

ARLINGTON COUNTY, VIRGINIA  
OFFICE OF THE PURCHASING AGENT  
SUITE 500  
2100 CLARENDON BOULEVARD  
ARLINGTON, VIRGINIA 22201

NOTICE OF AWARD OF CONTRACT

TO:	DATE ISSUED:	August 14, 2015
L.T. Services, Inc.	CURRENT REFERENCE NO:	803-15
2815 Hartland Rd, suite 300		<u>Custodial Services for</u>
Falls Church, VA 22043		<u>Water Pollution</u>
	CONTRACT TITLE:	<u>Control Plant</u>

THIS IS A NOTICE OF AWARD OF CONTRACT AND NOT AN ORDER. NO WORK IS AUTHORIZED UNTIL THE VENDOR RECEIVES A VALID COUNTY PURCHASE ORDER ENCUMBERING CONTRACT FUNDS.

Your firm is awarded the above referenced contract in accordance with the response submitted by you on July 23, 2015. The contract term covered by this Notice of Award is effective IMMEDIATELY and expires on August 31, 2020.

The contract documents consist of the terms, conditions, and specifications of Invitation to Bid No. 803-15 and the bid of the Contractor, incorporated herein by reference.

ATTACHMENTS:

Specifications Excerpt  
Contractor's bid form for ITB No. 803-15

CONTRACT PRICING:

Refer to Contractor's bid form

EMPLOYEES NOT TO BENEFIT:

NO COUNTY EMPLOYEE SHALL RECEIVE ANY SHARE OR BENEFIT OF THIS CONTRACT NOT AVAILABLE TO THE GENERAL PUBLIC.

VENDOR CONTACT: Chung Duong

VENDOR PAYMENT TERMS: NET 30 DAYS

TELEPHONE NO.: 703-698-8838

CONTACT EMAIL: C.A@ltservicesinc.com

COUNTY CONTACT: James Menditto

TELEPHONE NO.: 703-228-4451

CONTACT EMAIL: jmendi@arlingtonva.us

CONTRACT AUTHORIZATION

DISTRIBUTION

*Krystyna Hepler*  
KRYSTYNA HEPLER, CPPB  
PROCUREMENT OFFICER

8/14/2015  
DATE

BID FOLDER: 1

ARLINGTON COUNTY, VIRGINIA  
OFFICE OF THE PURCHASING AGENT

INVITATION TO BID NO. 803-15

B I D F O R M

**SUBMIT TWO (2) FULLY-COMPLETED AND SIGNED BID FORMS TO THE OFFICE OF THE BID CLERK, SUITE 511, 2100 CLARENDON BLVD., ARLINGTON, VIRGINIA, 22201 (ONE FORM SHALL CONTAIN AN ORIGINAL LONGHAND SIGNATURE; THE OTHER SHALL BE A PHOTOCOPY OF THE SIGNED ORIGINAL)**

BIDS WILL BE OPENED AT 3:00 P.M., ON JULY 23, 2015

FOR PROVIDING CUSTODIAL SERVICES FOR WATER POLLUTION CONTROL PLANT PER THE TERMS, CONDITIONS AND SPECIFICATIONS OF THIS SOLICITATION:

**I. PRICING**

LOCATION	1st YEAR ANNUAL COST	2nd YEAR ANNUAL COST	3rd YEAR ANNUAL COST	4th YEAR ANNUAL COST	5th YEAR ANNUAL COST
1. Operations Control Building	\$ 30,179.64	\$ 30,783.24	\$ 31,398.96	\$ 32,026.92	\$ 32,667.36
2. Maintenance Building	\$ 28,307.40	\$ 28,873.56	\$ 29,451.12	\$ 30,040.08	\$ 30,640.92
3. Gravity Filter Buildings	\$ 5,667.96	\$ 5,781.36	\$ 5,896.92	\$ 6,014.88	\$ 6,135.24
4. Dewatering Building	\$ 4,357.92	\$ 4,445.04	\$ 4,533.96	\$ 4,624.56	\$ 4,717.08
5. Primary Treatment Building	\$ 5,667.96	\$ 5,781.36	\$ 5,896.92	\$ 6,014.88	\$ 6,135.24
6. Hypo Building	\$ 5,667.96	\$ 5,781.36	\$ 5,896.92	\$ 6,014.88	\$ 6,135.24
7. Blower Building	\$ 4,357.92	\$ 4,445.04	\$ 4,533.96	\$ 4,624.56	\$ 4,717.08
8. Butler Building	\$ 8,030.76	\$ 8,191.32	\$ 8,355.24	\$ 8,522.28	\$ 8,692.80
TOTAL BID PER YEAR	\$ 92,237.52	\$ 94,082.28	\$ 95,964.00	\$ 97,883.04	\$ 99,840.96
<b>GRAND TOTAL (YEAR 1 THROUGH YEAR 5)</b>				<b>\$ 480,007.80</b>	

Custodian hourly rate for added services: \$ 21.00 /hour

Refer to the ITB documents for additional information about the Living Wage policy.

BIDDER NAME: L.T. Services, Inc.

II. BID SUBMISSION REQUIREMENTS

Bidders shall submit the following documentation with their bids. Bids that do not include the required documentation will be subject to rejection.

MANDATORY REQUIREMENTS:

Bids that do not meet the mandatory minimum requirements will be subject to rejection.

1. Bidders shall have at least two (2) contracts within the last five (5) years from the date of issuance of this ITB for provision of janitorial services in Federal, State, Local government or financial institution facilities with a contract value of at least \$75,000 per year each.

YES     NO

For each project, on a separate sheet, provide all of the following information:

- Contract owner,
- Name, phone number, email to the owner's Project Officer,
- Contract start date and end date,
- Annual contract value,
- Scope of work of the contract.

2. The Off Site Area Manager (OAM) shall be a current employee of the Bidder. The OAM shall have a minimum of two (2) years' experience supervising janitorial contracts for similar size accounts.

YES     NO

On a separate sheet, please provide the following information:

- Proposed Off Site Area Manager's name,
- Training, and any applicable certifications,
- Resume demonstrating required experience, to include description of responsibilities.

OTHER SUBMISSION REQUIREMENTS:

1. Bidders shall provide a brief history of the company, length of existence, types of services provided, experience with local governments and similar contracts.
2. Bidders shall provide their firm's organizational chart.
3. Bidders shall provide all forms that were submitted to one of their current clients for three (3) consecutive months within the last year (use one of the references provided under section III. below). This shall include, but is not limited to, inspection forms that were submitted to the project manager as well as any internal inspections performed by the Bidder.
4. Bidders shall submit a Bid Bond in the amount of \$3,750.

BIDDER NAME: L.T. Services, Inc.

**III. REFERENCES**

The Bidders shall submit five (5) references that can discuss with the County the scope and quality of work performed by the Bidder. At least three (3) of these references must be current contracts. References may include projects listed under II.1. above. The County reserves the right to evaluate the quality of Bidder's work through site visits with Bidder's references.

**REFERENCE No. 1**

Company name:	Montgomery County
Contact name:	Art Marchand
Contact e-mail address:	art.marchand@montgomerycountymd.gov
Contact phone number:	(240) 777-6173
Annual Contract value:	\$1,999,517.00
Contract start/end dates:	July 13, 2006 - Present
Contract type (commercial, residential, etc.):	Firm Fixed Price, Commercial

**REFERENCE No. 2**

Company name:	George Mason University
Contact name:	Martin Myers
Contact e-mail address:	mmyers2@gmu.edu
Contact phone number:	(703) 993-2697
Annual Contract value:	\$2,763,926.96
Contract start/end dates:	January 1985 - Present
Contract type (commercial, residential, etc.):	Firm Fixed Price, Commercial

**REFERENCE No. 3**

Company name:	Prince William County
Contact name:	Donald Flory
Contact e-mail address:	dflory@pwcgov.org

BIDDER NAME:     L.T. Services, Inc.

Contact phone number:	(703) 792-6386
Annual Contract value:	\$892,741.20
Contract start/end dates:	1998 - Present
Contract type (commercial, residential, etc.):	Firm Fixed Price, Commercial

**REFERENCE No. 4**

Company name:	City of Gaithersburg
Contact name:	Sunil Prithviraj
Contact e-mail address:	sprithviraj@gaitthersburg.org
Contact phone number:	(301) 258-6370
Annual Contract value:	\$388,455.84
Contract start/end dates:	November 2014 - Present
Contract type (commercial, residential, etc.):	Firm Fixed Price, Commercial

**REFERENCE No. 5**

Company name:	Culpeper County
Contact name:	Paul Howard, Jr.
Contact e-mail address:	phoward@culpepercounty.gov
Contact phone number:	(540) 727-3409
Annual Contract value:	\$171,350.04
Contract start/end dates:	2009 - Present
Contract type (commercial, residential, etc.):	Firm Fixed Price, Commercial

BIDDER NAME:     L.T. Services, Inc.

