

INFRASTRUCTURE SUPPORT SERVICES

Contract DE-EM0004062

Space Cleaning Plan

Formerly Operating Portsmouth Gaseous Diffusion Plant,

Piketon, Ohio

PMA-PORTS-16-0773R3

November 2018



Portsmouth Mission Alliance, LLC
managing the
Infrastructure Support Services at the
Portsmouth Gaseous Diffusion Plant
under contract DE-EM0004026 for the
U.S. DEPARTMENT OF ENERGY

Classification review required prior to public release



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U.S. Department of Energy
Office of Environmental Management

by
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REVISION LOG

Revision No.	Effective Date	Sections Affected	Description
0	04/25/16	All	Baseline Document
1	05/09/16	3.0, 5.0, 7.0, 7.1	Greater clarification on 3.0 and 5.0, along with new section 7.0 on Staffing was added
2	06/06/16	5.0	Deleted "limit of liability" references in section 5.0
3	11/19/18	Throughout 7.0	Added ISS to contract references Deleted previous 7.0

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ACRONYMS

CMMS	Computerized Maintenance Management System
D&D	Decontamination and Decommissioning
DOE	U.S. Department of Energy
EPA	Environmental Protection Agency
EPP	Environmentally Preferred Products
ES&H	Environmental, Safety, and Health
HVAC	Heating, Ventilation, and Air Conditioning
ISS	Infrastructure Support Services
PM	Preventive Maintenance
PMA	Portsmouth Mission Alliance, LLC
QA	Quality Assurance
QASP	Quality Assurance Surveillance Plan

1 INTRODUCTION

Portsmouth Mission Alliance, LLC (PMA) will provide custodial maintenance and sanitary waste disposition for all Portsmouth site facilities specified in Infrastructure Support Services (ISS) contract Section J, Attachment J-15, *Facilities/Areas Responsibility Matrix and Site Services*; along with ISS contract Attachment J-8.C.3.5.1, Table 1, *Custodial Facilities Description and Service Level*. Custodial maintenance includes space cleaning, floor care, damp/wet mopping, vacuuming, sweeping/dust mopping, waxing/buffing, carpet and rugs, deep cleaning, walk-off mats, supplies, and collection and disposition of sanitary waste. These activities will be accomplished at frequencies per the contract and this plan.

1.1 SCOPE/PURPOSE

This plan provides an overall outline of the PMA custodial maintenance and sanitary waste disposition strategy. The purpose of this plan is to provide information to the U.S. Department of Energy (DOE) and site contractors regarding cleaning activities at the Portsmouth site facilities. PMA will ensure spaces are clean, sanitary, and sightly. This plan describes cleaning techniques and service level frequencies.

This plan addresses Level 1 custodial maintenance and scheduled cleaning services.

Level 2 work includes unscheduled cleaning services, and will be provided upon notification.

2 SPACE CLEANING PROGRAM REQUIREMENTS

PMA's cleaning techniques and products shall protect the integrity, surfaces, and finishes of objects being cleaned. To the greatest extent practicable, PMA shall purchase and use cleaning products containing recovered materials that are Environmental Protection Agency (EPA) designated items, or when not practicable, shall purchase and use cleaning products that have a lesser or reduced negative effect on human health and the environment when compared with competing products that serve the same purpose. PMA shall post warning signs and barricades in areas of floor care operations, as appropriate, to ensure personnel safety. PMA's cleaning techniques for biological material shall be in compliance with the Center for Disease Control protocols, and approved Federal, State, and local regulations as implemented through the Contractor's Worker Safety and Health Plan.

2.1 PERFORMANCE STANDARDS

Custodial maintenance and sanitary waste disposal performance standards, minimum acceptable quality levels, and surveillance methods are described in the DOE Quality Assurance Surveillance Plan (QASP). PMA requirements for DOE QASP implementation are documented in PMA-PORTS-16-6077, *Quality Assurance Program Plan/Quality Implementation Plan for the Infrastructure Support Services Contract*.

