



The Solutions Network

Rochester, New York

Securing Environmental Outcomes

**Adding Environmental Performance
to Performance-Based Service Contracts**

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Why add environmental performance clauses to your service contract?



- Worker health concerns
- Costs of worker injuries
- Environmental liabilities
- Improved Indoor Air Quality
- Leadership opportunity
- Federal mandates
- Because *there are* safer, cost-effective alternatives

Greening Statutes and Executive Orders



EO 12843
Ozone
Depleting
Substances

EO 12845
Energy Efficient
Computers

EO 13101
Waste Prevention,
Recycling
Federal Acquisition

EO 12902
Energy Efficiency
and
Water Conservation

EO 13148 –
Environmental Leadership

EO 12856
Pollution Prevention

EO 12669
Community
Right-to-Know

E. O. 13327 – Federal Real Property
Asset Management

E.O. 13123 Energy Efficient
Management

Resource Conservation and
Recovery Act (RCRA) Sec. 6002 –
(40 CFR 270)

2002 Farm Bill Sec. 9002



E.O. 13327 - Federal Real Property Asset Management



- Senior property managers shall
 - **“make life-cycle cost estimations associated with the prioritized actions; “**
 - **“incorporate planning and management requirements ... for environmental management under Executive Order 13148”**

- Performance measures to include ...
 - **”the environmental costs associated with ownership of property, including the costs of environmental restoration and compliance activities”**



FAR Subpart 23.703 -



“Agencies must:

(a) Implement cost-effective contracting preference programs favoring the acquisition of environmentally preferable and energy efficient products and services; and

(b) Employ acquisition strategies that affirmatively implement the following environmental objectives:

- Maximize the use of environmentally preferable products and services;
- Maximize the use of energy-efficient products;
- Eliminate or reduce the generation of hazardous waste...;
- Promote the use of non-hazardous and recovered materials;
- Realize life-cycle cost savings;
- Promote cost effective waste reduction...;
- Consider use of biobased products.

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Environmentally Preferable Services?



- Custodial Services
- Operation and Maintenance
- Landscaping and Land Management
- Concessioner Operations
- Waste Removal
- Demolition



Scoping the Desired Environmental Outcomes



- What products and waste generating activities are associated with this service?
- Do third-party environmental standards exist for these products or activities?
- Which federal mandates are relevant?
- How does my facility's Environmental Management System relate to this service contract?



Benchmarks for Green Buildings



- **Green Seal Facilities and Operations Standard**



- **DOI Greening Goals Facility Survey**



- **LEED for Existing Buildings**



Facilities Operations and Maintenance Standard



- Recycling
- California's Guidelines for Electronic Products: Procurement, Use, and End-of-Life
- Renovations use environmentally preferable products
- Training, internal audits
- Pennsylvania Green Building Operations and Maintenance Manual
 - Janitorial services
 - Landscaping
 - Roofing/parking
 - HVAC
 - Energy systems
 - Lighting Systems

www.greenseal.org/criteria_om.pdf



Baca/Dlo'ay azhi Community School
LEED Project # 1419
 LEED Version 2 Certification Level: Certified
 January 15, 2004

26 Points Achieved **Possible Points: 69**

Certified 26 to 32 points Silver 33 to 38 points Gold 39 to 51 points Platinum 52 or more points

8 Sustainable Sites		Possible Points: 14
Y	Prereq 1 Erosion & Sedimentation Control	
1	Credit 1 Site Selection	1
	Credit 2 Urban Redevelopment	1
	Credit 3 Brownfield Redevelopment	1
	Credit 4.1 Alternative Transportation, Public Transportation Access	1
1	Credit 4.2 Alternative Transportation, Bicycle Storage & Changing Rooms	1
1	Credit 4.3 Alternative Transportation, Alternative Fuel Refueling Stations	1
1	Credit 4.4 Alternative Transportation, Parking Capacity	1
1	Credit 5.1 Reduced Site Disturbance, Protect or Restore Open Space	1
1	Credit 5.2 Reduced Site Disturbance, Development Footprint	1
1	Credit 6.1 Stormwater Management, Rate and Quantity	1
	Credit 6.2 Stormwater Management, Treatment	1
1	Credit 7.1 Landscape & Exterior Design to Reduce Heat Islands, Non-Roof	1
	Credit 7.2 Landscape & Exterior Design to Reduce Heat Islands, Roof	1
	Credit 8 Light Pollution Reduction	1