IV. SUPPLY LIST:

Complete the list below. Bidders are advised that the list is by no means exhaustive and that the responsibility of providing the supplies and equipment necessary and essential for performing work specified under the contract will rest with the Contractor. All chemicals and paper products shall meet green seal requirements as outlined this solicitation.

<u>ITEM</u>	<u>BRAND</u>
a. PLASTIC TRASH CAN LINERS	<u>Inteplast Group</u>
b. PAPER TOWELS (RECYCLED)	<u>Wausau Paper / Georgia Pacific</u>
c. TWO-PLY TOILET PAPER (RECYCLED)	<u>Wausau Paper</u>
d. HAND SOAP	<u>Kimberly Clark / Gojo</u>
e. TOILET SEAT COVERS	<u>Hospesco</u>
f. CLEANER, GLASS/WINDOW	<u>Envirox H2 Orange</u>
g. CLEANER, BATHROOM	<u>Envirox H2 Orange</u>
h. CLEANER, BOWL	<u>Envirox H2 Orange</u>
i. CLEANER, MULTI-PURPOSE	<u>Envirox H2 Orange</u>
j. FLOOR CARE, STRIPPER	<u>Abel Industries</u>
k. FLOOR CARE, FINISH	<u>Abel Industries</u>
l. FLOOR CARE, SEALER	<u>Abel Industries</u>
m. FLOOR CARE, POLISH	<u>Abel Industries</u>
n. METAL POLISH	<u>ProLink</u>
o. FURNITURE CARE, POLISH (VINYL)	<u>ProLink</u>
p. FURNITURE CARE, POLISH (WOOD)	<u>ProLink</u>
q. CARPET SPOT/STAIN REMOVER	<u>Diversey</u>
r. STEAM & CARPET CLEANER	<u>Diversey</u>

BIDDER NAME: L.T. Services, Inc.

s. DISINFECTANT	<u>Envirox H2 Orange</u>
t. TILE CLEANER	<u>Envirox H2 Orange</u>
u. GUM REMOVER	<u>ProLink</u>
v. DUST MOP TREATMENT	<u>ProLink</u>
w. WOOD CLEANER	<u>ProLink</u>
x. PORCELAIN CLEANER	<u>ProLink</u>
y. STAINLESS STEEL CLEANER	<u>ProLink</u>
z. BRASS POLISH	<u>Sheila Shine</u>

**V. EQUIPMENT LIST**

The Contractor is advised that the list is by no means exhaustive and that the responsibility of providing the supplies and equipment necessary and essential for performing work specified in this solicitation will rest with the contractor:

<u>ITEM</u>	<u>MANUFACTURER</u>	<u>QUANTITY</u>
a. VACUUMS, COMMERCIAL GRADE, 1.5 HP MINIMUM	<u>Windsor</u>	<u>8</u>
b. WET/DRY VACUUM	<u>Powr Flight</u>	<u>5</u>
c. BACKPACK VACUUM	<u>Pro Team</u>	<u>4</u>
d. FLOOR SCRUB MACHINE	<u>Windsor</u>	<u>2</u>
e. FLOOR BUFF MACHINE, HI SPEED	<u>Windsor</u>	<u>2</u>
f. FLOOR BUFF MACHINE, LO SPEED	<u>Centaur</u>	<u>2</u>
g. CARPET STEAM CLEANER	<u>Powr Flight</u>	<u>1</u>
h. BROOMS, INDOOR/OUTDOOR	<u>Rubbermaid</u>	<u>12</u>
i. DUST PAN	<u>Rubbermaid</u>	<u>12</u>
j. MOP, WET	<u>Rubbermaid</u>	<u>32</u>

BIDDER NAME: L.T. Services, Inc.

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k. MOP, DUST, TREATED	<u>Rubbermaid</u>	<u>6</u>
l. BUCKET	<u>Unger</u>	<u>15</u>
m. WRINGER	<u>Unger</u>	<u>15</u>
n. WET FLOOR SIGNS	<u>Rubbermaid</u>	<u>25</u>
o. MOBILE TRASH CAN WITH CADDY	<u>Rubbermaid</u>	<u>5</u>
p. SPECIAL HIGH CLEANING EQUIP	<u>Unger</u>	<u>1</u>
q. DUSTERS, LAMBS WOOL OR EQUIV	<u>Lamskin Specialties</u>	<u>10</u>
r. COMMODE BRUSH	<u>Wilco</u>	<u>20</u>
s. WINDOW CLEANING UTENSILS	<u>Unger</u>	<u>2</u>

The undersigned understands and acknowledges the following:

The official, true, and complete copy of the solicitation documents, WHICH SHALL INCLUDE ALL ADDENDUMS THERETO, is the electronic copy of the solicitation documents provided at the County Purchasing Agent's website (<http://www.arlingtonva.us/purchasing>).

Each bidder is responsible for determining the accuracy and completeness of ALL solicitation documents they receive, including documents obtained from the County, and documents obtained from all other sources.

**TRADE SECRETS OR PROPRIETARY INFORMATION:**

Trade secrets or proprietary information submitted by a bidder in connection with a procurement transaction shall not be subject to public disclosure under the Virginia Freedom of Information Act. However, Section 4-111 of the Arlington County Purchasing Resolution states that the bidder must invoke the protection of this section prior to or upon submission of the data or other materials, and must identify the data or other materials to be protected and state the reasons why protection is necessary.

Please mark one:

- No, the bid I have submitted does not contain any trade secrets and/or proprietary information.
- Yes, the bid I have submitted does contain trade secrets and/or proprietary information.

BIDDER NAME: L.T. Services, Inc.



If Yes, you must clearly identify below the exact data or other materials to be protected and list all applicable page numbers of the bid containing such data or materials:

Relevant References, page 21-23      Area Manager, page 34-35

Corporate Profile, page 37-46      Organizational Chart, page 47-48

Appendices

State the specific reason(s) why protection is necessary:

Our company information and organizational chart has the name and titles of our headquarter employees and should be kept confidential as well as our clients' information.

If you fail to identify the data or other materials to be protected and state the reasons why protection is necessary in the space provided above, you will not have invoked the protection of Section 4-111 of the Purchasing Resolution. Accordingly, effective upon the award of contract, the bid will be open for public inspection consistent with applicable law.

CERTIFICATION OF NON-COLLUSION: The undersigned certifies that this bid is not the result of, or affected by, any act of collusion with another person (as defined in the Code of Virginia § 59.1-68.6 et seq.), engaged in the same line of business or commerce; or any act of fraud punishable under the Virginia Governmental Frauds Act (Code of Virginia § 18.2-498.1 et seq.).

CONTACT PERSON AND MAILING ADDRESS FOR DELIVERY OF NOTICES

Provide the name and address of the person designated by the Bidder to receive notices and other communications (Refer to section headed Notices in the Contract Terms and Conditions of this solicitation for further details):

NAME: Chung Duong

ADDRESS: 2815 Hartland Road, Suite 300  
Falls Church, VA 22043

E-MAIL: C.A@ltservicesinc.com

BIDDER NAME: L.T. Services, Inc.

THE PROPER LEGAL NAME OF THE FIRM OR ENTITY SUBMITTING THIS BID MUST BE WRITTEN IN THE SPACE PROVIDED BELOW. THIS BID FORM, AND ALL OTHER DOCUMENTS REQUIRED BY THE INVITATION TO BID TO BE SUBMITTED WITH THIS BID FORM, INCLUDING, BUT NOT LIMITED TO ALL ISSUED ADDENDUMS, MUST BE FULLY AND ACCURATELY COMPLETED AND SIGNED BELOW BY A PERSON AUTHORIZED TO LEGALLY BIND THE BIDDER, OR THE BID MAY BE REJECTED:

AUTHORIZED SIGNATURE: \_\_\_\_\_

PRINT NAME AND TITLE: Chung Duong / President

INDICATE THE NAME AND CONTACT INFORMATION OF THE PERSON WHO CAN RESPOND AUTHORITATIVELY TO ANY QUESTIONS REGARDING THIS BID AND THE CONTRACT, IF AWARDED (I.E. PROJECT MANAGER):