2.2 SPECIAL CONDITIONS

The DOE QASP includes performance standards with subjective terms (e.g., sightly). The current contract is firm-fixed price, which impacts the cost considerations of using environmentally preferred products (EPP). PMA notes the following special conditions relative to the commitments in this Plan:

- PMA will continue to support the existing EPP program to the greatest extent practicable. However, PMA understands that “greatest extent practicable” does not mean that PMA must use these products if the products are not effective and/or are significantly more expensive than other products, where Executive Orders or DOE Directives do not mandate their use.
- PMA will perform cleaning of plant areas as specified in the contract to ensure areas are clean, sanitary, and sightly. Corrective maintenance will be conducted as Level 2 work in accordance with the contract.

2.3 FACILITIES

Attachment J-8.C.3.5.1, Table 1, of the Portsmouth ISS contract contains the list of facilities for which PMA is responsible for custodial maintenance and the service level required for each facility, and will be followed for this plan. If deviations from ISS contract Attachment J-8.C.3.5.1, Table 1, become apparent, PMA will negotiate changes with DOE and other site contractors before changing cleaning schedules or levels.

2.4 CLEANING SERVICE LEVELS (A, B, C)

Attachment J-8.C.3.5.1, Table 2, *Custodial Service Level Frequency Description*, of the ISS contract lists the service level frequency and description for services. PMA will update Plan attachments whenever the contract requirements change.

3 EQUIPMENT AND CLEANING PRODUCTS

Where applicable, government-furnished equipment will be used to meet the performance standards for cleaning. Additional equipment will be purchased or rented, as required, to ensure standards are met. EPP products will be purchased and used to the greatest extent possible and when practicable. Products not EPA designated will be reviewed and approved by Environmental, Safety and Health (ES&H).

4 SCHEDULED CLEANING SERVICES (LEVEL 1)

4.1 SPACE CLEANING

PMA shall clean spaces to include offices, conference rooms, break rooms, kitchen areas, restrooms, file rooms, closets, entry areas, curtilage, hallways, steps and stairs, entrances, sidewalks, landings, balconies, ledges, smoking areas, and sheltered areas/gazebos adjacent to buildings or facilities. PMA shall ensure the spaces are clean, sanitary, and sightly.

4.1.1 Waste Containers

All waste containers shall be emptied, then plastic liners shall be placed inside. Any plastic liner with food wastes or that is soiled or leaking shall be replaced with a new plastic liner. Waste containers shall be washed, as needed, inside and outside using a disinfectant and shall be free of odors. After washing, containers shall be wiped dry and new plastic liners installed. Boxes, cans, bottles, and other items placed adjacent to waste containers shall also be removed and disposed of. All waste collected shall be disposed of in the nearest outside trash collection point. Waste that falls on the floor and outside grounds during the waste removal process shall be picked up and disposed of.

Sanitary dumpsters will be provided by the decontamination and decommissioning (D&D) contractor and waste disposal will be performed by D&D contractor. PMA shall collect waste within the facility and discard it in the designated collection dumpster. PMA shall collect recyclable materials (e.g., office paper, aluminum cans, plastic containers) within facilities assigned for custodial services (ISS contract Section J, Attachment J-15) and turn over to the D&D contractor for recycle/disposition. PMA shall separately collect and manage recyclable and consumer hazardous waste generated from other waste streams in accordance with the waste minimization program per ISS contract C.2.2.10.

4.1.2 High Area Cleaning

PMA shall provide high area cleaning services to ensure surface areas are clean. Contract specified surfaces between 7 feet and 14 feet shall be cleaned free of dirt, dust, and cobwebs. This does not include removal of vents, tiles, or fixtures.

4.1.3 Low Area Cleaning

PMA shall provide low area cleaning services to ensure surface areas are clean. Low area cleaning includes all furniture and fixtures (e.g., partitions, radiators, equipment, hand railings in stairways, grills, ledges, sills, walls, baseboards, doors, glass in partitions and doors, light fixtures, miscellaneous hardware, and bright metal work) to a maximum height of 7'-0" above floor level.

4.1.4 Door Tracks

Tracks shall be clean and free of dirt, debris, built-up grime, dust, smudges, and other extraneous matter.