4 Water Efficiency		Possible Points: 5
1	Credit 1.1 Water Efficient Landscaping, Reduce by 50%	1
1	Credit 1.2 Water Efficient Landscaping, No Potable Use or No Irrigation	1
	Credit 2 Innovative Wastewater Technologies	1
1	Credit 3.1 Water Use Reduction, 20% Reduction	1
1	Credit 3.2 Water Use Reduction, 30% Reduction	1

3 Energy & Atmosphere		Possible Points: 17
Y	Prereq 1 Fundamental Building Systems Commissioning	
Y	Prereq 2 Minimum Energy Performance	
Y	Prereq 3 CFC Reduction in HVAC&R Equipment	
2	Credit 1.1 Optimize Energy Performance, 20% New / 10% Existing	2
	Credit 1.2 Optimize Energy Performance, 30% New / 20% Existing	2
	Credit 1.3 Optimize Energy Performance, 40% New / 30% Existing	2
	Credit 1.4 Optimize Energy Performance, 50% New / 40% Existing	2
	Credit 1.5 Optimize Energy Performance, 60% New / 50% Existing	2
	Credit 2.1 Renewable Energy, 5%	1
	Credit 2.2 Renewable Energy, 10%	1
	Credit 2.3 Renewable Energy, 20%	1
	Credit 3 Additional Commissioning	1
	Credit 4 Ozone Depletion	1
	Credit 5 Measurement & Verification	1
1	Credit 6 Green Power	1

2 Materials & Resources		Possible Points: 13
Y	Prereq 1 Storage & Collection of Recyclables	
	Credit 1.1 Building Reuse, Maintain 75% of Existing Shell	1
	Credit 1.2 Building Reuse, Maintain 100% of Existing Shell	1
	Credit 1.3 Building Reuse, Maintain 100% Shell & 50% Non-Shell	1
	Credit 2.1 Construction Waste Management, Divert 50%	1
	Credit 2.2 Construction Waste Management, Divert 75%	1
	Credit 3.1 Resource Reuse, Specify 5%	1
	Credit 3.2 Resource Reuse, Specify 10%	1
1	Credit 4.1 Recycled Content	1
	Credit 4.2 Recycled Content	1
1	Credit 5.1 Local/Regional Materials, 20% Manufactured Locally	1
	Credit 5.2 Local/Regional Materials, of 20% Above, 50% Harvested Locally	1
	Credit 6 Rapidly Renewable Materials	1
	Credit 7 Certified Wood	1

4 Indoor Environmental Quality		Possible Points: 15
Y	Prereq 1 Minimum IAQ Performance	
Y	Prereq 2 Environmental Tobacco Smoke (ETS) Control	
	Credit 1 Carbon Dioxide (CO ₂) Monitoring	1
	Credit 2 Increase Ventilation Effectiveness	1
	Credit 3.1 Construction IAQ Management Plan, During Construction	1
1	Credit 3.2 Construction IAQ Management Plan, Before Occupancy	1
	Credit 4.1 Low-Emitting Materials, Adhesives & Sealants	1
	Credit 4.2 Low-Emitting Materials, Paints	1
	Credit 4.3 Low-Emitting Materials, Carpet	1
	Credit 4.4 Low-Emitting Materials, Composite Wood	1
1	Credit 5 Indoor Chemical & Pollutant Source Control	1
1	Credit 6.1 Controllability of Systems, Perimeter	1
1	Credit 6.2 Controllability of Systems, Non-Perimeter	1
	Credit 7.1 Thermal Comfort, Comply with ASHRAE 55-1992	1
	Credit 7.2 Thermal Comfort, Permanent Monitoring System	1
	Credit 8.1 Daylight & Views, Daylight 75% of Spaces	1
	Credit 8.2 Daylight & Views, Views for 90% of Spaces	1