NAME (PRINTED): Chung Duong TITLE: President

E-MAIL ADDRESS: C.A@ltservicesinc.com TEL. NO.: (703) 698-8838

SUBMITTED BY: (LEGAL NAME OF ENTITY)	
L.T. Services, Inc.	
ADDRESS:	
2815 Hartland Rd. Suite 300	
CITY/STATE/ZIP:	
Falls Church, VA 22043	
TELEPHONE NO:	FACSIMILE NO.:
(703) 698-8838	(703) 698-8909
THIS FIRM IS A: • INSERT NAME OF STATE <u>Virginia</u> <input checked="" type="checkbox"/> CORPORATION, <input type="checkbox"/> GENERAL PARTNERSHIP, <input type="checkbox"/> LIMITED PARTNERSHIP, <input type="checkbox"/> UNINCORPORATED ASSOCIATION, <input type="checkbox"/> LIMITED LIABILITY COMPANY, <input type="checkbox"/> SOLE PROPRIETORSHIP	
IS FIRM AUTHORIZED TO TRANSACT BUSINESS IN THE COMMONWEALTH OF VA?	Yes
IDENTIFICATION NO. ISSUED TO THE FIRM BY THE SCC:	2353746
ANY BIDDER EXEMPT FROM SCC AUTHORIZATION REQUIREMENT SHALL INCLUDE A STATEMENT WITH ITS BID WHY THEY ARE NOT REQUIRED TO BE SO AUTHORIZED	
IS YOUR FIRM OR ANY OF ITS PRINCIPALS CURRENTLY DEBARRED FROM SUBMITTING BIDS TO ARLINGTON COUNTY, VIRGINIA, OR ANY OTHER STATE OR POLITICAL SUBDIVISION?	No
BIDDER STATUS:	MINORITY OWNED: <input checked="" type="checkbox"/> WOMAN OWNED: <input type="checkbox"/> NEITHER: <input type="checkbox"/>

METROPOLITAN WASHINGTON COUNCIL OF GOVERNMENTS (COG)  
RIDER CLAUSE

PERTAINING TO THE USE OF CONTRACT(S) BY MEMBERS OF THE METROPOLITAN WASHINGTON COUNCIL  
OF GOVERNMENTS PURCHASING OFFICERS' COMMITTEE

- A. If authorized by the bidder(s), resultant contract(s) will be extended to any or all of the listed members as designated by the bidder to purchase at contract prices in accordance with contract terms.
- B. Any member utilizing such contract(s) will place its own order(s) directly with the successful contractor. There shall be no obligation on the part of any participating member to utilize the contract(s).
- C. A negative reply will not adversely affect consideration of a bidder's bid/proposal.
- D. It is the awarded vendor's responsibility to notify the members shown below of the availability of the Contract(s).
- E. Each participating jurisdiction has the option of executing a separate contract with the awardee. Contracts entered into with a participating jurisdiction may contain general terms and conditions unique to that jurisdiction including, by way of illustration and not limitation, clauses covering minority participation, non-discrimination, indemnification, naming the jurisdiction as an additional insured under any required Comprehensive General Liability policies, and venue. If, when preparing such a contract, the general terms and conditions of a jurisdiction are unacceptable to the awardee, the awardee may withdraw its extension of the award to that jurisdiction.
- F. The issuing jurisdiction shall not be held liable for any costs or damages incurred by another jurisdiction as a result of any award extended to that jurisdiction by the awardee.

*Continued on next page*

*BIDDER'S AUTHORIZATION TO EXTEND CONTRACT:*

YES/NO JURISDICTION

- Alexandria, Virginia
- Alexandria Public Schools
- Alexandria Sanitation Authority
- Arlington County, Virginia
- Arlington County Public Schools
- Bladensburg, Maryland
- Bowie, Maryland
- Charles County Public Schools
- College Park, Maryland
- Culpeper County, Virginia
- District of Columbia
- District of Columbia Courts
- District of Columbia Public Schools
- District of Columbia Water and Sewer Authority
- Fairfax, Virginia
- Fairfax County, Virginia
- Fairfax County Water Authority
- Falls Church, Virginia
- Fauquier County Schools and Government, Virginia
- Frederick, Maryland
- Frederick County, Maryland
- Gaithersburg, Maryland
- Greenbelt, Maryland
- Herndon, Virginia
- Leesburg, Virginia
- Loudoun County, Virginia
- Loudoun County Public Schools
- Loudoun County Sanitation Authority
- Manassas, Virginia
- City of Manassas Public Schools
- Manassas Park, Virginia
- Maryland-National Capital Park and Planning Commission

YES/NO JURISDICTION

- Metropolitan Washington Airports Authority
- Metropolitan Washington Council of Governments
- Montgomery College
- Montgomery County, Maryland
- Montgomery County Public Schools
- OmniRide
- Prince George's County, Maryland
- Prince George's Public Schools
- Prince William County, Virginia
- Prince William County Public Schools
- Prince William County Service Authority
- Rockville, Maryland
- Spotsylvania County Schools
- Stafford County, Virginia
- Takoma Park, Maryland
- Upper Occoquan Sewage Authority
- Vienna, Virginia
- Virginia Railway Express
- Washington Metropolitan Area Transit Authority
- Washington Suburban Sanitary Commission
- Winchester, Virginia
- Winchester Public Schools

**BIDDER'S LEGAL NAME:**

L.T. Services, Inc.

**DATE OF BID:** 07 / 23 / 15

## SPECIFICATIONS EXCERPT

### I. BACKGROUND

The intent of this Invitation to Bid is to establish a Contract with one firm to provide custodial services at the Arlington County Water Pollution Control Plant (WPCP) for a five-year (5) period.

Services under this contract shall be provided at the following locations:

1. Operations Control Building, 3402 South Glebe Road (Sq. Ft. 47,052)
2. Maintenance Building, 3111 South Glebe Road (Sq. Ft. 38,996)
3. Gravity Filter Buildings, 3324 South Glebe Road (Sq. Ft. 31,200)
4. Dewatering Building, 3208 South Glebe Road (Sq. Ft. 41,000) - 2 floors only
5. Preliminary Treatment Building, 3139 Fern Street (Sq. Ft. 18,996)
6. Hypo Building, 3304 South Glebe Road (restrooms only)
7. Blower Building, 3404 South Glebe Road (Sq. Ft. 940)
8. Butler Building 2900 South Eads Street (Sq. Ft. 4,200)

Square footage is total square footage for all facilities. The Contractor will provide custodial services only for the part of the buildings as specified. The Contractor will be shown which parts of building they are responsible for during the prebid meeting.

As a condition of award, the County may request to inspect the Contractor's facilities. The County reserves the right to evaluate the quality of Contractor's work through site visits with Contractor's references.

### II. MANDATORY MINIMUM REQUIREMENTS

1. Bidders shall have at least two (2) contracts within the last five (5) years from the date of issuance of this ITB for provision of janitorial services in Federal, State, Local government or financial institution facilities with a contract value of at least \$75,000 per year each.
2. The Off Site Area Manager (OAM) shall be a current employee of the Bidder. The OAM shall have a minimum of two (2) years' experience supervising janitorial contracts for similar size accounts.

### III. STAFF LEVEL REQUIREMENT

All buildings shall be serviced Monday-Friday between 8:00am and 5:00pm. The Contractor must provide at least 2 employees for daily 8-hour shifts. In addition, each of those employees shall work additional 5 hours per week on performance of periodic cleaning tasks, for a total contract number of hours of at least 90 hours per week.

IV. GENERAL REQUIREMENTS

- A. The Contractor shall furnish all labor, supervision, equipment, materials, and supplies necessary to perform custodial services except all restroom dispensers, light bulbs and fluorescent tubes. All materials provided by the Contractor (such as, by way of illustration and not limitation, paper towels, toilet paper, toilet seat covers, liquid soap, and chemicals) shall be approved by the County. All paper products shall be compatible with existing dispensers.
- B. The Contractor shall clean the Water Pollution Control complex between 8:00 a.m. and 5:00 p.m., Monday through Friday unless otherwise stated in this specification, except on the following County-observed holidays:

New Year's Day	Labor Day
Lee/Jackson/King Day	Veterans Day
Washington's Birthday	Thanksgiving (2-Day Holiday)
Memorial Day	Christmas Day
Independence Day	

The County may also designate other County-observed holidays.

- C. As a condition of award, and throughout the Contract Term, the Contractor shall provide Performance Bond in accordance with paragraph 29. SURETY REQUIRED in Section I. INSTRUCTIONS TO BIDDERS of this solicitation.
- D. The Contractor shall ensure that all its employees understand these specifications. If the employee is unable to read English but is literate in another language, the Contractor shall provide translations in the appropriate language. A copy of any translations shall be provided by the Contractor to the County's Project Officer.
- E. The Contractor shall not use subcontractors.

V. CONTRACTOR'S EMPLOYEES – GENERAL

- A. The Contractor shall provide the County a full list of employees designated to perform services under this contract with their full name and social security number within ten (10) days of award of the contract. This list shall be updated monthly. No new employee shall be working under this contract before they clear the County's background check.

The Contractor agrees to immediately remove any employee the County determines to be unacceptable. The name of any new employee shall be provided to the County Project Officer no more than five (5) days following employee's hire.