4.1.5 Interior Window and Glass Cleaning

PMA shall clean window and glass surfaces and adjacent areas to ensure that surfaces are clean based on the specified frequency.

4.2 FLOOR CARE

4.2.1 Sweeping/Dust Mopping

PMA shall sweep/dust mop uncarpeted floors, including stairwells and elevators, to ensure floors are clean.

4.2.2 Carpets and Rugs

PMA shall vacuum carpets and rugs to remove loose dirt, dust, and debris, ensuring they are clean. PMA shall ensure that all carpets are vacuumed and free of all loose soil and/or any debris prior to shampooing carpets. PMA shall use shampooing with water extraction, chemical extraction, steam cleaning, and/or other similar deep cleaning processes or an equivalent method that properly cleans carpets and rugs, rendering them free of any streaks, spots, and/or stains. Once cleaned, carpets and rugs should have a uniform appearance. After drying, all furniture, or other equipment that was moved will be placed in its original position.

4.2.3 Walk-off Mats

PMA shall provide and service the walk-off mats and clean surfaces below the mats.

4.2.4 Damp Mop

PMA shall damp mop uncarpeted floors, including stairwells and elevators, to ensure that they are clean.

4.2.5 Wet Mop

PMA shall ensure wet mopped floors are cleaned using disinfectant cleaner(s) with additional scrubbing, if necessary. Surfaces, baseboards, and corners shall be clean and dry. Walls, baseboards, and other surfaces shall be free of splashing and markings from the equipment. There shall be no visible buildup of finish in corners or crevices.

4.2.6 Waxing and Buffing

Spray Cleaning and Buffing. Prior to spray cleaning and buffing, floors shall be damp mopped as specified above. Floors shall be spray-cleaned and buffed to remove traffic marks, heavy soil, etc. The Contractor shall use a blend of detergents and polymers to emulsify surface soil and repair traffic areas. If buffing produces loose residue, it shall be removed in a manner that leaves the floor clean without destroying the high gloss produced by buffing. When cleaning and buffing is completed, the floor shall have a uniform, high-gloss finish from wall-to-wall, including corners, free of scuff and heel marks.

Waxing and Buffing. In the event spray cleaning and buffing is not sufficient to maintain a uniform, high-gloss finish, floors shall be completely waxed and buffed using a liquid wax system containing not less than 18% solids. Floors shall be damp mopped as specified above immediately prior to application of wax. Floors shall be buffed, if required, to a uniform gloss finish free from dirt, traffic marks, and stains.

Stripping, Waxing, and Buffing. In the event spray cleaning and buffing is not sufficient to maintain a uniform, high-gloss finish, floors shall be completely stripped, waxed, and buffed using a liquid wax system. Floors shall be buffed to a uniform gloss finish free from dirt, traffic marks, and stains.

4.3 BREAK ROOM AREAS

PMA shall service all specified break rooms to ensure they are clean, sanitary, sightly, and stocked with sufficient supplies, such as soap, paper towels, and similar items. PMA shall clean, disinfect, and sanitize all fixtures and surfaces to include sinks, drinking fountains, washbasins, coffee areas, and similar fixtures, and ensure that no dust, spots, soiled substances, discoloration, mold, build-up, or excess moisture is present in these areas. PMA shall ensure that cleaning equipment used to clean water closets, urinals, floors, and walls are not used to clean/disinfect sinks, countertops, or drinking fountains. PMA will provide, routinely clean, and replenish drinking water dispensers (bottled water or filtered) in break areas or similar areas within maintained facilities.

4.4 RESTROOM AREAS

Cleaning. Restroom fixtures, including water closets, urinals, lavatories, and sinks shall be washed inside and outside using a disinfectant, and shall be free of stains and odors. PMA shall ensure that cleaning equipment used to clean water closets, urinals, floors and walls are not used to clean/disinfect sinks, countertops, or drinking fountains. Stains shall be removed from all urinals and water closets. Brushes, sponges, and cloths that have been used to clean any other part of the restroom (including water closets, urinals, walls, floors, and partitions) shall not be used to clean lavatories or sinks. Floors shall be swept/dust mopped free of dirt, then mopped with a disinfectant. Floor drains shall be cleaned and flushed with a disinfectant. Wainscoting, partitions, walls, and doors shall be cleaned free of dirt, stains, and graffiti. Mirrors shall be cleaned and polished. All metal fixtures and hardware shall be wiped, cleaned, and free of streaks. Waste containers shall be emptied, disinfected, and plastic liners replaced. If present, shower stall rooms and locker/dressing rooms shall be considered part of the restrooms, and cleaned accordingly.