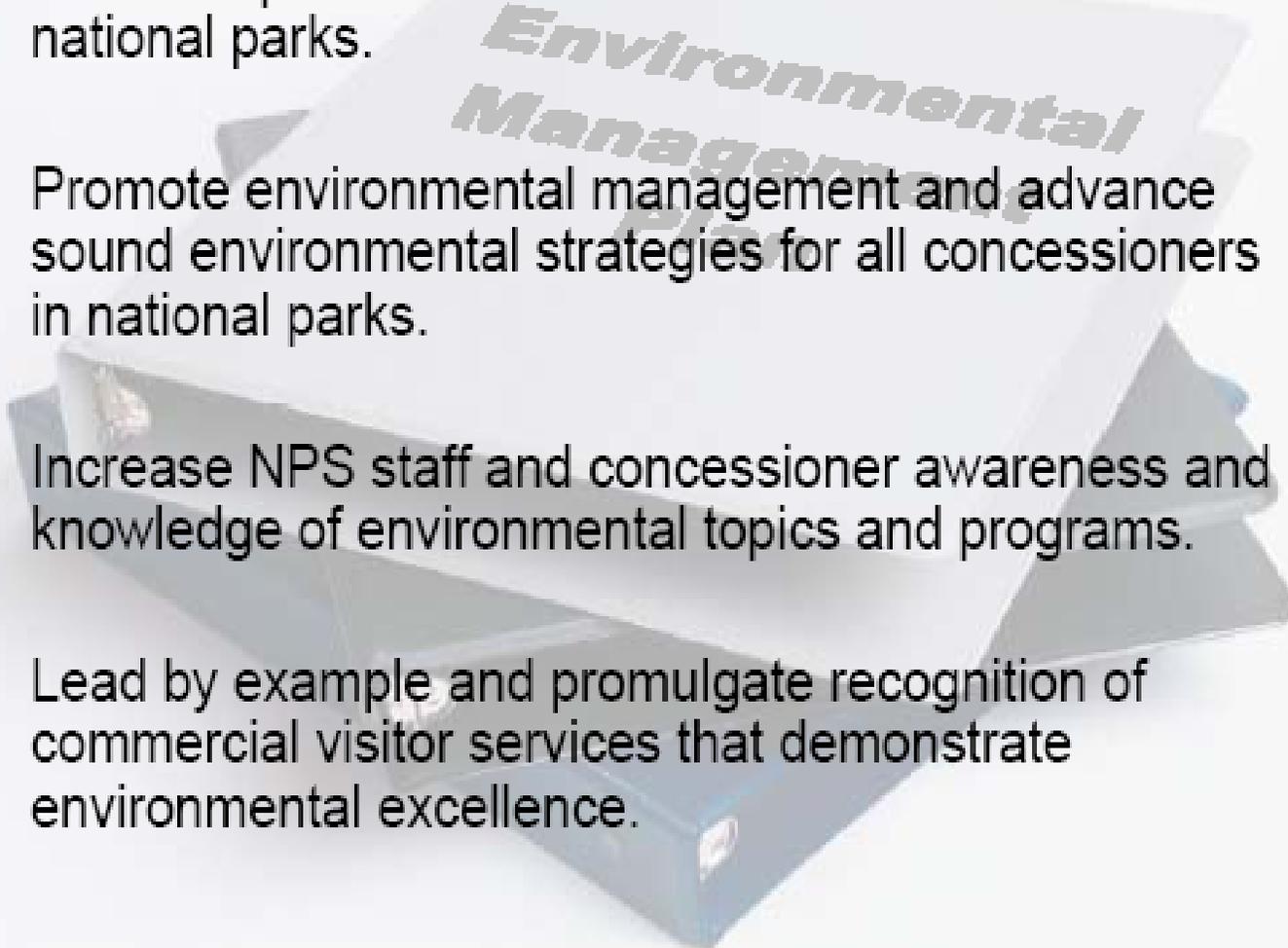
5 Innovation & Design Process		Possible Points: 5
1	Credit 1.1 Innovation in Design: Sustainability Education	1
1	Credit 1.2 Innovation in Design: Green Housekeeping	1
1	Credit 1.3 Innovation in Design: Exemplary Performance MRc5	1
1	Credit 1.4 Innovation in Design: Exemplary Performance SSc7.1	1
1	Credit 2 LEED™ Accredited Professional	1

Ways to Secure Outcomes



- Environmental performance requirements in SOW
- Environmental submittals in response to solicitation
- Source selection factors include environmental performance criteria
- Incentives to provide green products/services (award fee)

CoEMP Goals

- 
- Achieve and maintain environmental compliance as a minimum performance level for concessioners in national parks.
 - Promote environmental management and advance sound environmental strategies for all concessioners in national parks.
 - Increase NPS staff and concessioner awareness and knowledge of environmental topics and programs.
 - Lead by example and promulgate recognition of commercial visitor services that demonstrate environmental excellence.