THE COUNTY WILL CONDUCT SECURITY BACKGROUND CHECKS ON ALL CONTRACTOR'S EMPLOYEES THAT WILL BE ASSIGNED TO THIS CONTRACT. EMPLOYEES WHO DO NOT CLEAR THE BACK GROUND CHECK WILL NOT BE PERMITTED TO WORK IN THE FACILITIES OUTLINED IN THIS CONTRACT.

- B. The Contractor's employees shall wear uniforms that clearly identify the Contractor's company

name at all times during the performance of services under this contract. Additionally, the Contractor shall provide each employee with an identification badge, which includes a photograph of the employee and Contractor's telephone number, to be worn at all times. This requirement shall apply upon entering County property and at all times while on duty.

- C. The County will provide to the Contractor's cleaning staff County ID's. These ID's must be worn at all times when staff is in County facilities. When Contractor employees leave employment of the contractor the ID shall be returned to the County within one (1) business day and before a new ID is issued to the new employee. If an access card is lost, the Contractor will be responsible for paying a \$25 fee to replace the access card.
- D. The Contractor shall require its employees to follow the WPCB Basic Personal Protective Equipment guidelines (included in this solicitation as Attachment E). The County reserves the right to remove any Contractor's employees that do not follow the guidelines from County premises.
- E. The Contractor shall notify the County's Project Officer either by phone or in writing in advance of a temporary change in the Offsite Area Manager occurring and provide the name of the replacement employee.
- F. The Contractor shall notify the County's Project Officer in writing no later than fifteen (15) days before a permanent change in the Offsite Area Manager occurs and provide the name of their replacement for County approval. The replacement Offsite Area Manager shall meet all qualifications as specified in this solicitation.
- G. The County's Quality Assurance Program (inspections and evaluations) is not a substitute for Contractor Quality Control Program. The County's Q/A effort does not relieve the Contractor from the responsibility of satisfactorily performing the services specified in the Contract.

VI. CONTRACTOR'S EMPLOYEES – OFFSITE AREA MANAGER

- A. The Offsite Area Manager (OAM) shall submit to the County Project Officer by close of business each Monday a weekly report containing a list of all problems encountered over the week; projects completed; maintenance issues; daily inspection summaries; time cards; and an overall summary of week's activities.
- B. The OAM shall be able to communicate in and understand English (both verbal and written). The OAM must respond in a timely manner to the needs communicated by the County's Project Officer.
- C. The OAM shall be responsible for all keys assigned, and for the security of the building. If the OAM or any of the Contractor's employees lose any keys, the Contractor shall be liable for the total cost of re-keying the entire area of the WPC P affected.
- D. The OAM shall be responsible for the conduct and performance of the Contractor's employees, and compliance with the rules specified under paragraph VIII E. below.

- E. The OAM shall report any adverse conditions (leaky faucets, stopped toilets and drains, broken fixtures, light bulbs out, damage to walls, odors, etc.), as well as any unusual happenings in the building, to the County's Project Officer daily.
- F. The OAM shall conduct weekly inspections of the facility to ensure compliance with the contract.
- G. ALL COSTS RELATED TO THE OFF SITE AREA MANAGER WORK SHALL BE INCLUDED IN THE BID PRICE.

VII. CONTRACTOR'S EMPLOYEES - CUSTODIANS

The Contractor shall employ a sufficient number of experienced custodians to adequately perform all the specified duties and services, including custodians specially trained in maintaining the following: wood, brass, marble and other stone surfaces; various types of tile and carpeting; and other premium surface materials.

- A. The Contractor shall provide appropriate custodial staff to perform specified duties. Custodians shall be instructed by the OAM regarding the schedule of cleaning within their assigned area(s).
- B. Proposed line staff shall be qualified employees, skilled in the performance of their duties, and with a minimum of six (6) month's experience performing those duties. No day labor is allowed.
- C. Training: The Contractor shall be responsible for all specialty and routine training of its employees. Written documentation certifying such training shall be provided to the County's Project Officer upon request. The Contractor shall train its employees on Right-to-Know laws, blood-borne pathogens and any other training necessary to meet OSHA and Federal Regulations.
- D. The County reserves the right to require the removal of any employee of the Contractor from the building at any time that in the determination of the County Project Officer is incompetent, careless, insubordinate or otherwise objectionable. The OAM shall remove the employee from the premises at the direction of the County.
- E. Day Personnel: The Contractor shall employ a sufficient number of permanent day personnel trained to perform specified duties and services during the Water Pollution Control normal hours of operation (8:00 a.m. until 5:00 p.m.). Day Personnel shall be instructed by the appropriate Supervisor regarding the schedule of cleaning within their assigned area(s).
- E. The Contractor's employees shall comply with the following rules at all times:
  1. Contractor's employees who are under the influence of alcohol or drugs will not be permitted in the facility.
  2. No loud or boisterous conduct is allowed.
  3. Contractor's employees shall not disturb papers on desks, open desk drawers or cabinets at any time.



4. Contractor's employees shall not use or tamper with office machines, equipment or County employees' property at any time.
5. Contractor's employees shall not use the County's business telephones at any time.
6. Contractor's employees are not to be accompanied in their work areas on the premises by acquaintances, family members, assistants, or any other person unless said person is an authorized working Contractor employee.

#### VIII. EQUIPMENT

- A. The Contractor shall furnish equipment, be responsible for the inventory and keep all equipment clean to accomplish the work.
- B. Equipment shall meet Green Seal Standards (HEPA vacuums).
- C. Equipment shall be equipped with all necessary protective padding to prevent damage to building finishes and tenant property.
- D. Equipment shall comply with all safety requirements and function properly at all times. Equipment shall be maintained per manufacturer recommendations and meet all OSHA requirements.
- E. The Contractor shall ensure its employees are provided the necessary safety protection required to do their jobs safely. This includes eye wash stations, blood bourn pathogen kits, and basic first aid kits.
- F. Space will be provided by the County for all equipment supplied by the Contractor which remains on the job site during the term of the contract.

#### IX. SUPPLIES

Supplies shall be made available to the County's Project Officer for inspection and approval. A custodial closet will be provided for the storage of all supplies (chemicals, solvents, paper goods, etc.) furnished by the Contractor. All supplies shall be appropriate for the jobs and be of no harm to finishes. The Contractor shall furnish all supplies necessary as required below, including but not limited to:

- A. All paper products (toilet paper double-ply, paper towels) shall contain 100% recycled content and a minimum of 30% post-consumer recycled content and manufactured without the additional use of elemental chlorine or chlorine compounds. All paper products shall be white. Paper products shall be approved by the County and provided by the Contractor.
- B. Cleaning Supplies
  1. Cleaning supplies shall be Green Seal Standard (GS-37) approved or California Code of Regulation low VOC. Some chemicals may be waived of this requirement by the County

Project Officer. The County shall approve use and storage of all cleaning products in the facility prior to use.

2. Mixing of all cleaning chemical concentrates and water shall be completed in a designated area approved by the County Project Officer.
- C. Globally Harmonized System (GHS) for all chemicals and solvents used by the Contractor shall be provided to the County's Project Officer for approval. A copy of the GHS sheets shall be on site and updated at all times. Sufficient supplies shall be maintained on the job site at all times and made available to the Contractor's employees for use in performance of the required services.
- D. Labeling of Supplies/Chemicals  
The Contractor shall purchase and issue all chemicals in their original containers. Materials that require precautionary warnings shall have affixed to all containers such labels or markings as are prescribed by law, regulatory agencies or this Contract. Markings or labeling of materials containing hazardous or toxic substance or wastes shall be in accordance with all Federal, State and County laws, ordinances, rules and regulations.
- E. Slip Resistance  
The Contractor shall verify that all floor finishes, seals, spray buff solutions and other such chemicals applied to non-carpeted floors provide adequate protection against slippery floors. Any observed instances of slippery floors shall be corrected immediately upon discovery.
- F. Germicidal Properties  
The Contractor shall not use a germicidal disinfectant that does not bear the Environmental Protection Agency (EPA) Registration Number.

X. SPECIAL REQUIREMENTS

- A. Inclement Weather  
The Contractor shall provide custodial services in inclement weather. In the event the County closes any facility due to inclement weather the Contractor shall be relieved of its responsibility for cleaning during the closure. However, the Contractor shall provide services the next day that the facilities are open, and if the closing occurs on a Friday or a day preceding a holiday, the Contractor shall provide services over the weekend or holiday at no additional cost to the County.
- B. Special or Emergency Cleaning  
When the OAM is directed by the County's Project Officer to clean an area for a special occasion or an emergency situation, the Contractor shall furnish all labor and supervision as required to fulfill the order, which may exceed the normal staffing levels provided by the Contractor under this contract. The number of persons on the special/emergency cleaning crew shall be approved in advance by the County's Project Officer. The Contractor will be paid for special or emergency cleaning services based on the hourly rates for additional services submitted on the Bid Form.
- C. Contractor's Plan of Operation  
Within two (2) weeks of contract award, or on the first (1<sup>st</sup>) day of contract performance, whichever is earlier, the Contractor shall submit to the County Project Officer a complete plan of

its operations, including but not limited to the following:

1. Number of employees assigned to each area;
2. Name, e-mail address, and telephone number of assigned Offsite Area Manager;
3. Example of inspection forms and procedures on how inspections will be conducted;
4. Globally Harmonized System (GHS) for all applicable supplies (Chemicals, solvents, etc.) to be furnished by the Contractor prior to use; and
5. A detailed periodic work plan.