Servicing/Inspecting/Stocking. Servicing restrooms shall include inspecting, cleaning, and replenishing supply dispensers. Restroom supplies include: paper towels, toilet tissue, toilet seat protectors, air fresheners, and soap. PMA shall stock restrooms with sufficient supplies such that will last until the next scheduled service. Dispensers that become empty before the next scheduled servicing shall be replenished upon notification.

5 UNSCHEDULED CLEANING SERVICES (LEVEL 2)

Work requests shall be submitted for any unscheduled cleaning service through the normal work control process. PMA shall respond to emergency spills, leaks, overflows, etc., immediately to maintain identified service levels and ensure facilities are clean, sanitary, and sightly.

6 WORK CONTROL

A general work package will be developed to include the scope and hazard analysis/controls for custodial maintenance and sanitary waste disposition. Custodial workers shall be briefed on the general work package daily. Weekly check sheets will be created, for a tracking/record mechanism, for each Service Level (A, B, and C) to include cleaning activities and frequencies for each facility. Plan attachments show the weekly check sheets for each service level.

Repetitive Tasks/Preventive Maintenance (PM) shall be developed in Computerized Maintenance Management System (CMMS) for all custodial maintenance activities that have frequencies (per ISS contract Attachment J-8.C.3.5.1, Table 2) greater than a month (i.e., exterior window cleaning is annual). This will create a "placeholder" to remind and schedule custodial maintenance to perform specified infrequent work activities. These PMs will be coded in CMMS as Level 1, but will also have a work code of "JAN" (Janitorial) so they may be segregated from the equipment PMs. The following are work activities that are not on the check sheets and will be set-up as repetitive tasks/PMs per facility and service level requirements:

Service Level A Facility PMs:

- Interior Window Cleaning (Frequency 2Y – 6 months)
- Exterior Window Cleaning (Frequency Y – Annual)
- Heating, Ventilation, and Air Conditioning (HVAC) Diffuser Cleaning (Frequency Y – Annual)
- Waxing and Buffing floor (Frequency 2Y – 6 months)
- Stripping and Re-waxing floor (Frequency Y – Annual)
- Carpet and Rug Deep Cleaning (Frequency 2Y – 6 months)

Service Level B Facility PMs:

- Interior Window Cleaning (Frequency 2Y – 6 months)
- Exterior Window Cleaning (Frequency Y – Annual)

- HVAC Diffuser Cleaning (Frequency Y – Annual)
- Waxing and Buffing floor (Frequency Y – Annual)
- Stripping and Re-waxing floor (Frequency Y – Annual)
- Carpet and Rug Deep Cleaning (Frequency Y – Annual)

Service Level C Facility PMs:

- Interior Window Cleaning (Frequency Y – Annual)
- HVAC Diffuser Cleaning (Frequency Y – Annual)
- Carpet and Rug Deep Cleaning (Frequency Y – Annual)

6.1 SCHEDULE

A weekly check sheet per facility shall be filled out and retained by Custodial Supervision and sent to Records Management/Document Control. Repetitive tasks/PMs shall be scheduled as their frequency determines from the CMMS. The work packages shall be closed out after work execution is complete.

7. SELF-ASSESSMENT FOR COMPLIANCE WITH QUALITY ASSURANCE SURVEILLANCE PLAN

PMA will use check sheets and repetitive task/PMs to ensure that contract requirements are met for custodial services. Check sheets (Plan attachments) have been developed for the various types of custodial services. The checklists are completed by the employee cleaning the area and used by management, supervision, and Quality Assurance (QA) in conducting follow-up checks. PMA management and QA personnel also will perform monthly walk-downs to ensure performance standards and acceptable quality levels are met.