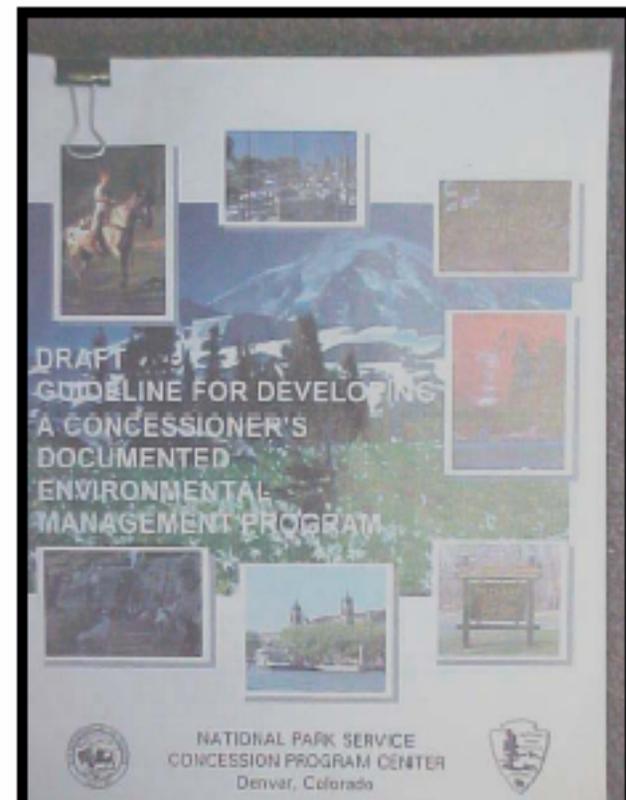
Environmental Management



EMP

“...The EMP shall account for all activities with potential environmental impacts conducted by the Concessioner or to which the Concessioner contributes. The scope and complexity of the EMP may vary based on the type, size and number of Concessioner activities under this CONTRACT...”

- ❑ Policies
- ❑ Goals/Targets
- ❑ Responsibility and Accountability
- ❑ Documentation
- ❑ Information Management
- ❑ Reporting
- ❑ Communication
- ❑ Training
- ❑ Monitoring, Measurement,
& Corrective Action



Success Indicators



National Environmental Performance Track



PARTNER MEMBER
"Green" Hotels Association®
<http://www.greenhotels.com>



Xanterra Parks & Resorts Supports Sustainable Fishing

At Xanterra Parks & Resorts, we believe that there are far more favorable ways to manage fisheries than that of meeting a balance between harvest and the natural environment. To that end, when we purchase seafood for our restaurants, we want to support sustainable fisheries that managed to sustain populations of fish for the future. We also want to protect marine habitats and promote little "by catch" (unwanted catch of animals other than the target species).

Based on the latest information from fisheries scientists, we've developed a list of seafood products that we will or will not buy at this time. As new information becomes available, we will update our seafood choices. We hope our policy will help others in the tourism industry make their own informed seafood choice.

We are using the Monterey Bay Seafood Watch program to assist us in our seafood choices. The fish listed as our avoid are fish we recommend. We advise these species based upon three aspects: 1) a wild population that's abundant enough to sustain fishing; 2) low levels of unwanted catch or "by catch"; and 3) fish caught or farmed in ways that are least likely to harm the environment.

FISH WE WILL NOT BUY

Chilean sea bass, shark, Atlantic swordfish, and bluefin tuna.

These species' survival is threatened by too much fishing, or they are caught or farmed in ways that damage the environment. Our "no purchase" policy will remain in place until the situation changes.

*Andy Tuley, CEO and President
Xanterra Parks & Resorts*



Main Interior Building

Scope of Custodial Services



- 1 year contract, 4 1-year options
- Gross area: 1,423,745 s.f.
- Occupant population: 2,936
- Products:
 - Chemical cleaners, cleaning equipment, bathroom products
- Services:
 - daily cleaning, floors maintenance, trash removal and recycling, exterior windows (annually), venetian blinds (annually), elevator services, snow removal

Cleaning Contract Goals



- Use the least aggressive, safest product that is effective for the cleaning task
- Use products with biobased content when possible
- Maximize use of recycled content products
- Maximize occupant recycling and building diversion rates
- Support Green Building Certification

Green Seal Standard Criteria



- Overall toxicity
- Carcinogenic/reproductive toxicity
- Skin/eye irritant
- Sensitization
- Combustibility
- Photochemical smog/ozone/IAQ
- Aquatic toxicity
- Aquatic biodegradability
- Eutrophication
- Packaging
- Concentrates
- Fragrances
- Prohibited Ingredients
- Training
- Animal testing

PAPER and Non-Chemical Products



- Bathroom tissue*
 - 20-60% PCW
- Paper towels*
 - 40-60% PCW
- Facial tissue
 - 10-15% PCW
- Industrial wipers*
 - 40% PCW
- Toilet seat covers

- Plastic trash bags*
 - 10 – 100%
- Recycling containers*
 - 20- 100% PCW, plastic
- Janitorial carts
- Plastic mop buckets

* Comprehensive
Procurement Guideline item

How Contract Was Modified



- Incorporation into Solicitation and Specifications
 - Section C - Scope of Service
 - Section L - Instructions to Offerors
 - Section M - Evaluation Factors for Award
 - Attachments
- Evaluation Plan: Environmental Preferability Given 1/3 of Total Rating
- Two Panels: Technical Evaluation Panel and Environmental

Cleaning Chemical Characteristics



Product Category	MANDATORY				DESIRABLE				
	Does not contain Chesapeake Bay Toxics of Concern or 33/50 Target Pollutants	Not in a sealed aerosol spray can	Does not contain known or probable carcinogen	Is not a hazardous waste when disposed of	Minimizes Skin, Eye, and Lung Irritation	Biodegradable (verified by testing?)	Fragrance and Dye Additives	Recyclable Content Packaging/ Minimizes Non-recycl Waste	
All-Purpose Cleaner	(If yes, identify which chemical)	(yes/no)	(If yes, which chemical)	(yes/no)			(yes/no; yes/no)		
General Degreaser									
General Disinfectant									
Floor Stripper									

OFFEROR COMPANY NAME:

Secti **Recycled Content Products**

Part F and G: Recycled Content Products

~~Mandatory and Desirable Characteristics~~



* Offerors must identify the brand name and manufacturer in the first column below for each offered recycled content product, attach supporting documentation, and submit a sample of the product for efficacy testing

Product Categories	Estimated Purchase Volume Over Contract Life	Recovered Material Content	Post-consumer Content	Deinking Agent	Bleaching Agent
Bathroom tissue		(mandatory min. = 100%)	(mandatory min. = 20%)		
Paper towels		(mandatory min. = 100%)	(mandatory min. = 50%)		
General purpose industrial wipers	.gov	(mandatory min. = 100%)	(mandatory min. = 40%)		

Section M - Source Selection



- 30% Environmental
 - “ Completeness and thoroughness of submittal addressing environmental preferability/recycled content products and strategies for execution of a successful waste reduction/recycling program”
- Experience - 15%
(partially assigned to environmental)

Update: Summer 2004



- Chimes, a NIOSH affiliated work center, working since starting 9/01
- Chimes has now converted almost all of their sites in the DC Metro Area
- Over 20 million s.f. of federal office space cleaned with certified cleaners
- Improving indoor air quality for 90,000 federal office workers and workplace safety for 1,400 disabled workers!!!!

Chemical Portioner



RTU Solution Bottles



Our “Fish-Friendly Floors”



Environmentally preferable tissue



Cleaning Contract Resources



- DOI/NISH Guidance
<http://greeninginterior.doi.gov/sustain/clean.html>
- Check list for Assessing Baseline Conditions
- Transition Planning Suggestions
- ASTM Standard E 1971 – Stewardship for the Cleaning of Commercial and Institutional Buildings
- Green Seal Standards
- DOI Custodial Contract Language

JWOD Certified Green Cleaners



- St. Louis Lighthouse for the Blind
 - Rochester Midland

<http://www.lhbindustries.com/> click on enviro cleaners

- Blind Industries and Services of Maryland
 - Envirox and 3M Twist & Fill