D. Contractor Quality Control Program

1. The Contractor shall establish a complete quality control program to assure the requirements of the Contract are met. The QCP shall be a system for identifying and correcting deficiencies in the quality of services before the level of performance becomes unacceptable and/or the County's Project Officer points out the deficiencies. The program shall include but not be limited to the following:
  - a. An inspection system tailored to the specific facilities covering all services stated in the tasks and frequencies segment of the Contract (refer to sections XIII. and XIV. below). The Contractor shall devise a checklist for use during the performance of the work. The checklist must be signed and dated to indicate the time inspection was completed. It is not permissible for the person who performs the work to inspect and accept that work.
  - b. An on-site file of all inspections conducted by the Contractor and the corrective action taken. This documentation shall be made available to the County Project Officer upon request.
2. Failure by the Contractor to implement the approved corrective plan and pursue it diligently from the commencement of the Contract may be considered grounds for termination of the contract. Services to be rendered under this Contract are subject to County inspection, both during and after completion of the tasks. The County's inspection and evaluation process is NOT a substitute for Quality Control by the Contractor.

XI. METHOD OF PAYMENT AND CONSEQUENCE OF FAILURE TO PERFORM SERVICES

Payment shall be monthly in arrears, each month's payment being 1/12th of the annual rate bid subject to any adjustments allowed by this Contract. The County reserves the right to reduce the monthly payment for unsatisfactory performance in accordance with rates set out in the Schedule of Prices for Building Cleaning Deductions (See Attachment C).

The County's Project Officer or designee may inspect the sites at any time for compliance with the terms and conditions of the Contract. The Contractor will receive written notice of deficiencies by copy of the inspection reports, or validated complaint letters:

- A. Prior to charging damages/deductions;
- B. When the Contractor's performance is unsatisfactory or deductions are to be charged, a Janitorial Contract Discrepancy Report (Attachment D) will be issued by the County's Project Officer. The Contractor shall legibly reply in writing within 24 hours explaining:
  - 1. The reasons for the unsatisfactory performance;
  - 2. The corrective action(s) to be taken;
  - 3. Procedures to be implemented to prevent recurrence.
- C. The County will provide a time clock and time cards for the purpose of tracking hours worked by the Contractor. These documents will be reviewed by the Project Officer to ensure the Contractor is providing at least the minimum number of hours required by this contract. If the hours do not meet the minimum number of hours per week (90 hours) without a reasonable explanation (sick days of two (2) or fewer per week) then the County will deduct from that month's invoice the hours short x \$13.13. If the County finds that the time cards have been punched without the staff having worked the hours a \$250 deduction will be taken from the Contractor for each incident.
- D. During the first three (3) months of the Contract, the OAM will meet once per week on-site with the County Project Officer and conduct an informal conference call on a daily basis with the County's Project Officer and other designated County staff as necessary for the purpose of discussing performance. The meetings will be documented by the County Project Officer or designee. The Contractor shall state in writing any disagreement with the minutes.
- E. After the first three (3) months of the Contract, the OAM shall meet twice a month (formally) and daily (informally via a conference call) with the County's Project Officer and other designated County officials for the purpose of discussing performance as requested by either party.
- F. The County reserves the right to terminate the contract for cause if service is deemed unacceptable or not in accordance with the specifications. The County shall be the sole judge of nonperformance under the contract.

## XII. ARLINGTON COUNTY'S GREEN CLEANING PROGRAM

The intent of the Green Cleaning Program is to reduce the exposure of building occupants to potentially hazardous chemical, biological, and particulate contaminants, which can adversely affect air quality, human health, the building and the environment.

This program relates to the purchase of cleaning products and janitorial supplies, the use of cleaning equipment, storage and handling of chemicals, and training. Proper use of cleaning equipment and products can reduce costs and extend the life of cleaning equipment, and supports responsible use of taxpayer dollars. The County will monitor feedback from building users to ensure a successful program and will regularly evaluate the program and make changes as needed.

Procedure Guidelines for Green Cleaning

- Encourage hand washing & hand sanitizing
- Maintain hand sanitizer stations (County provides product)
- Train staff in the safe handling & storage of cleaning materials
- Use products as directed, including the recommended amounts
- All cleaning products will be accurately labeled
- Triple rinse and recycle all certified green cleaning product packaging that is recyclable. Dispose of *containers* of hazardous materials in the trash or as directed
- Dispose of used chemical solutions in the sink of a janitorial closet and prevent chemical solutions from entering storm water drains
- Provide for ongoing training and education on a regular basis so that employees maintain correct procedures

Cleaning Product Purchasing Guidelines

- Use concentrated cleaning products when available
- Use chemicals that can be diluted using cold water
- Use products that are minimally packaged and packaged with recycled materials
- Purchase other cleaning supplies (i.e. mop buckets, toilets brushes, etc...) that contain recycled content.
- Maintain an organized cleaning supply closet so valuable supplies are not damaged or lost and to protect employees from spills and chemical contamination.
- Sustainable cleaning products must meet *at least one* of the following requirements when applicable:
  - o Green Seal Standard GS-37, for general-purpose, bathroom, glass, and carpet cleaners used for industrial and institutional purposes
  - o Environmental Choice CCD-110, for cleaning and degreasing compounds
  - o Environmental Choice CCD-146, for hard surface cleaners
  - o Environmental Choice CCD-148, for carpet and upholstery care
  - o Green Seal GS-40, for industrial and institutional floor care products
  - o Environmental Choice CCD-112, for digestion additives for cleaning and odor control
  - o Environmental Choice CCD-115, for odor control additives
  - o Environmental Choice CCD-147, for hard floor care
  - o California Code of Regulations maximum allowable VOC levels for the specific product category
  - o Green Seal GS-41, for industrial and institutional hand cleaners
  - o Environmental Choice CCD-104, for hand cleaners and hand soaps
  - o Disposable janitorial paper products and trash bags must meet the minimum requirements of *at least one* of the following:
    - o U.S. EPA Comprehensive Procurement Guidelines for Janitorial Paper and Plastic Trash Can Liners (see table below).

Product	Post-consumer	Post-industrial
Bathroom Tissue	20-60	20-100
Paper Towels	40-60	40-100
Paper Napkins	30-60	30-100
Facial Tissue	10-15	10-100
General Purpose Industrial Wipers	40	40-100

XIII. TECHNICAL SPECIFICATIONS AND PERFORMANCE STANDARDS

**PART I - TECHNICAL SPECIFICATIONS**

**A. Paper and Trash Collection**

All trash and paper shall be removed and deposited at the dumpster sites.

1) Receptacle Emptying and Cleaning

All trash receptacles shall be emptied according to schedule. All receptacles shall be relined with clean plastic liners.

2) Miscellaneous Trash and Paper Collection

All trash and paper left in corridors or near trash receptacles and obviously intended as trash shall be collected and removed to the designated dumpster. Any questionable item shall be verified as intended for disposal before it can be disposed.

3) Receptacle Cleaning and Disinfecting

According to schedule, trash receptacles shall be thoroughly cleaned and disinfected, such cleaning to include any rigid liners within receptacles. Care shall be taken to thoroughly dry metal parts to prevent rust.

**B. Restroom Cleaning and Servicing**

Restrooms shall be cleaned with proper dilutions of disinfectant/detergent cleaning products to control disease-causing organisms and to prevent odors. Servicing shall be accomplished to assure adequacy of supplies and hygienic condition of restrooms.

1) Fixture Cleaning and Disinfecting

Fixtures including toilet bowls, hand basins and urinals shall be cleaned according to schedule. Special care shall be paid to floor and wall mounting brackets and sealants so as not allow accumulations of dirt, urine and other soils.

**PART II - PERFORMANCE STANDARDS**

**A. Paper and Trash Collection**

1) Receptacle Emptying and Cleaning

Receptacles shall be kept clean and odor free. Trash and paper shall not be allowed to accumulate in hallways or overflow receptacles. Dumpster sites shall be kept clean and orderly. Trash shall not be allowed to blow around grounds. Spills resulting from collection process shall be promptly cleaned.

2) Miscellaneous Trash and Paper Collection

Trash and paper left in hallways, corridors, etc. or placed beside receptacles shall be collected and removed according to specific instructions made by the County of the Contractor.

3) Receptacle Cleaning and Disinfecting

Receptacles shall be free from dirt, food, or beverage soils and odors.

**B. Restroom Cleaning and Servicing**

1) Fixture Cleaning and Disinfecting

Fixtures shall present a clean, shining appearance free from dust, spots, stains, rust, mildew, soap residues, mineral deposits, organic material, etc. Wall and floor brackets and other fixture junctures shall be free of accumulations

2) Stall Partition Cleaning

Stall partitions and partitions between urinals shall be cleaned according to schedule.

3) Mirror and Chrome Cleaning

Mirrors, chrome and other metal trim shall be cleaned and polished according to schedule. Included shall be metal supply dispensers, metal door pushes, metal light switches. Abrasive cleaners shall not be used.

4) Tile De-scaling

According to the schedule, tile floors, stalls, etc. in restrooms shall be cleaned of all scale, mineral deposits and soap residues with an appropriate chemical cleaning solution. Extreme care shall be exercised to avoid damaging fixtures, metal pipes, chrome, etc.

5) Grout Cleaning

Grouting and sealants shall be cleaned according to schedule with an appropriate chemical cleaning agent. Care shall be exercised to prevent damage to tile and any loose or broken grouting shall be reported to the County Project Officer.

6) Ceramic Tile Floor/Wall Cleaning

Ceramic tile floors and walls shall be thoroughly scrubbed with a heavy duty disinfectant/detergent solution. Extreme care shall be exercised to avoid excessive flooding of the area.

7) Restroom Servicing

Restrooms shall be serviced according to schedule and as frequently as necessary to assure sufficiency of supplies and hygienic condition.

Extra supplies shall be left when necessary to

of dirt and urine.

2) Stall Partition Cleaning

Graffiti shall be scrubbed or wiped off as soon after detection as possible. Graffiti which cannot be removed by normal cleaning procedures shall be reported immediately to the County Project Officer. Stall and urinal partitions shall present a clean appearance free from water streaks, stains, soil, or other unsightly omissions, and free from dust on top edges.

3) Mirror and Chrome Cleaning

Mirrors, chrome, and other metal trim shall be free from water marks, streaks, soil, stains, graffiti, and other omissions and shall present a high shine.

4) Tile De-scaling

Tile floors and walls shall be cleaned of all scale, mineral deposits and soap residues and shall be thoroughly rinsed and dried to present a uniformly clean appearance.

5) Grout Cleaning

Grout and other sealants shall be scrubbed clean and present a uniformly clean and hygienic appearance.

6) Ceramic Tile Floor/Wall Cleaning

Ceramic Tile floors and walls shall be thoroughly cleaned, rinsed and dried to present a uniformly clean appearance.

7) Restroom Servicing

Hand towels, soap, toilet tissues, toilet seat covers and deodorant air fresheners shall be stocked in appropriate dispensers in quantities adequate to ensure sufficiency between cleaning and servicing.

assure sufficiency between cleaning and servicing.

C. Floor Maintenance

1) Sweeping/Dust Mopping

Floors shall be swept or dust mopped according to the schedule to present a clean and orderly appearance at all times. Sweeping compounds shall not be used on finished floors.

2) Removing Gum/Tar Etc.

Surface accumulations of chewing gum, tar, hardened dirt and other soil that cannot be removed by other means such as mopping, sweeping, dust mopping, shall be scraped and then removed. Care shall be taken to avoid damage to floor tiles or finish.

3) Spot Mopping

According to the schedule and as needed, spills, spots and stains shall be damp mopped to assure a uniformly clean appearance. Spilled materials such as alcohol or other chemicals may result in stains which penetrate floor finishes. In these instances, floors shall receive a light coat of finish to repair the damage and present a uniform appearance.

4) Mopping

Floors shall be damp or wet mopped according to the schedule to maintain a uniformly clean appearance. Care shall be taken to avoid splashing walls, baseboards, furnishings, etc. Disks of cardboard or plastic shall be placed under or around furniture legs to prevent rust stains.

5) Spray Buffing

This procedure shall be employed according to the schedule to ensure a high gloss, non-slippery finish on all floors, to repair and refurbish worn areas of finish and to remove heel and scuff marks. Extreme care shall be exercised to prevent hitting or otherwise damaging walls, baseboards, furnishings with the floor machine,

C. Floor Maintenance

1) Sweeping/Dust Mopping

Floors shall present a clean and orderly appearance with no loose dirt or debris in evidence including in corners, expansion joints, and other places inaccessible to the broom or dust mop.

2) Removing Gum/Tar Etc.

All gum, tar, and other soils shall be removed as soon as they are discovered.

3) Spot Mopping

Spills, spots, and stains shall be mopped up to assure a uniformly clean appearance.

4) Mopping

Mopped floors shall be free from streaks, spots, stains, smears, mop strands and other unsightly appearance.

5) Spray Buffing

Floors shall have a uniform high shine and be free of streaks, scuff marks, and other unsightly appearance.



replace all furniture.

6) Stripping and Refinishing

This procedure shall be employed according to schedule to remove accumulations of dirt, finish, discolorations, stains, and rust spots from finished floors. Flooding of floors with stripping solution or rinse water shall be avoided at all times. Extreme caution shall be exercised to prevent splashing of walls, baseboards or furnishings. Any furnishings moved in order to accomplish the procedure shall be replaced to proper position when work is completed. Also, floors shall be re-waxed according to schedule with a sealer and some coats of slip-resisting floor finish. Floors must be clean and free from scuff marks, stains, rust, dirt, gum, tar, old finish, etc. before finish is applied. Coats shall be applied with adequate time for drying allowed between coats. DRY STRIPPING PROCEDURES SHALL NOT BE USED WITHIN THE BUILDING.

D. Carpet Care

Carpets shall be vacuumed, spot cleaned, and shampooed to remove accumulations of dust, dirt, stains, and soil according to the schedule.

1) Vacuuming

Carpets shall be vacuumed according to schedule. Close attention shall be paid to corners, edges, and areas that are inaccessible to the machine. Appropriate hand tools shall be employed to assure that these areas are properly cleaned. Care shall be exercised to prevent hitting or otherwise damaging walls, baseboards, or furnishings with the vacuum or attachments. Bags shall be emptied or cleaned regularly. Walk-off mats shall also be vacuumed and any furniture moved and replaced.

2) Spot Cleaning

Carpets shall be spot cleaned as necessary to remove gum, tar, grease, spills, spots, stains, etc. A solvent cleaner may be used provided that it is safe and does not cause fading or discoloration. Aerosol chewing gum remover may be used with

6) Stripping and Refinishing

Floors shall be stripped of layers of soiled finish, heel marks and scuffs, discolorations, and stains. After thorough rinsing, floors shall be ready for application of new or additional finish. Sealer and coats of finish shall be properly applied to floor. Finished or refinished floors shall present a uniform shire and shall not have buildups of finish along edges or in corners. Overlapping finish marks shall not be apparent and all omissions shall be blended in with additional coatings to assure uniformity.

D. Carpet Care

Carpets shall present a uniformly clean appearance at all times free from spots, stains, chewing gum, tar, grease, litter etc. Any tears, rips, burns, or indelible stains shall be reported for repairs or replacement.

1) Vacuuming

Vacuumed carpets shall present a uniformly clean appearance both in open spaces and in inaccessible areas under and around furnishings, in corners and along edges. Carpets shall be free from lint, debris strings, loose carpet stands and the pile shall stand erect.

2) Spot Cleaning

Carpets shall be kept free from chewing gum, candy spills, spots, grease, food and beverage stains, water marks, etc. Indelible stains which cannot be removed by spotting and shampooing procedures shall be reported. Water leaks or

a putty knife, but careful attention shall be paid to avoid damaging carpet fibers.

3) Shampooing

This procedure shall be employed according to schedule to ensure a clean and uniform appearance and to prolong the life of the carpeting. This complete carpet cleaning and involved the use of one of several proven carpet cleaning techniques (rotary brush extraction, dry extraction, steam extraction, etc.) to thoroughly clean carpet. The choice of which technique to use is the prerogative of the Contractor. Care must be taken to avoid damaging carpet fibers irrespective of the method of carpet cleaning employed.

E. Horizontal Surface Cleaning

Horizontal surface cleaning shall be interpreted to mean those surfaces and objects not high enough to require the use of ladder (below 72") that comprise the furnishings and structures of the facility including but not limited to office furniture (desks, chairs, tables, file cabinets), counter tops, ledges, rails, display cases and the tops of those cases, typewriters, telephones, etc.

1) Spot Cleaning

This procedure is a form of policing areas for dirt, smudges, smears, graffiti, fingerprints, spills, splashes, etc. It shall be accomplished according to schedule and as a matter of good housekeeping practice, on a continuing basis.

2) Dusting

Dusting shall be accomplished according to schedule. Care shall be exercised to avoid damaging painted or wooden surfaces and "lightening" of the cleaned areas. Appropriate cleaning agents shall be used and shall be tested in inconspicuous areas before general use.

Appropriate cleaning agents, polishes, cloths, etc shall be used according to the type and composition of the structure or object. Any items or furnishings moved during the procedure shall be replaced to the proper

beverage spills shall be cleaned up as soon as they are discovered. Gum and tar shall be removed as soon as they are discovered.

3) Shampooing

Carpets which have been shampooed shall present a uniformly clean appearance with no evidence of surface soils or spotting, the pile shall stand erect and the color shall be bright.

E. Horizontal Surface Cleaning

1) Spot Cleaning

Surfaces which have been spot cleaned shall be free from smudges, fingerprints, dirt, splashes, graffiti, smears, spills, etc. and shall present a uniformly clean appearance.

2) Dusting

Dusted surfaces shall be free from dust, lint, paper shreds, grime, cobwebs, hair, and other unsightly omissions. If treated dust cloths are used, there shall be no oil streaks left on the surface.

position. Care shall be taken to keep dust dispersion to a minimum.

3) Damp Wiping

Damp wiping or washing to horizontal surfaces shall be accomplished according to the schedule. Appropriate cleaning agents shall be used according to the type and composition of the structure or object. Any items or furnishings moved during the procedure shall be replaced to the proper position. Care shall be taken to avoid damage to wood or painted surfaces.

F. Vertical Surface Cleaning

Vertical surface cleaning shall be interpreted to mean those surfaces not high enough to require the use of a ladder (below 72") that comprise the furnishings and structure of the facility and shall include but not be limited to walls, doors, gates, baseboards, table and desk legs and sides, sides of file cabinets, frames, pictures, wall hangings, maps, signs, ventilation louvers, etc.

1) Spot Cleaning

Procedure same as in E, 1).

2) Dusting

Procedure same as in E, 2).

3) Damp Wiping

Procedure same as in E, 3).

4) Wall Scrubbing

This procedure shall be accomplished according to schedule. Appropriate cleaning agents shall be employed according to the type and composition of the wall. Disinfectant agents shall be used on restroom walls.

5) Baseboard Cleaning

Baseboards shall be cleaned according to schedule and after all stripping, scrubbing, and refinishing procedures as necessary.

3) Damp Wiping

Surfaces that have been damp wiped shall be free from dirt, streaks, spots, stains, cobwebs, smudges, fingerprints, smears etc. and shall present a uniformly clean appearance. Water marks or spots shall be wiped clean and dry.

F. Vertical Surface Cleaning

1) Spot Cleaning

Same standards as in E, 1).

2) Dusting

Same standards as in E, 2).

3) Damp Wiping

Same standards as in E, 3).

4) Wall Scrubbing

Walls shall be totally cleaned and well rinsed and shall be free from graffiti, dirt, splashes, soap residues, fingerprints, etc. and shall present a uniformly clean appearance.

5) Baseboard Cleaning

Baseboards shall be free from splashes, dirt, cobwebs, finish buildups, streaks, crevice accumulations of dirt, etc.

G. Drinking Fountain Cleaning and Disinfecting

Drinking fountains shall be cleaned according to schedule. All surfaces shall be cleaned with an appropriate disinfectant/detergent solution, wiped thoroughly dry and polished. All trash and debris (gum and food wrappers, etc.) shall be removed. Plumbing problems shall be reported to the maintenance staff for corrective action.

H. High Dusting/Cleaning

High surfaces shall be interpreted to mean those surfaces and objects high enough to require the use of ladder (above 72") which comprise the structure and furnishing of the facility and shall include but are not limited to wall/ceiling junctures, light fixtures, ventilation louvers, overhead signs, sills, ledges, etc.

1) Cleaning vents, Grills, Etc.

Ventilation louvers, grills, panels, etc. shall be cleaned according to schedule by damp wiping, dusting, washing, or vacuuming as appropriate and with appropriate cleaning agents.

2) Cleaning Light Filter

Removable light filters (egg crates, diffusers, etc.) shall be taken down, cleaned, and replaced according to schedule using appropriate cleaning agents care shall be taken to prevent cracking or breaking these somewhat delicate structures.

I. Cleaning Venetian Blinds

Venetian blinds are used as a means of blocking or controlling passage of light and sunshine through windows. Blinds shall be cleaned according to schedule by any of the industry accepted methods, dusting, damp wiping, vacuuming, hand washing or washing by use of an ultrasonic cleaning machine.

J. Elevator/Stairway Cleaning

Elevators and stairways shall be cleaned according to schedule.

1) Riser and Threshold Cleaning

Risers and thresholds shall be cleaned according to the schedule. Attention shall be paid to

G. Drinking Fountain Cleaning and Disinfecting

Drinking fountains shall be free from trash and debris (gum and food wrappers, etc.) dirt, fingerprints, smudges, streaks, spots and stains. Wall areas around the fountains shall be free from water spots and streaks.

H. High Dusting/Cleaning

High surfaces and objects shall be free from dirt, lint, cobwebs, grease, grime, streaks, spots, stains, insects, etc. and shall present an overall clean appearance.

1) Cleaning Vents, Grills, Etc.

Cleaned vents, grills, etc. shall be free from dirt, accumulated dust, cobwebs, and shall present an overall clean appearance.

2) Cleaning Light Filters

Same standards as in paragraph H, 1).

I. Cleaning Venetian Blinds

Cleaned Venetian blinds especially the slats and tapes that support them shall be free from dirt, accumulated dust, cobwebs, etc. and shall present an overall clean appearance.

J. Elevator/Stairway Cleaning

Cleaned elevator and stairway shall present a uniformly clean appearance.

1) Riser and Threshold Cleaning

All gum, tar, grease, and other soils shall be removed. Risers and thresholds shall be free

inaccessible areas such as corners and edges and appropriate tools shall be employed to clean these areas.

2) Hand Rail Cleaning

Hand rails of elevators and stairways shall be cleaned according to the schedule by dusting and/or damp wiping with appropriate cleaning agents.

3) Elevator Cab Cleaning

All surfaces within the cab, ceilings, walls, tracks, and doors at each landing. Bright metal, vertical surfaces, and floors shall all be cleaned according to the particular specification that relates to the type of cleaning to be accomplished.

K. Window and Glass Cleaning

Windows and glass shall be cleaned according to schedule. Cleaning solution used must not be harmful to metal trim, rubber gaskets, or putty holding glass in place. All spills, splashes and drips shall be wiped clean and dry from surrounding walls, floors, and furnishings. Cleaning shall be scheduled and performed as to provide the least inconvenience to building occupants. All cleaning must be done in compliance with safety and other local laws and regulations.

1) Interior Window Cleaning

Interior entrance windows below 72" in height shall be cleaned on the inside according to schedule. It is anticipated that some special equipment may be needed to perform some of the tasks. The Contractor shall provide the special equipment needed.

2) Doors, Partitions and Display Case Cleaning

All glass doors, partitions, and display cases shall be cleaned according to schedule. Metal trim shall be included in the cleaning process.

from trash, both in open areas and in inaccessible areas such as corners and along edges. If finish is used on stairway risers, there shall not be buildup of finish or accumulations of dirt in layers of finish.

2) Hand Rail Cleaning

Hand rails shall be free from fingerprints, dirt, smears, smudges, splashes, spots, stains, streaks, and other unsightly omissions and shall present a uniformly clean appearance.

3) Elevator Cab Cleaning

All surface of elevator cab and other parts of the elevator shall be thoroughly cleaned and shall conform to the standards outlined for each surface i.e. floors, walls, metal, horizontal and vertical surfaces, etc.

K. Window and Glass Cleaning

Drips, spills, splashes and the like which result from the process of cleaning windows and glass shall be cleaned up as soon as possible.

1) Interior Window Cleaning

Windows shall be free from dirt, grime, smears, fingerprints, smudges, water spots, or streaks film and chemical residues. Metal trim, bases, edges, and frames shall be wiped clean and dry.

2) Doors, Partitions, and Display Case Cleaning

Glass shall be free from dirt, grime, smears, fingerprints, smudges, water spots or streaks, film and chemical residues. Metal trim, bases, edges, and frames shall be wiped clean and dry.

<p>L. <u>Brass Cleaning</u> Brass surfaces shall be cleaned according to the schedule by dusting and/or damp wiping with a soft cloth. At no time shall cleaning agents be used.</p> <p>M. <u>Utility Work</u> This category of job specification refers to those chores that are deemed necessary to be performed from time to time when the need arises for them to be performed.</p> <p>1) <u>Emergency Janitorial Services</u> Emergency services may include but are not limited to cleaning up spills, leaks, floods, sickness, animal wastes, breakage, etc. In the event an emergency situation is of such magnitude that regularly scheduled tasks cannot be accomplished, the County Project Officer shall be so informed.</p> <p>2) <u>Special Jobs</u> Special cleaning for special functions cleaning of an area after repairs or refurbishing, restocking soap/towel dispensers in kitchens, break rooms, waiting/reception rooms, etc.</p>	<p>L. <u>Brass Cleaning</u> Brass surfaces shall be free from fingerprints, dirt, smears, smudges, splashes, spots, stains, streaks, and other unsightly omissions and shall present a uniformly clean appearance.</p> <p>M. <u>Utility Work</u> Unspecified.</p> <p>1) <u>Emergency Janitorial Services</u> Emergency services shall be judged according to the nature of the procedure (i.e. separate standards apply to each function) and on the responsiveness to the situation.</p> <p>2) <u>Special Jobs</u> Same standards as in L, 2).</p>
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XIV. FREQUENCIES OF TASKS BY LOCATION

A. Lobbies and Public Areas

Daily

1. Clean bright metal fixtures, rails and/or surfaces with a damp cloth, as required.
2. Remove trash from receptacles and replace liners in receptacles according to the schedule provided.
3. Spot clean entrance glass doors inside and outside
4. Spot clean hard surface floors
5. Sweep debris from carpet areas

Three times per week (Monday, Wednesday, Friday)

1. Tile floors will be swept, damp mopped and burnished /spray buff.
2. Carpet vacuumed, spot cleaned with spot or stain remover.
3. Spot clean walls.

#### Weekly

1. Wash all entrance doors, glass doors and glass walls.
2. All surfaces of furniture and panels, picture frames, office equipment, window sills, door panels and any other surfaces within 96 inches height from floor will be dusted, using commonly practiced methods within the cleaning service industry.
3. Trashcan wiped clean inside and outside
4. Clean walls in elevator lobbies (remove finger prints, smears, etc.)
5. Graffiti removal as needed

#### Periodic

1. Ceiling vents dusted every two weeks and washed quarterly.
2. Carpet extracted yearly.
3. Mini-blinds to be dusted monthly and washed quarterly.
4. Tile floors stripped and refinished yearly. Non-wax floors (brick) which will be scrubbed monthly.
5. Dust and wash the light fixtures monthly.

### B. Elevators and Corridors

#### Daily

1. Clean and polish bright metal fixtures, handrails and /or surfaces with a damp cloth.
2. Clean and disinfect water fountains.

#### Three times per week; (Monday, Wednesday, Friday)

1. Tile floors dust mopped, damp mopped and burnished.
2. Spot clean partition glass.
3. Spot clean walls and both sides of doors.
4. Polish all bright metal fixtures, handrails and surfaces.
5. Dust furnishings, low ledges, rails, molding and vents.
6. Clean passenger elevator door tracks and doors
7. Carpet vacuumed, spot cleaned with spot or stain remover.
8. All surfaces of furniture and panels, picture frames, office equipment, window sills, door panels and any other surfaces within 96 inches height from floor will be dusted, using commonly practiced methods within the cleaning service industry.
9. Graffiti removal as needed.

#### Periodic

1. Wash and polish fire extinguishers and other bright metal semi-annually.
2. Dust and wash light fixtures monthly.
3. Carpet extracted annually. (NOTE: All doors and baseboards must be washed and polished after carpet is extracted.)
4. Tile floors stripped and refinished annually. Non wax floors (brick) will be scrubbed monthly.
5. Dust walls, high ledges, sills, rails, metal trim, molding and ceiling vents every two weeks and washed semiannually.

### C. Offices, Work Areas

#### Daily

1. All trash receptacles emptied trash removed to trash room. New trash receptacle clear liners to be installed.
2. All surfaces of furniture, picture frames, office equipment, window sills, door panels, radiators, and any other surfaces within 96 inches height from floor will be dusted, using commonly practiced methods within the cleaning service industry.

#### Periodic

1. Three times per week clean glass doors/doors and kick plates, both sides.
2. Three times per week Spot clean walls and partition glass.
3. Offices and work areas floors will be dust mopped and mopped 3x per week and buffed twice per week.
4. Offices and work areas floors will be buffed twice per week.
5. Carpet vacuumed, spot cleaned with spot or stain remover three times per week and extracted annually. (NOTE: All doors and baseboards must be washed and polished after carpet is extracted.)
6. Door frames, window frames, diffusers, and return vents dusted weekly.
7. Glass partitions, corridor walls, transom glass, interior partitions, including interior movable office partitions and molding are to be washed monthly.
8. Walls, high ledges, sills, rails, metal trim, molding, and ceiling vents dusted bi weekly and washed quarterly.
9. Mini-blinds to be dusted bi-weekly and washed quarterly.
10. Wooden desks, tables and consoles are to be cleaned and polished weekly.
11. Tile floors/wood floors stripped and refinished annually.
12. All upholstery will be extracted annually.

### D. Rest Rooms and Locker Rooms

#### Daily

1. Trash receptacles are to be emptied.
2. Wash all trash receptacles, including sanitary napkin disposal receptacles, with a germicidal disinfectant.
3. Wash basins and vanity areas will be washed, using a germicidal disinfectant. This will include the underside of basins and pipe fixtures.
4. Mirrors will be washed.
5. Wipe all partitions, ledges, sills, rails, vents, doors (both sides) with damp cloth.
6. Spot clean walls. Use disinfectant cloth in area of commodes and urinals. Shower walls will be washed using a germicidal disinfectant to remove mildew, soap scum and other mineral buildup.
7. Clean and wipe all commodes and urinals with a disinfectant soap inside and outside.
8. Damp mop tile floors using a disinfectant soap and scrub floors under and around commodes, vanities and all corners are to be cleaned.
9. Replenish hand soap, paper towels, toilet seat covers, and tissue which are furnished by the Contractor.
10. Wipe down all wooden benches in locker room areas.



#### Periodic

1. Wash walls with a disinfectant soap, including partitions, weekly.
2. Wash floor drains weekly.
3.
  - a) Tile floors will be buffed twice per week.
  - b) Tile floors machine scrubbed monthly with ceramic disinfectant and grout cleaners and the entire project is to be completed within one (1) month period in the entire building. (NOTE: Wash outside of commodes and urinals as well as all fixtures with a disinfectant soap after the tile floors are machine scrubbed.)
  - c) Floors to be stripped and refinished semi-annually.
4. Scrub area under all commodes and bottom of walls with a deck brush once weekly.
5. Wash ceiling, light fixtures and wall vents monthly.
6. All walls in the locker rooms will be thoroughly wiped down with disinfectant monthly.
7. Tops of lockers in locker rooms will be wiped down weekly.

#### E. Meeting and Conference Rooms

##### Daily

1. Trash receptacles to be emptied, trash removed to dumpster. New trash receptacle liners to be installed.
2. Tables, desk tops, chair legs, and other furniture wiped clean with damp cloth.
3. Spot clean walls, glass walls, doors and kick plates.

##### Periodic

1. Three times per week (Monday Wednesday, Friday) Carpet and fabric furniture vacuumed; carpet spot cleaned with spot or stain remover; and furniture spot cleaned with a mild solution of shampoo and water. Carpets will be extracted annually
2. Three times per week (Monday Wednesday, Friday) All surfaces of furniture, picture frames, office equipment, window sills, door panels, radiators, and any other surfaces up to 96 inches in height (high dusting) from floor will be dusted, using commonly practiced methods within the cleaning service industry.
3. All upholstery will be extracted, annually

#### F. Lunch Room

##### Daily

1. Counter and table areas will be wiped down.
2. Trash receptacles emptied, trash removed to trash room and new trash receptacle liners installed.
3. Restock consumables

##### Periodic

1. Three times per week Tile floors will be swept, dust mopped, damp mopped.
2. Tile floors will be twice per week burnished.
3. Trash receptacles wiped clean inside and outside weekly.
4. Non wax floors will be machine scrubbed monthly

5. Tile floors stripped and refinished annually.

#### G. Stairwells

##### Weekly

1. Police for paper and other trash and clean spills.
2. Spot clean walls.
3. Sweep and damp mop.
4. Wipe all doors and door knobs.
5. Spray buff floor landings.
6. Wash hand rails.

##### Periodic

1. Non wax floors will be machine scrubbed monthly
2. Strip and wax floor landings annually

#### H. Lab

##### Daily

1. Dust mop floor
2. Remove trash from receptacles
3. Wipe down counters that have been identified by lab staff

##### Periodic

1. Buff floors three times a week
2. Non wax floors will be scrubbed monthly
3. Strip and refinish the floors annually

#### I. Recycling

##### Whenever necessary

1. Empty large paper recycling containers into bin provided by the County
2. Breakdown cardboard boxes and place them in the cardboard trash container provided by the County.
3. Remove bagged recycled soda cans to the area designated by the county.
4. The Contractor shall remove all recycling materials from the inside of the buildings to one (1) designated location outside the building. The designated location and schedule for frequency of pickups will be provided by the County.