ATTACHMENT A
SERVICE LEVEL A FACILITY CHECK SHEET

	PMA PI WC FOR 3731	Rev. No. 1	Custodian Check Sheet Level A	Page 1 of 1
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Service Level "A" Facility Check Sheet

Week of
Facility:

(Place initials or N/A in provided text boxes)		Mon	Tue	Wed	Thurs	Fri	Sat	Sun
Space Cleaning								
Empty waste containers (food and restroom)	D							
Empty waste containers (office trash)	2W							
Low Area Cleaning - Items 7 ft. & below: Stalls, railings, grills, ledges, sills, walls, baseboards, doors, & faucets	W							
Recyclable collection	W							
Floors								
Sweeping / Dust mopping	D							
Vacuum carpets and rugs	2-3W							
Clean walk-off mats	D							
Damp mopping (wet mop)	W							
Restrooms & Breakrooms								
Restroom Cleaning	D							
Replenish restroom supplies	D							
Check all Plumbing Fixtures, toilets and drains for deficiencies	W							
Lighting								
Check lighting / Re-lamp	W							

D Daily 2M Two times per month
 2W Two times per week 2Y Two times per year
 W One time per week 3Y Three times per year
 M One time per month 4Y Four times per year

Completed by:	Employee #
Approved by:	Employee #

Comments or Feedback:

ATTACHMENT B
SERVICE LEVEL B FACILITY CHECK SHEET

	PMA PI WC FOR 3732	Rev. No. 2	Custodian Check Sheet Level B	Page 1 of 1
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Service Level "B" Facility Check Sheet

Week of
Facility:

(Place initials or N/A in provided text boxes)

		Mon	Tue	Wed	Thurs	Fri	Sat	Sun
Space Cleaning								
Empty waste containers (food and restroom)	D							
Empty waste containers (office trash)	2W							
Low Area Cleaning - Items 7 ft. & below: Stalls, railings, grills, ledges, sills, walls, baseboards, doors, & faucets	M							
Recyclable collection	W							
Floors								
Sweeping / Dust mopping	2W							
Vacuum carpets and rugs	W							
Clean walk-off mats	2W							
Damp mopping (wet mop)	2M							
Restrooms & Breakrooms								
Restroom Cleaning	D							
Replenish restroom supplies	D							
Check all Plumbing Fixtures, toilets and drains for deficiencies	W							
Lighting								
Check lighting / Re-lamp	W							

D Daily	2M Two times per month
2W Two times per week	2Y Two times per year
W One time per week	3Y Three times per year
M One time per month	4Y Four times per year

Completed by:	Employee #
Approved by:	Employee #

Comments or Feedback:

ATTACHMENT C
SERVICE LEVEL C FACILITY CHECK SHEET

	PMA PI WC FOR 3733	Rev. No. 2	Custodian Check Sheet Level C	Page 1 of 1
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Service Level "C" Facility Check Sheet

Week of
Facility:

(Place initials or N/A in provided text boxes)

	Mon	Tue	Wed	Thurs	Fri	Sat	Sun
Space Cleaning							
Empty waste containers (food and restroom)	W						
Empty waste containers (office trash)	M						
Low Area Cleaning - Items 7 ft. & below: Stalls, railings, grills, ledges, sills, walls, baseboards, doors, & faucets	M						
Recyclable collection	W						
Floors							
Sweeping / Dust mopping	W						
Vacuum carpets and rugs	W						
Clean walk-off mats	W						
Damp mopping (wet mop)	2M						
Waxing and buffing (floor finish)	N/A						
Stripping and re-waxing (strip/seat/refinish tile floor)	N/A						
Restrooms & Breakrooms							
Restroom Cleaning	2W						
Replenish restroom supplies	2W						
Check all Plumbing Fixtures, toilets and drains for deficiencies	W						
Lighting							
Check lighting / Re-lamp	W						

D Daily 2M Two times per month
 2W Two times per week 2Y Two times per year

 W One time per week 3Y Three times per year
 M One time per month 4Y Four times per year

Completed by:	Employee #
Approved by:	Employee #

Comments or Feedback: