Facility (GW)**, 16201 Table Mountain Parkway, Golden, CO 80401.
5. **Denver West Site – Building 16** - 1617 Cole Boulevard, Golden, CO 80401.
6. **ADD ALTERNATE: South Table Energy Park (STEP)** - 15445 S Golden Road, Golden CO 80401.

- a. Building 1 – ADDRESS TBD
  - b. Building 2 – ADDRESS TBD
  - c. Building 3 – ADDRESS TBD
  - d. Building 4 – ADDRESS TBD
  - e. Building 5 – ADDRESS TBD
  - f. Building 6 – ADDRESS TBD
  - g. Building 7 – ADDRESS TBD
  - h. Building 8 – ADDRESS TBD
  - i. Building 9 – ADDRESS TBD
  - j. Building 10 – ADDRESS TBD
  - k. Building 11 – ADDRESS TBD
  - l. Building 12 – ADDRESS TBD
  - m. Building 13 – ADDRESS TBD
  - n. Building 14 – ADDRESS TBD
  - o. Building 15 – ADDRESS TBD
  - p. Building 16 – ADDRESS TBD
  - q. Building 17 – ADDRESS TBD
  - r. Building 18 – ADDRESS TBD
  - s. Building 19 – ADDRESS TBD
  - t. Building 20 – ADDRESS TBD
  - u. Building 21 – ADDRESS TBD
  - v. Building 22 – ADDRESS TBD
  - w. Building 23 – ADDRESS TBD
  - x. Building 24 – ADDRESS TBD
  - y. Building 25 – ADDRESS TBD
  - z. Building 26 – ADDRESS TBD
  - aa. Building 27 – ADDRESS TBD
- b) Please reference the maps located on the NREL website links below.
- 1. Golden STM Campus: <https://www.nrel.gov/about/golden.html>
  - 2. Flatirons Campus: <https://www.nrel.gov/about/flatirons-campus.html>
- 3. STEP Campus: Reference Exhibit D.**
- c) Additional locations may be added or removed over time via a mutually agreed to modification between the Subcontractor and NREL SA. Additional new buildings as constructed or leased at NREL.
- d) **Estimated Square Footages:**

Table 1 – Locations			
Campus	Location:	Total Sq. Ft.	Cleanable Sq. Ft.
FC	Site Entrance Building	123.25	113.39
FC	Trailer – 248	1,766.65	1,572.33
FC	Trailers – 249	1,721.27	1,572.33
FC	Trailer – 250	1,766.67	1,582.95
FC	Building 251	22,201.43	16,485.13
FC	Building 252 (A60)	3,733.23	379.52

FC	Building 254 (STL)	11,598.99	2,800.87
FC	Building 255 (2.5 MW Dyno)	5,614.80	786.51
FC	Building 256 (Modal Lab)	2,302.73	2,118.51
FC	Building 257 (Trailer)	1,766.72	1,571.81
FC	Building 258 (5 MW Dyno)	7,508.63	948.74
FC	Research Operations Facility	1,723.39	1,585.52
FC	Instrumentation Laboratory M1-A (Weekly)	475.71	437.65
FC	M2 Weather Station Data Shed (Weekly)	74.35	68.40
FC	Data Sheds: Sites: M-1C, 1.1, 1.2, 1.3, 1.4, 1E-2, 3.1, 3.2, 3.3, 3.4, 4.0, 4.2 / 4.3, & 4.5. (Weekly)	3,490.39	3,136.64
<b>FC</b>	<b>All Locations</b>	<b>65,868.21</b>	<b>35,160.29</b>
GW	Golden Warehouse (MWF)	42,653.01	6,916.48
ReFUEL	RTD ReFUEL Facility (T)	5,160.07	1,295.72
STM	Café	11,183.55	6,356.44
STM	East SEB	813.82	696.36
STM	Education Center	6,441.65	5,250.25
STM	ESIF	179,671.40	122,999.83
STM	FTLB	134,719.46	91,069.86
STM	IBRF	75,957.34	33,098.61
STM	Mesa Top/Solar Furnace/SRRL	7,326.3	5,074.18
STM	OTF	12,519.34	10,186.02
STM	Parking Garage	573,133.84	1,318.83
STM	RAIL	15,076	13,869.92
STM	RSF	424,355.50	285,797.94
STM	S&TF	73,640.79	53,836.05
STM	SERF	116,302.97	91,088.55
STM	Shipping & Receiving	14,065.55	11,499.31
STM	South SEB	1,392.37	962.14
STM	TTF	10,681.75	7,754.04
STM	VTIF	4,995.31	4,406.74
<b>STM</b>	<b>All Locations</b>	<b>1,662,276.94</b>	<b>745,265.06</b>
<b>TOTAL SQUARE FOOTAGE</b>		<b>1,775,958.23</b>	<b>788,637.55</b>

Table 2 – Additional Location Requirements			
Campus	Location:	Total-Sq. Ft.	Cleanable Sq. Ft.
Denver West	Building 16 (Floors only)	86,184	Up to 10,000 annually
FC	Control Center Facility (CCF)	8,000	8,000
STM	EMAPS	110,000	110,000
STM	New Waste Handling Facility	6,000	TBD
STEP	All Buildings (27 total)	43,024	TBD
<b>TOTAL SQUARE FOOTAGE</b>		<b>253,208</b>	<b>128,000 + TBD</b>

**11) NREL Points of Contact:**

- a) NREL Technical Monitor (TM)
  1. The Primary TM for this requirement is Donny Haupt, [Donny.Haupt@nrel.gov](mailto:Donny.Haupt@nrel.gov), 303-913-3697.
  2. The Secondary TM for this requirement is Matthew Lynch, [Matthew.Lynch@nrel.gov](mailto:Matthew.Lynch@nrel.gov), 303-598-2772.
  3. The Subcontractor is responsible to coordinate all questions, problems, or operational technical matters of this subcontract with the NREL TM.
  4. In the event the NREL TM is not available at the time of the request, operational questions can be directed to the NREL Work Control Center (WCC).
- b) Standard Performance Scheduling
  1. The point of contact for scheduling on this subcontract is NREL WCC at (303) 384-7344.
- c) NREL Subcontract Administrator (SA)
  1. Contractual questions shall be directed to the SA listed in the Subcontract Schedule.

## **12) Working Hours:**

- a) NREL regular business hours are 8:00 am to 5:00 pm., Monday through Friday except NREL recognized holidays.
  1. The Subcontractor personnel scheduled to work during non-working hours must notify the Site Entrance Building at (303) 384-6811.
  2. Night Shift: Beginning at 5:00 pm M-F unless otherwise scheduled.
  3. Day Shift: Normal Working Hours.
- b) The days designated as NREL holidays are not NREL workdays. If a NREL holiday falls on a Saturday or Sunday, the preceding Friday or the following Monday may not be a NREL workday.
  1. NREL Holidays are as follows: New Year's Day, Martin Luther King Jr. Day, Memorial Day, **Juneteenth**, Independence Day, Labor Day, Thanksgiving Day, Day after Thanksgiving, Christmas Day.
  2. Subcontractor is not authorized to work on NREL Holidays unless authorized by the NREL TM.

## **13) Deliverables**

- a) The Subcontractor shall provide the following deliverables by the due date as indicated:

<b>Deliverable No.</b>	<b>Associated Task(s) No.</b>	<b>Deliverable Description</b>	<b>Due Date</b>
13.1	5)d)	Sustainability Program Compliance Report - Bio-Based Reporting Form	Q1 – October, November, December
13.2	5)d)	Sustainability Program Compliance Report - Bio-Based Reporting Form	Q2 – January, February, March
13.3	5)d)	Sustainability Program Compliance Report - Bio-Based Reporting Form	Q3 – April, May, June



13.4	5)d)	Sustainability Program Compliance Report - Bio-Based Reporting Form	Q4 – July, August, September
13.5	7)b)1.b.	Corrective Action Report – Day Shift On-site Supervisor	Same-Day as incident
13.6	7)b)2.b.	Corrective Action Report – Night Shift On-Site Supervisor	Same-Day as incident
13.7	7)b)3.b.i.	QC Inspection Schedule – Quality Control Manager	Monthly
13.8	7)b)3.b.ii.	QC Inspection Report – Quality Control Manager	Same-Day as Inspection
13.9	8)a)	Quality Control Plan	Prior to execution of Subcontract.

Sustainability Program Compliance Report – Bio-Based Reporting Form: The Subcontractor shall provide to NREL in electronic format, i.e., the bio-based materials usage as outlined in the Appendix B-3 Standard Terms and Conditions via the Exhibit A – Bio-Based Reporting Form.

Corrective Action Reports –The Subcontractor’s Day and Night Shift Supervisors shall prepare and submit corrective action reports outlining the incident involved and proposed corrective action on the same-day as the incident to the Subcontract Quality Control Manager.

Quality Control Inspection Schedule – The Subcontractor’s Quality Control Manager shall submit an inspection schedule to the NREL TM on a monthly basis as outlined in the SOW.

Quality Control Inspection Report – The Subcontractor’s Quality Control Manager shall submit completed inspection reports on the same-day as inspections to the NREL TM.

Quality Control Plan – The Subcontractor shall complete and provide a Quality Control Plan to the NREL TM prior to the execution of the subcontract for review and final approval by the NREL TM.