

TECHNICAL PROVISIONS

1. KEYS AND BUILDING SECURITY:

- 1.1 Offerors should describe their methods of ensuring that all keys issued to the Contractor by the County are not lost or misplaced and are not used by unauthorized persons. Also describe how all lock combinations and alarm codes are not revealed to unauthorized persons. Electronic key fobs may be issued in lieu of standard keys.
- 1.2 No keys issued to the Contractor by the County are to be duplicated. The Contractor must report lost or broken keys to the County Contract Manager immediately. The Contractor shall properly rearm all designated alarm systems (if so equipped) when they leave the facility, as failure to do so may result in costs to the Contractor.
- 1.3 Offerors should describe methods of ensuring that facilities are secure at all times while their staff is on site, and methods used to ensure that the facilities are properly secured when staff exits the facility.
- 1.4 The Contractor shall be responsible for any lost keys and any inherent damages (i.e., re-keying of entire facility). This cost shall be withheld from payment(s).

2. SUPPLIES:

- 2.1 A list of all materials and supplies to be used for this contract must be included in the Offeror's Technical Proposal. The list should include the type and monthly quantity of supplies. The County reserves the right to restrict the use of objectionable products and require substitute material as needed.
- 2.2 The Contractor shall furnish all supplies necessary for the work of this contract. They include but are not limited to:
 - a. Toilet paper shall be of 100% Post Consumer Waste content, double ply.
 - b. Paper towels shall be of 100% Post Consumer Waste content, semi-bleached.
 - c. All floor finish products must be submitted to the County Contract Manager for approval prior to any application or use.
- 2.3 **Labeling of Supplies / Chemicals:** The Contractor shall purchase and use all chemicals in their original containers. Any secondary containers that are used must have a manufacturer's label affixed to the container. All products must prominently state dilution recommendations. Materials that require precautionary warnings shall have affixed to all containers such labeling or markings as are prescribed by law, regulatory agencies or this contract. Markings or labeling of materials containing hazardous or toxic substances or wastes shall be in accordance with all Federal, State and County laws, ordinances, rules and regulations. Material Safety Data sheets shall be provided for each chemical stored in the facility. MSDS must be in all custodial closets or storage areas where chemicals are kept and with easy access provided for County representatives.
- 2.4 Should the Contractor wish to change from the initial approved chemical selection, a written request for the approval of an alternate brand must be submitted to County Contract Manager prior to the change. Any costs associated with the testing or using of an alternate brand or chemical suggested by the Contractor will be borne by the Contractor.

NOTE: Paper supplies and hand soap will be stored in an area that will make them readily available during the day for replacement by County staff.

- 2.5 **Storage and Disposal Requirements of Supplies / Chemicals:** Containers shall be securely closed when not in use. Select dispensing equipment that minimizes worker exposure if available. Cleaning products shall be used until containers are completely empty prior to

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opening a new container. Products shall be used prior to their expiration date. Dispose of all excess or expired products in accordance with manufacturer instructions.

- 2.6 **Referenced Standards:** The Contractor shall select cleaning products that meet at least one of the following standards.

- a. Green Seal standards for "Industrial & Institutional Cleaners" (GS-37)
- b. Green Seal standards for "Cleaning/Degreasing Agents" (GS-34)
- c. Green Seal standards for "Industrial & Institutional Floor Care Products" (GS-40)
- d. Green Seal standards for "Tissue Paper" (GS-01)
- e. Green Seal standards for "Paper Towels and Paper Napkins" (GS-09)
- f. California 2005 VOC Guidelines for all cleaning products (CCR, Title 17, Section 94509 "VOC Standards for Cleaning Products")
- g. EPA's Registered Sterilizers, Tuberculocides, and Antimicrobial Products Against Certain Human Public Health Bacteria and Viruses (Updated January 16, 2007)

- 2.7 **Prohibited Cleaning Chemicals:** All cleaning products will be free from the following chemicals:

- a. Alkylphenol ethoxylates
- b. Optical brighteners
- c. Other heavy metals, including arsenic, lead, cadmium, cobalt, chromium, mercury, nickel, selenium
- d. Ozone-depleting compounds (ODCs)
- e. Phthalates and dibutyl phthalate
- f. Zinc and zinc compounds
- g. Chlorine bleach (except in lab areas where required)

- 2.8 **Additional Product Selection Criteria:** All products used for this contract must meet the following criteria.

- a. **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 or slick floors shall be corrected immediately upon discovery.
- b. **Germicidal Properties:** The Contractor shall use germicidal / antibacterial soaps and disinfectants to clean under this contract. All germicidal products must be approved to kill the staphylococcus virus such as Pronto TB or equivalent. The contractor shall not use germicidal/antibacterial soaps and disinfectants that do not bear the Environmental Protection Agency (EPA) registration number.
- c. All undiluted products must not exceed exposure limits set by the National Institute for Occupational Safety and Health (NIOSH) or the U.S. Department of Labor Occupational Safety & Health Administration (OSHA).
- d. Undiluted products must not be corrosive to the skin or eyes.
- e. Products must be free of chemicals listed in section 2.7 Prohibited Cleaning Chemicals.
- f. Products must be free of chemicals listed in the 11th Report on Carcinogens published by the National Toxicology Program.
- g. Products must be free of chemicals listed as reproductive toxins by the State of California under the Safe Drinking Water and Toxic Enforcement Act of 1986 (CA Code of Regulations, Title 22, Division 2, Subdivision 1, Chapter 3, Section 1200, *et. Seq.*)
- h. Products must eliminate fragrances or show that any fragrances meet the Code of Practice of the International Fragrance Association.
- i. Products must not be combustible (flashpoint above 150°F).
- j. Ingredients must not contain total phosphorous (including compounds) that exceeds 0.5% by weight.
- k. Ingredients must not be toxic to aquatic life.
- l. Ingredients must exhibit ready biodegradability (removal of DOC by >70% or BOD by >60%)

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according to ISO testing methods 9439, 10718, 10808, or 7827).

- m. Primary packaging must be recyclable.
- n. Give preference to packaging made with post-consumer recycle content.
- o. Paper products must meet the EPA *Comprehensive Procurement Guidelines for Janitorial Paper Products* for percentage of post consumer fiber and total recycled fiber content.
- p. Additional application-specific criteria are included in "*Product Recommendations*" below.

2.9 Recommended Biohazard Products:

- o Main janitorial closet or office in each building
 - Biohazard Body –fluid clean up kit
 - Cuff gloves disposable
 - Body fluid treatment/encapsulant
 - Germicidal surface disinfectant
 - Antimicrobial wipe
 - Red biohazard waste bag
 - Inspection sheet
 - Supervisory monthly kit inspection form

3. EQUIPMENT:

- 3.1 A list of all equipment that will be used in the performance of work under this contract must be included in the offeror(s) technical proposal. The list should include the type and quantity of equipment. The equipment must be of sufficient quality to meet or exceed requirements for cleaning as outlined. All equipment must be in good condition and properly maintained throughout the term of the contract. Listed below is specific equipment required for use under contract:

- Vacuum cleaner with HEPA filters and micro-filtration vacuum bags that retain particles that are a maximum of 3 microns.
- Standard or double-width commercial grade stand-up vacuum cleaner.
- Medium speed buffers or buffers with vacuum and filter attachment.

- 3.2 All equipment, including power driven floor scrubbing machines, high dusting equipment, waxing and polishing machines, industrial floor and upholstery vacuum cleaners, and all necessary motor trucks, etc needed for the performance of the work in the contract shall be furnished by the contractor. Equipment shall be of the size and type customarily used in work of this kind and no equipment shall be used which is harmful to the buildings or their contents.

NOTE: All equipment such as brooms, mops, and vacuums shall be available for use by the county staff. The county shall assume responsibility for damage to contractor equipment when used by county staff. Equipment powered by gas engines or propane cannot be used under this contract.

- 3.3 Battery powered equipment shall be powered by environmentally preferred gel batteries.
- 3.4 Equipment shall be designed with safeguards such as rollers or bumpers to prevent building damage.
- 3.5 Cleaning performance standards may require some special equipment, depending on the design of the facility and the cleaning requirements to be performed. Offerors are advised that such equipment is the responsibility of the contractor to provide to meet the performance standard.

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- 3.6 Electrical power (110 volts) will be furnished by the County at existing power outlets for the contractors use. The Contractor shall be responsible for damage to electrical outlets or covers which are the results of improper connection or disconnection from the outlet. The County will provide hot and cold water at all County facilities.

4. PERSONNEL:

- 4.1 **PROJECT MANAGER:** The Contractor shall provide a qualified Project Manager for this Contract who has complete authority to respond immediately on performance issues and service delivery requirements on behalf of the Contractor during the term of this contract.

- 4.2 The Project Manager shall be available by phone and by email during the hours of 7:00 A.M. and 10:00 P.M. to respond to County inquiries. The Project manager shall be available to meet at a reasonably scheduled time to respond to deficiencies or concerns expressed by the County. In emergency situations, during normal business hours, the Project Manager must be available to respond on site along with the appropriate custodial staff. The Contractor shall provide a line of authority to address custodial issues that may arise after non-business hour. The Contractor must demonstrate the company's accessibility 24-hours a day, 7 days a week.

- 4.3 **QUALIFICATIONS OF THE PROJECT MANAGER:** The Project Manager must be proficient in the English language and must be able to communicate effectively both orally and in writing. The Project Manager shall possess at least 3 years of Custodial Project Manager experience and at least 2 years of recent responsible proven experience as a Project Manager at a facility of similar size and characteristics. A detailed resume containing as a minimum, the information below must be submitted in the Contractors Technical Proposal. These qualification standards apply to both new and replacement Project Managers.

- (1) The full name of the proposed Project Manager.
- (2) A detailed description of the applicable 3 year Project Management experience.
- (3) The names and addresses of the companies from whom the proposed manager worked for the past 5 years along with the name and telephone numbers of his or her immediate supervisors.
- (4) Copies of professional training and copies of current licenses, if any.

- 4.4 If the Project Manager becomes unavailable for work under this contact, the Contractor shall immediately notify the County Contract Manager. The Contractor shall replace the Project Manager with personnel of at least equal abilities and qualifications within 30 days or other time agreed upon by the County Contract Manager of the Contractor becoming aware of the change. The Contractor shall submit requests for approval of substitutions in writing and provide a detailed explanation of the circumstances necessitating the proposed substitution. The County Contract Manager will evaluate such requests and notify contractor of approval or disapproval of the request. **The County reserves the right to conduct interviews and have final approval of all prospective Project Managers.**

- 4.5 **SUPERVISION:**

GENERAL: The Contractor will ensure that all work required by this Contract is satisfactorily supervised. The Contractor shall provide sufficient supervision to carry out all terms and conditions of this contract. In addition, on-site supervisor(s) shall be available at all times while contract work is in progress to receive notices, reports, or requests. Supervisory employees must be proficient in the English language and must be able to communicate effectively both orally and in writing. A resume of each supervisor must be included in the offeror's technical proposal. At a minimum, the offeror shall identify the company requirements and standards expected from the Supervisor position. These requirements shall apply to all replacement supervisors.

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CONTACT AFTER HOURS: The Contractor shall, no later than 5 calendar days before the effective date of the contract, provide the County Contract Manager with telephone numbers which the County may use at any time to directly contact the Contractor, the Project Manager or supervisors. The Contractor will immediately notify the Contract Manager of any changes in these numbers. After normal work hours, the Project Manager or supervisors shall be available within two hours at the site. If available, these contact numbers shall be provided in the Technical Proposal.

4.6 EMPLOYEES:

The Contractor shall have in its employ at all times a sufficient number of capable and qualified employees to enable it to properly, adequately, safely and economically manage, operate, maintain and account for the facility.

The County may require dismissal from work any Contractor's employee who is identified as a potential threat to the health, safety, security, general well being or operational mission of the facility and its population. Each employee of the Contractor shall be a citizen of the United States or an individual who has been lawfully admitted for permanent residence or has a valid work permit.

The Contractor shall adopt an employees' Standard of Conduct for all employees working at the facility and shall require all employees to use and follow the Standards of Conduct. As a minimum, the Standard of Conduct, shall contain the following guidelines:

- a. Each employee is expected to refrain from disorderly conduct.
- b. Each employee is expected to exercise courtesy and tact when dealing with fellow employees, County employees, and the public.
- c. Each employee is expected to maintain a clean and neat appearance to the maximum practicable extent during working hours.
- d. Each employee is expected to refrain from using County property or facilities for other than officially approved activities.
- e. Each employee is expected to refrain from carelessly or willfully causing damage to or destruction of County facilities or property.
- f. Each employee is expected to refrain from using or being under the influence of alcohol or illegal drugs while on County property.
- g. Each employee is expected to conserve, properly utilize, and protect County property, equipment and materials.
- h. Each employee is expected to exercise watchfulness and safe work habits in the performance of duties to eliminate potential hazards and protect co-workers.
- i. Each employee is expected to refrain from engaging in criminal, dishonest, immoral, or other conduct prejudicial to the County.
- j. Each employee shall observe County regulations which prohibit smoking in all County buildings and vehicles. In addition, smoking is prohibited within 50 feet of all public entrances and 15 feet of all non-public entrances of County facilities.

Also, in connection with the performance of work under this Contract, the Contractor agrees not to employ any person undergoing sentence of imprisonment.

4.7 STAFF TURNOVER:

Provide your firm's staff turnover rate. The County seeks to have a staff turnover rate not to exceed twenty percent (20%) annually. Absence of full staffing does not exempt the Contractor from performing all required tasks. The Contractor must provide a standby crew that are trained on site requirements and are capable of performing all tasks to fill in for employee absences.

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5. COMMUNICATION SYSTEMS:

- 5.1 Provide a description of the communication system which will be used to enable the County representatives to contact the Project Manager, Supervisors and day porters at any time during the performance of work.
- 5.2 The Contractor shall provide and maintain in good working condition a system which enables the County representatives to contact the Project Manager, Supervisors and day porters at any time during the performance of work (e.g., two-way radios, cell phones or pagers). This system shall enable the Project Manager and the Supervisors to remain in contact at all times. All systems used by the Contractor shall comply with all applicable rules and regulations established by the County.

6. CRIMINAL HISTORY CHECK REQUIREMENTS

- 6.1 The Contractor is responsible for obtaining criminal history reports. The criminal history check shall be provided to the County Contract Manager along with E-Verify results.
- 6.2 The Offeror(s) should describe their method of obtaining criminal history information as part of their response to this RFP. If the criminal history contains the following offenses, regardless of whether there was a conviction, the contractor employee shall be denied access. These offenses include murder, manslaughter, felony kidnapping or abduction, armed robbery, carjacking and felony criminal sexual assaults.
- 6.3 If any employee leaves and is re-hired by the Contractor, a new criminal history investigation report must be obtained prior to the employee starting work in the facility. In all cases, the criminal history investigation report must be presented a minimum of five days prior to the employee start date. If the County denies access to any contractor employee, the Contractor will be advised and the employee cannot work or be assigned work under this contract.
- 6.4 The Contractor is responsible for a recheck of criminal history reports, at a minimum of every 2 years for all contractor employees. The criminal history rechecks should coincide with the anniversary date of the contract award date.

7. CONTRACTORS QUALITY CONTROL PROGRAM:

- 7.1 Offeror(s) shall submit a quality control plan in the technical proposal. The quality control plan shall be a system for identifying and correcting deficiencies in the quality of services before the level of performance becomes unacceptable and/or County contract monitors point out deficiencies. This plan is very important to the success of the contract. The plan shall include, but is not limited to:
 - a. An inspection system which is tailored to the specific facility and which covers all services stated in the tasks and frequencies segment of the contract.
 - b. A checklist for use during performance of work. The checklist must be signed and dated to indicate the time of the inspection was completed. It is not permissible for the employee performing the work to inspect and accept that work.
 - c. Identify employees by title and type of inspection who are authorized to complete inspections.
 - d. Customer complaint program with a log/schedule for this facility. This log should identify each valid customer complaint with the corrective action taken and actions taken to correct deficiencies on inspection reports. A report shall be submitted to the County Contract Manager identifying the above information at the end of each week.

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8. EMERGENCY RESPONSE PLAN:

- 8.1 Offeror(s) shall submit an emergency response plan in the technical proposal. This plan should include but not limited to the following:
- a. Response time
 - b. Line of authority during emergencies
 - c. Summary of types of emergencies the offeror is certified to handle
 - d. Copies of certifications and/or licenses if any
 - e. Types of training provided to employees who handle emergencies
 - f. Name and phone number of individuals to contact during and after normal business hours

9. PLAN OF WORK:

- 9.1 Offeror(s) shall submit a plan of work in the technical proposal. This plan should include but not limited to the following:
- a. Days of the week for each task
 - b. Frequency of service
 - c. Monthly schedule of the daily work plan by area and floor
 - d. Monthly schedule of the periodic work plan by area and floor

10. TRAINING:

- 10.1 Offeror(s) should submit their training program in the technical proposal. Ensure that a Safety Manual is available on site and is accessible to all staff members. The Safety Manual must include contact information to direct product questions, emergency contact for hazardous event (such as a spill), MSDS for all products, and step-by-step instructions for proper use of each product (including use, dilution, and disposal). If cleaning staff is non-English speaking, provide training and Safety Manual in multi-lingual format. Training for proper use of specific products should be provided through the product manufacturer or distributor if offered. The training program should include, but not be limited to the following:
- a. Initial general training, including review of safety manual and where it is located for reference
 - b. On-site training for use of products, preferably by manufacturer
 - c. Instruction on how to read a material safety data sheet (MSDS)
 - d. In service training and updates
 - e. Specialized training - Hospital/health lab cleaning
 - f. Bloodborne pathogen/exposure control training which is at or above hospital workers level
 - g. Proposed specific training for this contract
- 10.2 All training shall comply with Federal, State, Local and OSHA requirements. The successful offeror(s) must maintain a current log of all employees who have completed the training and make records available to the County upon request.

11. UNIFORMS:

- 11.1 All custodial personnel are required to wear a uniform and photo identification card, both of which shall clearly identify personnel as employees of the Contractor. This requirement shall apply upon entering County property and at all times while on duty. The Contractor will provide wet weather gear for employee working outside during inclement weather conditions. Uniform should consist of shirt or smock with company name or logo.

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12. UNAUTHORIZED PERSONNEL:

- 12.1 The Contractor's employees are not to be accompanied in their work areas or on the premises by acquaintances, family members (children), assistants or any other person unless said person is an authorized working contract employee for said facility. Unauthorized persons discovered on work premises will be immediately escorted off the property.

13. UNAUTHORIZED USE OF COUNTY EQUIPMENT:

- 13.1 The Contractor shall not allow his/her employees, at anytime, to open desk drawers, cabinets, or to use office equipment, including the use of non-pay telephones for any purpose other than a local emergency call.

14. SAFETY AND HEALTH:

- 14.1 All work shall comply with Federal, state and County safety and health guidelines and requirements. Where there is a conflict between applicable regulations, the most stringent will apply.
- 14.2 The Contractor shall assume full responsibility and liability for compliance with all applicable regulations pertaining to the health and safety of personnel during the execution of work, and shall hold the County harmless for any action on its part or that of its employees or subcontractors that results in illness or death.

15. PORTER SERVICE:

- 15.1 The Contractor shall provide day-time porter service in accordance with Paragraph 4 of the Special Provisions.
- a. Day porters shall be proficient in the English language and be able to communicate orally with County staff and customers. Porters must be able to work independently, be reliable, and self-motivated, mature and responsible. **The County reserves the right to interview and have final approval of all perspective day porters.**
 - b. The County will determine the required hours for this service. The Contractor cannot change the time or days for this service. The County reserves the right to add or delete day porters as requirements change during the course of the Contract.
 - c. If a day porter becomes unavailable for work, substitute personnel of at least equal abilities and qualifications shall be required.
 - d. The day porter must be proficiently trained in handling emergency clean-up of bodily fluids and blood borne pathogens.
- 15.2 **RESTON COMMUNITY CENTER:** Day porter service is required seven days per week (except for the following holidays: New Year's Eve, New Year's Day, Memorial Day, Independence Day, Labor Day, Thanksgiving Day, Christmas Eve, and Christmas Day) between the hours of 3:00 p.m. and 4:00 p.m. for **Reston Community Center at Hunters Woods only**. Porters will be responsible for cleaning the locker room and restroom facilities. Contractor shall provide two staff members, one male and one female, for this service as the locker rooms cannot be closed to the public during the day. **Reston Community Center at Lake Anne does not require porter service.**
- 15.3 **MCLEAN COMMUNITY CENTER:** Day porter service is required five days per week, Monday through Friday (except for the following holidays: New Year's Eve, New Year's Day, Martin Luther King Jr. Day, President's Day, Memorial Day, Independence Day, Labor Day, Columbus Day, Veteran's Day, Thanksgiving Day, Day after Thanksgiving, Christmas Eve, and Christmas

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Day) between the hours of 1:30 p.m. and 2:30 p.m. for **McLean Community Center at 1234 Ingleside Avenue only**. Porters will be responsible for cleaning and restocking the restrooms, cleaning water fountains, policing the grounds for trash, cleaning glass and any other miscellaneous items that need attention during the day.

16. CARPET CLEANING REQUIREMENTS:

- 16.1 The Contractor shall obtain the necessary equipment, supplies and materials to accomplish the tasks and frequencies set out for carpet cleaning. This is a complete carpet cleaning and involves the use of extraction, steam extraction, rotary brush, mobile plant, etc. to thoroughly clean the carpet.
- 16.2 In the absence of a requirement covering specific equipment, operations or hazards shall not relieve the Contractor of responsibility of taking further action to provide maximum safety in the performance of carpet cleaning.
- 16.3 The Contractor shall clean all carpeted areas as outlined in the schedule. The technique to be used will be a water extraction method for one cleaning and surface brightening method for the second cleaning. Carpets shall present a uniformly clean appearance at all times and be free from spots and stains, chewing gum, tar, grease, litter, etc. Any tears, rips, burn or indelible stains shall be reported for repairs or replacement.
- 16.4 The Contractor shall provide in writing a schedule for completion of carpet cleaning at the facilities.
- 16.5 The Contractor shall provide a plan for carpet spot removal that will be maintained for the duration of the contract. Carpets shall be spot cleaned regularly with spots being removed as soon as possible after they appear. Aerosol chewing gum remover may be used with a putty knife, but careful attention shall be paid to avoid damaging carpet fibers.
- 16.6 Cleaning of carpets beyond the required frequency may be required. Costs for this service should be included in the cost proposals for both methods required.

17. RECYCLING PROGRAM REQUIREMENTS:

- 17.1 The Contractor will collect paper for recycling containers located throughout the property including but not limited to: office paper (any color), cardboard, catalogues, computer paper, copy paper, copy paper wrappers and boxes, envelopes, paper file folders, junk mail, magazines, newspapers, phone books, any clean paper without food residue, aluminum cans and plastic bottles. Glass bottles are no longer accepted for recycling. Under no circumstances will materials separated for recycling be mixed by the Contractor with refuse or placed by the Contractor in a refuse container for removal from the property for disposal unless directed by the Contract Manager. Materials collected for recycling will be deposited by the Contractor in the appropriate container, storage area or other designated container or are, either inside or outside of the building, where the collection agency will deliver it to a recycling center. Only unbagged recyclable material may deposited in recycling containers as plastic bags are not accepted as part of the recycling program.
- 17.2 The Contractor will not be responsible for emptying the employee desk containers used to collect paper.

18. FAIRFAX COUNTY'S QUALITY ASSURANCE PROGRAM:

- 18.1 The County Contract Manager or representative will evaluate the Contractors performance through intermittent review of customer complaints, review of reports and by physical inspections. The Contract Manager or County representative may contact customers to verify timely, acceptable corrective actions were taken by the Contractor. If at any time during the

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month the number of customer complaints meets or exceeds the performance thresholds for the objective, the Contract Manager or County representative will review all complaints received for that objective. The Contract Manager or County representative will document these reviews in a memorandum for record. The Contract Manager or County representative(s) may inspect each task as completed if deemed appropriate because of changes in the quality of the contractor's performance or repeated customer complaints. The Contractor shall be responsible for initially validating customer complaints; however, the Contract Manager or representative shall make the final determination of the validity of customer complaint(s) in cases of disagreement between the Contractor and customer(s). The County's QA effort does not relieve the Contractor from the responsibility of satisfactorily performing the services specified in the contract.

- 18.2 During the first three months of the contract, the Contractor shall meet with the County Contract Manager and designated County officials as necessary for the purpose of discussing performance. The meetings shall be documented. It is the responsibility of the Contractor to state in writing any disagreement with the minutes. After the first three months of the contract, the Contractor shall meet with the Contract Manager and other designated County officials for the purpose of discussing performance at the discretion of the Contract Manager or at the request of the Contractor.

19. SERVICE DELIVERY SUMMARY:

- 19.1 **Consequence of Contractors failure to perform required service:** The Contract Manager or other designated County official may inspect at any time for compliance with the terms of the contract. Customer complaints will be tracked and if valid complaints are received, action will be taken by the Contract Manager or County representative in accordance with paragraph 19.
- 19.2 Should the Contract Manager or other representative receive a complaint from a customer of poor performance or non-compliance, the Contractor will be required to correct any deficiencies, as soon as possible after notification, but prior to the next scheduled service. All corrective actions will be at the Contractors expense and at no cost to the County.
- 19.3 In the event that services are not provided to an entire facility the reduction in the contract price will be computed as follows:
- a. The reduction rate in dollars per day will be equal to the per month contract price for the facility, divided by the number of days in the month.
 - b. The reduction rate in dollars per day multiplied by the numbers of days of services were not provided or required.
- 19.4 If the Contractors non-performance results in the use of independent means to provide services, the contractor will be responsible for all costs incurred.

20. COUNTY HOLIDAYS:

- 20.1 Services shall be performed on the basis of tasks and frequencies indicated herein under Frequency of Cleaning Service. All facilities are open every day of the year except designated holidays as indicated in Paragraph 4, Background, of the Special Provisions. Reston Community Center at Hunters Woods is open seven days a week including all holidays except Christmas Day and Labor Day. Any changes to the holiday schedule will be communicated to the Contractor in advance.

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21. PERFORMANCE STANDARDS:

21.1 PAPER AND TRASH COLLECTION

All trash and paper shall be removed and collected at the dumpster sites according to the schedule.

Receptacle Emptying and Cleaning:

- A. All trash receptacles shall be emptied according to schedule. All receptacles shall be relined with clean plastic liners. All recycling papers shall be emptied into boxes provided by the County. The technical Contract Administrator shall be notified when receptacle requires repair or replacement.
- B. 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.

Ash Tray and Urns Emptying and Cleaning:

- A. All ash trays and urns shall be emptied on a schedule consistent with the frequencies given. Urns containing sand or other extinguishing materials shall have such material replaced when soiled or wet.
- B. Ash trays shall be wiped clean both inside and out and be free from dirt, ashes, spots, food, and beverage soil and debris. Sand or other extinguishing materials shall be replaced when soiled or wet. Ash stands shall be emptied and cleaned according to the frequency outlined in the schedule.

Miscellaneous Trash and Paper Collection:

- A. 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/collection site. Any questionable item shall be verified as intended for disposal before it can be disposed.
- B. Trash and paper left in hallways, corridors, etc. or placed beside receptacles shall be collected and removed according to the special arrangements made between the Contractor and the requestor.

Receptacle Cleaning and Disinfecting:

- A. 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. Receptacles shall be free from dirt, food, or beverage soil and odors.

21.2 RESTROOM/LOCKER ROOM CLEANING AND SERVICING

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

Fixture Cleaning and Disinfecting:

- A. Fixtures including toilet bowls, hand basins, urinals and showers shall be cleaned according to schedule. Special care shall be paid to floor and wall mounting brackets and sealant so as not to allow accumulations of dirt, urine and other soils.
- B. Fixtures shall present a clean, shining appearance free from dust, spots, stains, rust,

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mildew, soap residues, mineral deposits, organic material, etc. Wall and floor brackets and other fixture junctures shall be free of accumulations of dirt and urine.

Stall Partition Cleaning:

- A. Stall partitions and partitions between urinals shall be cleaned according to schedule.
- B. 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 Technical Contract Administrator.
- C. 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.

Mirror and Chrome Cleaning:

- A. Mirrors, chrome and other metal trim shall be cleaned and polished according to schedule. Included shall be metal supply dispensers, hand dryers, metal door pushes, and metal wall plates. Abrasive cleaners shall not be used.
- B. 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.

Tile Descaling:

- A. According to the schedule, tile floors, stalls, etc. in rest rooms shall be cleaned of all scale, mineral deposits and soap residues with the appropriate chemical cleaning solution. Extreme care shall be exercised to avoid damaging fixtures, metal pipes, chrome, etc.
- B. Tile floors, walls, and shower stalls shall be cleaned of all scale, mineral deposits and soap residues and shall be thoroughly rinsed and dried to present a uniformly clean appearance.

Grout Cleaning:

- A. Grout and sealants shall be cleaned according to the 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 Technical Contract Administrator.
- B. Grout and other sealants shall be scrubbed clean and present a uniformly clean and hygienic appearance.

Ceramic Tile Floor/Wall Cleaning:

- A. 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.
- B. Ceramic tile floors and walls shall be thoroughly cleaned, rinsed and dried to present a uniformly clean appearance.
- C. Extra attention should be given to the floors around the bases of commodes and urinals. Floors should be free of stains and odors.

Floor Drains:

- A. Ensure floor drains are operating properly and odor-free, check daily; flush with hot water and germicidal solution.

Rest Room/Locker Room Servicing:

- A. Rest rooms and locker rooms shall be serviced according to schedule and as frequently as necessary to assure sufficiency of supplies and hygienic conditions. Extra supplies shall be left when necessary to assure sufficiency between cleanings and servicing.
- B. Hand towels, soap, toilet tissue, toilet seat covers, and sanitary napkins shall be stocked

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in appropriate dispensers in quantities adequate to ensure sufficiency between cleanings or servicing. Hair and body soap products shall be furnished and replenished in all showers at Reston Community Center only. Urinal screens with deodorizer blocks shall be provided for all urinals and replaced as needed. Urinal screens should be replaced when the deodorized block is completely eroded.

21.3 FLOOR MAINTENANCE

Sweeping / Dust Mopping:

- A. 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 but may be used on garage floors.
- B. 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.

Removing Gum/Tar etc.:

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

Spot Mopping:

- A. 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 that penetrate floor finishes. In these instances, floors shall receive a light coat of finish to repair the damage and present a uniform appearance.
- B. Spills, spots, and stains shall be mopped up to assure a uniformly clean appearance.

Mopping:

- A. 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.
- B. Change mop heads and sponges on a regular basis; at a minimum, replace mop heads and sponges every other week or when they smell or show visible dirt.
- C. Ensure that mops are allowed to dry completely between uses; mops should be hung in a janitorial closet on hooks provided, not stored in buckets or slop sink.
- D. Mopped floors shall be free from streaks, spots, stains, smears, mop strands and other unsightly appearance.

Spray Buffing:

- A. 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, replace all furniture.
- B. Floors shall have a uniform high shine and be free of streaks, scuff marks, and other unsightly appearances.

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Stripping and Refinishing:

- A. This procedure shall be employed according to schedule to remove accumulations of dirt, finish discoloration, 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 rewaxed according to schedule with a sealer and some coats of slip-resisting floor finish. Floors must be clean and free of scuff marks, stains, rust, dirt, gum, tar, old finish, etc. before finish is applied with adequate time for drying allowed between coats. **DRY STRIPPING PROCEDURES SHALL NOT BE USED IN COUNTY FACILITIES.**
- B. Floors shall be stripped of layers of soiled finish, heel marks and scuffs, discoloration's, 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 shine and shall not have buildups or 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.

21.4 **CARPET CARE**

Carpets shall be vacuumed, spot cleaned and shampooed to remove accumulations of dust, dirt, stains and soil according to the schedule. Carpets shall present a uniformly clean appearance at all times be free from spots, stains, chewing gum, tar, grease, litter, etc. Any tears, rips, burns or indelible stains shall be reported for repairs or replacement.

Vacuuming:

- A. 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 replaced.
- B. 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 strands, and the pile shall stand erect.

Spot Cleaning:

- A. 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 a putty knife, but careful attention shall be paid to avoid damaging carpet fibers.
- B. 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 beverage spills shall be cleaned up as soon as they are discovered. Gum and tar shall be removed as soon as they are discovered.

Shampooing:

- A. This procedure shall be employed according to schedule to ensure a clean and uniform appearance and to prolong the life of the carpeting. This is complete carpet cleaning and involves 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 to be determined by the Technical Contract Administrator. Care

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must be taken to avoid damaging carpet fibers irrespective of the method of carpet cleaning employed.

- B. Carpets which have been shampooed shall present a uniformly clean appearance with no evidence of surface soil or spotting, the pile shall stand erect and the color shall be bright.
- C. Carpets which have been shampooed shall be dry to the touch within 12 hours after service was performed.

21.5 HORIZONTAL SURFACE CLEANING

Horizontal surface cleaning shall be interpreted to mean those surfaces and objects not high enough to require the use of a ladder (below 100" or about in height) 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.

Spot Cleaning:

- A. 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.
- B. 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.

Dusting:

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

Damp Wiping:

- A. 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 item 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.
- B. 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.

21.6 VERTICAL SURFACE CLEANING

Vertical surface cleaning shall be interpreted to mean those surfaces not high enough to require the use of a ladder (below 100" or about in height) that comprise the furnishings and structure of the facility and shall include but are not 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.

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Wall Scrubbing:

- A. 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. Manual or machine scrubbing may be employed but in either case, flooding of floors is to be avoided at all times. Floors and floor finish shall be protected during this procedure.
- B. 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.

Baseboard Cleaning:

- A. Baseboards shall be cleaned according to schedule and after all stripping, scrubbing, and refinishing procedures as necessary.
- B. Baseboards shall be free from splashes, dirt, cobwebs, finish buildups, streaks, crevice accumulations of dirt, etc.

21.7 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 wrappers, cigarette butts, etc.) shall be removed. Plumbing problems shall be reported to the maintenance staff for corrective action. Drinking fountains shall be free from trash and debris, dirt, fingerprints, smudges, streaks, spots and stains. Wall areas around the fountain shall be free from water spots and streaks.

21.8 HIGH DUSTING/CLEANING

High surface shall be interpreted to mean those surfaces and objects high enough (above 100" or about in height) to require the use of a ladder 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. 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.

Cleaning Vents, Grills, Etc.:

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

Cleaning Light Fixtures:

- A. 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.
- B. Cleaned Light Fixtures shall be free from dirt, accumulated dust, cobwebs and present an overall clean appearance.

21.9 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, and washing or washing by use of an ultrasonic cleaning machine. Care shall be taken to prevent damages to either the slats or the

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tapes that support them. 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.

21.10 ELEVATOR/STAIRWAY CLEANING

Elevators and stairways shall be cleaned according to schedule. Cleaned elevators and stairways shall present a uniformly clean appearance.

Riser and Threshold Cleaning

- A. Risers and thresholds shall be cleaned according to the schedule. Attention shall be paid to inaccessible areas such as corners and edges and appropriate tools shall be employed to clean these areas.
- B. All gum, tar, grease and other soils shall be removed. Risers and thresholds shall be free 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 or finish or accumulations of dirt in layers of finish.

Hand Rail Cleaning

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

Elevator Cab Cleaning

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

21.11 OUTSIDE CLEANING

Grounds covering designated parking areas, front entryway, loading dock, lawns, and flower and shrub beds shall be cleaned according to schedule. **At Reston Community Center at Hunters Woods, grounds covering rear parking lot, front entry way, loading dock, lawns, and flower and shrub beds shall be cleaned. Reston Community Center at Lake Anne does not require outside cleaning. Outside areas to be cleaned at McLean Community Center are front and rear entryways, picnic table seating area and the loading dock. At Old Firehouse Teen Center, grounds covering all parking areas, lawns, and flower and shrub beds shall be cleaned under this contract.**

Paper and Trash Collection:

- A. All trash receptacles shall be emptied according to schedule. All receptacles shall be relined with clean plastic liners.
- B. Receptacles shall be kept clean and odor free. Trash and paper shall not be allowed to overflow receptacles. Dumpster sites shall be kept clean and orderly. Dumpster lids shall be closed after use to keep animals out. Trash shall not be allowed to blow around grounds. Spills resulting from collection process shall be promptly cleaned.

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Sweeping:

- A. Entrance ways, sidewalks, and loading dock shall be swept according to schedule to present a clean and orderly appearance at all times.
- B. Entrances and sidewalks shall present a clean and orderly appearance with no loose dirt or debris in evidence.

Policing:

- A. Grounds covering designated parking areas, front entryway, loading dock, lawns, and flower and shrub beds shall be policed according to schedule to present a tidy appearance at all times be free of litter, trash, debris and other unsightly omissions.
- B. Policing efforts shall be judged according to their timeliness and effectiveness in presenting an overall clean appearance.

21.12 WINDOW AND GLASS CLEANING

Window 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 including all OSHA-prescribed safety regulations and practices. Drips, spills, splashes and the like which result from the process of cleaning windows and glass shall be cleaned up as soon as possible.

Windows - Interior Cleaning

- A. Windows below 100" 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 such needed special equipment.
- B. The absence of a requirement covering specific equipment, operations, or hazards shall not relieve the Contractor of responsibility of taking further action to provide maximum safety in the performance of window/glass cleaning.
- C. Windows shall be free from dirt, grime, smears, fingerprints, smudges, water spots or streak, film and chemical residues. Metal trim, bases edges and frames shall be wiped clean and dry.

Windows – Exterior Cleaning (Old Firehouse Teen Center Only)

- A. Windows below 100" in height shall be cleaned on the outside on a monthly basis at Old Firehouse Teen Center only. It is anticipated that some special equipment may be needed to perform some of the tasks. The Contractor shall provide such needed special equipment.
- B. The absence of a requirement covering specific equipment, operations, or hazards shall not relieve the Contractor of responsibility of taking further action to provide maximum safety in the performance of window/glass cleaning.
- C. The Contractor shall remove bird and insect feces and nests and any tree debris from the exterior of the windows.
- D. Windows shall be free from dirt, grime, smears, fingerprints, smudges, water spots or streak, film and chemical residues. Metal trim, bases edges and frames shall be wiped clean and dry.

Doors, Partitions, and Display Case Cleaning:

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

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- B. 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.

21.13 UTILITY WORK

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.

Emergency Custodial Services:

- A. Emergency services may include but are not limited to cleaning up spills, leaks, floods, sickness, animal waste, breakage, etc. In the event an emergency situation is of such magnitude that regularly scheduled tasks cannot be accomplished, the Technical Contract Administrator shall be so informed. 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.

Special Jobs:

- A. 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. Special jobs 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.

22. SERVICE FREQUENCY:

- 22.1 **RESTON COMMUNITY CENTER:** Service frequency indicated in this section applies to both RCC Hunters Woods and RCC Lake Anne unless indicated otherwise.

Lobbies and Public Areas

Daily Tasks:

- a. Vacuum carpeted areas, including walk-off mats, and spot clean all carpets. For tile floors, sweep and wet mop all surfaces. Remove all gum and tar.
- b. Clean and disinfect all drinking fountains.
- c. Empty all trash receptacles and collect and remove all miscellaneous trash and rubbish. Reline with clean plastic bag.
- d. Empty recycling receptacles and deposit recyclables in recycling dumpster. Plastic bags are not permitted with recyclables so recyclable material must be deposited directly into dumpster. Reline receptacles with clean plastic bag.
- e. Clean elevator cab and vacuum carpet and wipe down doors and control panels.
- f. Clean all vertical and horizontal surfaces
- g. Remove hand prints and other marks from walls, doors, and door frames.
- h. Clean all interior windows/glass (below 100 inches) and all glass entrances and other doors, partitions, and display cases.
- i. Clean arms and legs of all chairs and legs and surfaces of all tables.
- j. Clean all handrails in stairways and elevator.
- k. Mop all stairways, including risers and landings

Monthly Tasks:

- a. Clean and disinfect all trash receptacles.
- b. Clean all vents and diffusers.
- c. Clean all baseboards
- d. Machine scrub tile floors at RCC Lake Anne.

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Office Areas, Mail Room

Daily Tasks:

- a. Vacuum carpeted areas, including walk-off mats, and spot clean all carpets. For tile floors, sweep and wet mop all surfaces. Remove all gum and tar.
- b. Empty all trash receptacles and collect and remove all miscellaneous trash and rubbish. Reline with clean plastic bag.
- c. Empty recycling receptacles and deposit recyclables in recycling dumpster. Plastic bags are not permitted with recyclables so recyclable material must be deposited directly into dumpster. Reline receptacles with clean plastic bag.
- d. Clean all vertical and horizontal surfaces.
- e. Wipe off and disinfect all counter tops, table tops, etc.
- f. Remove hand prints and other marks from walls, doors, and door frames.
- g. Clean all interior windows/glass (below 100 inches) and all glass entrances and other doors, partitions, and display cases.
- h. Disinfect all telephones

Monthly Tasks:

- a. Clean all baseboards.
- b. Clean all vents and diffusers.

Semi-Annual Tasks (every six months):

- a. Clean all venetian blinds.

Meeting Rooms 1-5 (RCC Hunters Woods), Conference Room and Jo Ann Rose Gallery (RCC Lake Anne)

Daily Tasks:

- a. Vacuum carpeted areas, including walk-off mats, and spot clean all carpets. For tile floors, sweep and wet mop all surfaces. Remove all gum and tar.
- b. Empty all trash receptacles and collect and remove all miscellaneous trash and rubbish. Reline with clean plastic bag.
- c. Empty recycling receptacles and deposit recyclables in recycling dumpster. Plastic bags are not permitted with recyclables so recyclable material must be deposited directly into dumpster. Reline receptacles with clean plastic bag.
- d. Dust all vertical and horizontal surfaces.
- e. Remove hand prints and other marks from walls, doors, and door frames.
- f. Clean all interior windows/glass (below 100 inches) and all glass entrances and other doors, partitions, and display cases.
- g. Disinfect all telephones

Monthly Tasks:

- a. Clean and disinfect all trash receptacles.
- b. Clean all vents and diffusers.
- c. Clean all baseboards.

Semi-Annual Tasks (every six months):

- a. Clean all venetian blinds.
- b. Clean and dust high surfaces (over 100").

Meeting Room 6 (RCC Hunters Woods)

Daily Tasks:

- a. Sweep and wet mop all surfaces. Remove all gum and tar.
- b. Empty all trash receptacles and collect and remove all miscellaneous trash and rubbish. Reline with clean plastic bag.

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- c. Dust all vertical and horizontal surfaces.
- d. Remove hand prints and other marks from walls, doors, and door frames.
- e. Clean all interior windows/glass (below 100 inches) and all glass entrances and other doors, partitions, and display cases.
- f. Disinfect all telephones

Monthly Tasks:

- a. Clean and disinfect all trash receptacles.
- b. Clean all vents and diffusers.
- c. Clean all baseboards

Semi-Annual Tasks (every six months):

- a. Strip and wax floor
- b. Clean and dust all high surfaces.

Community Room (RCC Hunters Woods)

Daily Tasks:

- a. Dust mop entire floor surface. Remove all gum and tar.
- b. Spot mop any stains or discolored areas (Note: County Staff is responsible for buffing floor on a regular basis.)
- c. Empty all trash receptacles and collect and remove all miscellaneous trash and rubbish. Reline with clean plastic bag.
- d. Empty recycling receptacles and deposit recyclables in recycling dumpster. Plastic bags are not permitted with recyclables so recyclable material must be deposited directly into dumpster. Reline receptacles with clean plastic bag.
- e. Remove hand prints and other marks from walls, doors, and door frames.
- f. Clean all interior windows/glass (below 100 inches) and all glass entrances and other doors, partitions, and display cases.

Monthly Tasks:

- a. Clean and disinfect all trash receptacles.
- b. Clean all baseboards.

Computer Classroom (RCC Hunters Woods)

Daily Tasks:

- a. Vacuum carpeted areas, including walk-off mats, and spot clean all carpets. Remove all gum and tar.
- b. Empty all trash receptacles and collect and remove all miscellaneous trash and rubbish. Reline with clean plastic bag.
- c. Clean all vertical and horizontal surfaces.
- d. Clean surfaces of conference table and workstations and push all chairs in neatly.
- e. Remove hand prints and other marks from walls, doors, and door frames.
- f. Clean all interior windows/glass including mirrors (below 100 inches) and all glass entrances and other doors, partitions, and display cases.
- g. Disinfect all telephones.

Monthly Tasks:

- a. Clean and disinfect all trash receptacles.
- b. Clean all vents and diffusers.
- c. Clean all baseboards.

Restrooms and dressing rooms (excluding locker rooms)

Daily Tasks:

- a. Sweep and wet mop all floor surfaces. Remove all gum and tar.

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- b. Empty all trash receptacles and collect and remove all miscellaneous trash and rubbish. Reline with clean plastic bag.
- c. Empty feminine hygiene disposal containers and reline with clean wax-lined bag.
- d. Clean and disinfect all fixtures, clean all partitions, clean and polish mirrors, counter tops, makeup tables, changing tables, etc. to meet performance standards outlined in Paragraph 21.
- e. Replace urinal screens as needed. Urinal screens should be replaced monthly or when the deodorized block is completely eroded, whichever occurs first.
- f. Restock all supplies. There should always be adequate supply of soap, paper towels, toilet tissue, and toilet seat covers.

Monthly Tasks:

- a. Machine scrub all tile floors.
- b. Clean and disinfect all trash receptacles.
- c. Clean all vents and diffusers.

Men's, Women's and Unisex Locker Rooms (RCC Hunters Woods)

Daily Tasks:

- a. Sweep, wet mop, and scrub all tile floor surfaces using a scrub brush. Pay particular attention to shower areas and areas around floor drains. Remove all gum and tar. Thoroughly clean tile wall surfaces in shower areas.
- b. Empty all trash receptacles and collect and remove all miscellaneous trash and rubbish, including from tops of lockers. Reline with clean plastic bag.
- c. Empty feminine hygiene disposal containers and reline with clean wax-lined bag.
- d. Clean and disinfect all fixtures, clean all partitions, clean and polish mirrors, counter tops, changing tables, etc. to meet performance standards outlined in Paragraph 21.
- e. Restock all supplies, including hair and body wash in showers. There should always be adequate supply of soap, hair and body wash, paper towels, toilet tissue, and toilet seat covers.
- f. Replace urinal screens as needed. Urinal screens should be replaced monthly or when the deodorizer block is completely eroded, whichever occurs first.
- g. Check all floor drains and flush with hot water.

Weekly Tasks:

- a. Machine scrub all tile wall surfaces.

Monthly Tasks:

- a. Clean and disinfect all trash receptacles.
- b. Clean all vents and diffusers.

Art Studio, Ceramics Studio, 3-D Studio (RCC Lake Anne)

Daily Tasks:

- a. Sweep and wet mop all surfaces. Remove all gum and tar.
- b. Clean and disinfect all sinks.
- c. Empty all trash receptacles and collect and remove all miscellaneous trash and rubbish. Reline with clean plastic bag.
- d. Restock paper towels as needed.
- e. Dust all vertical and horizontal surfaces.
- f. Remove hand prints and other marks from walls, doors, and door frames.
- g. Clean all interior windows/glass (below 100 inches) and all glass entrances and other doors, partitions, and display cases.
- h. Disinfect all telephones

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Monthly Tasks:

- a. Clean and disinfect all trash receptacles.
- b. Clean vents and grills
- c. Clean all baseboards

Semi-Annual Tasks (every six months):

- a. Dust and clean high surfaces (over 100").

Fitness Studios A & B and Wellness Studio (RCC Lake Anne)

Daily Tasks:

- a. Sweep and dust mop all surfaces. Remove all gum and tar. Spot clean as needed.
- b. Empty all trash receptacles and collect and remove all miscellaneous trash and rubbish. Reline with clean plastic bag.
- c. Vacuum walkoff carpet at room entrance.
- d. Dust all vertical and horizontal surfaces.
- e. Clean all interior windows/glass including mirrors (below 100 inches) and all glass entrances and other doors, partitions, and display cases.
- f. Disinfect all telephones

Monthly Tasks:

- a. Clean and disinfect all trash receptacles.
- b. Clean all vents and diffusers.
- c. Clean all baseboards.

Dance Studio (RCC Hunters Woods)

Daily Tasks:

- a. Sweep and dust mop all surfaces. Remove all gum and tar. Spot clean as needed.
- b. Empty all trash receptacles and collect and remove all miscellaneous trash and rubbish. Reline with clean plastic bag.
- c. Empty recycling receptacles and deposit recyclables in recycling dumpster. Plastic bags are not permitted with recyclables so recyclable material must be deposited directly into dumpster. Reline receptacles with clean plastic bag.
- d. Vacuum walkoff carpet at room entrance.
- e. Dust all vertical and horizontal surfaces.
- f. Remove hand prints and other marks from walls, doors, and door frames.
- g. Clean all interior windows/glass including mirrors (below 100 inches) and all glass entrances and other doors, partitions, and display cases.
- h. Disinfect all telephones

Monthly Tasks:

- a. Clean and disinfect all trash receptacles.
- b. Clean all baseboards.

Semi-Annual Tasks (every six months):

- a. Dust and clean high surfaces (over 100").

Theatre Seating Area (RCC Hunters Woods)

Daily Tasks:

- a. Spot clean all carpets. Vacuum seating area as needed. Remove all gum and tar.
- b. Remove all miscellaneous trash and rubbish.
- c. Clean all vertical and horizontal surfaces.

Monthly Tasks:

- a. Clean all baseboards.

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Semi-Annual Tasks (every six months):

- a. Dusting and cleaning of high surfaces.
- b. Vacuum all theatre seats.

Woodshop (RCC Hunters Woods)

Daily Tasks:

- a. Sweep and wet mop all surfaces. Remove all gum and tar. Spot clean as needed.
- b. Empty all trash receptacles and collect and remove all miscellaneous trash and rubbish. Reline with clean plastic bag.
- c. Clean all vertical and horizontal surfaces.
- d. Remove hand prints and other marks from walls, doors, and door frames.
- e. Clean and disinfect all sinks.
- f. Disinfect all telephones

Monthly Tasks:

- a. Clean all baseboards.

Semi-Annual Tasks (every six months):

- a. Dust and clean high surfaces (over 100").

Yearly Tasks:

- a. Strip and rewax floor with slip-resistant finish.

Kitchen Facilities

Daily Tasks:

- a. Sweep and wet mop all surfaces, including behind and underneath appliances. Remove all gum and tar. Spot clean as needed.
- b. Empty all trash receptacles and collect and remove all miscellaneous trash and rubbish. Reline with clean plastic bag.
- c. Empty recycling receptacles and deposit recyclables in recycling dumpster. Plastic bags are not permitted with recyclables so recyclable material must be deposited directly into dumpster. Reline receptacles with clean plastic bag.
- d. Wipe down all counters and other horizontal surfaces.
- e. Remove hand prints and other marks from walls, doors, and door frames.
- f. Clean and disinfect all sinks

Weekly Tasks:

- a. Machine scrub flooring.
- b. Thoroughly wipe down facing of all appliances.

Monthly Tasks:

- a. Clean and disinfect all trash receptacles.
- b. Clean all vents and diffusers.
- c. Clean all baseboards

Loading Dock and Outside Areas (RCC Hunters Woods)

Daily Tasks:

- a. Sweep all surfaces as needed.
- b. Remove all miscellaneous trash and rubbish.
- c. Clean area around Dumpsters and ensure Dumpster lids are kept securely closed.

Monthly Tasks:

- a. Hose out and disinfect all trash carts.

TECHNICAL PROVISIONS

Custodial Closets

Daily Tasks:

- a. Maintain all areas in a neat and orderly manner in compliance with County Safety and Fire regulations.
- b. Mop floors as needed

AS NEEDED IN ALL AREAS

1. Respond to emergency custodial services.
2. Respond to special job assignments.

AT CLOSING IN ALL AREAS

1. Turn off lights and equipment.
2. Close and lock windows and doors. Ensure all doors are secure from the outside. Report any issues to the Facility Services Director immediately.
3. Activate the security alarm system (if equipped).

- 22.2 **MCLEAN COMMUNITY CENTER:** Service frequency indicated in this section applies to both main McLean Community Center building and Old Firehouse Teen Center unless indicated otherwise.

Lobbies and Public Areas

Daily Tasks:

- a. Vacuum carpeted areas, including walk-off mats, and spot clean all carpets. For tile floors, sweep and wet mop all surfaces. Remove all gum and tar.
- b. Clean and disinfect all drinking fountains.
- c. Empty all trash receptacles and collect and remove all miscellaneous trash and rubbish. Reline with clean plastic bag.
- d. Empty recycling containers and deposit in receptacle on loading dock. Reline with clean plastic bag.
- e. Clean elevator cab and vacuum carpet.
- f. Dust all vertical and horizontal surfaces
- g. Remove hand prints and other marks from walls, doors, and door frames.
- h. Clean all interior windows/glass (below 100 inches) and all glass entrances and other doors, partitions, and display cases.
- i. Clean arms and legs of all chairs and legs and surfaces of all tables.
- j. Clean all handrails in stairways and elevator.

Twice Weekly Tasks:

- a. Mop (or vacuum if carpeted) all stairways, including risers and landings.

Weekly Tasks:

- a. Spray buff all hard surface flooring.
- b. Clean all baseboards.

Monthly Tasks:

- a. Clean and disinfect all trash receptacles.
- b. Complete vertical and horizontal surface cleaning.
- c. Clean all vents and diffusers.

Quarterly Tasks (every three months):

- a. Shampoo all carpeted areas.

TECHNICAL PROVISIONS

Semi-Annual Tasks (every six months):

- a. Clean all venetian blinds.

Yearly Tasks (every 12 months):

- a. Clean all light fixtures.

Office Areas

Daily Tasks:

- a. Vacuum carpeted areas, including walk-off mats, and spot clean all carpets. For tile floors, sweep and wet mop all surfaces. Remove all gum and tar.
- b. Empty all trash receptacles and collect and remove all miscellaneous trash and rubbish. Reline with clean plastic bag.
- c. Empty recycling containers and deposit in receptacle on loading dock. Reline with clean plastic bag.
- d. Dust all vertical and horizontal surfaces.
- e. Wipe off and disinfect all counter tops, table tops, etc.
- f. Remove hand prints and other marks from walls, doors, and door frames.
- g. Clean all interior windows/glass (below 100 inches) and all glass entrances and other doors, partitions, and display cases.

Weekly Tasks:

- a. Clean all baseboards.

Monthly Tasks:

- a. Clean and disinfect all trash receptacles.
- b. Complete vertical and horizontal surface cleaning.
- c. Clean all vents and diffusers.

Semi-Annual Tasks (every six months):

- a. Clean all venetian blinds.

Yearly Tasks (every 12 months):

- a. Shampoo all carpeted areas.
- b. Vacuum cubicle partitions.
- c. Clean all light fixtures.

Meeting Rooms (Swinson, Maffitt, Stedman), Community Hall, Conference Room 1, Green Room, Shelp, Hampton, Rehearsal Hall, and McLean Room

Daily Tasks:

- a. Vacuum carpeted areas, including walk-off mats, and spot clean all carpets. For tile floors, sweep and wet mop all surfaces. Remove all gum and tar. For wood floors, sweep and dust mop. Wet mop as required.
- b. Empty all trash receptacles and collect and remove all miscellaneous trash and rubbish. Reline with clean plastic bag.
- c. Dust all vertical and horizontal surfaces.
- d. Remove hand prints and other marks from walls, doors, and door frames.
- e. Clean all interior windows/glass (below 100 inches) and all glass entrances and other doors, partitions, and display cases.

Weekly Tasks:

- a. Clean all baseboards.
- b. Complete vertical and horizontal surface cleaning.
- c. Disinfect all telephones.

TECHNICAL PROVISIONS

Monthly Tasks:

- a. Clean and disinfect all trash receptacles.
- b. Clean all vents and diffusers.

Quarterly Tasks (every three months):

- a. Shampoo all carpeted areas.

Semi-Annual Tasks (every six months):

- a. Clean all venetian blinds.
- b. Clean and dust high surfaces (over 100").

Yearly Tasks (every 12 months):

- a. Clean all light fixtures.

Game Room, Café, Multi-Purpose Room, Computer Lab (Old Firehouse Teen Center)

Daily Tasks:

- a. Vacuum carpeted areas, including walk-off mats, and spot clean all carpets. For tile floors, sweep and wet mop all surfaces. Remove all gum and tar.
- b. Empty all trash receptacles and collect and remove all miscellaneous trash and rubbish. Reline with clean plastic bag.
- c. Empty recycling containers and deposit in outside recycling receptacle. Reline with clean plastic bag.
- d. Dust all vertical and horizontal surfaces.
- e. Wipe off and disinfect all counter tops, table tops, etc.
- f. Remove hand prints and other marks from walls, doors, and door frames.
- g. Clean all interior windows/glass (below 100 inches) and all glass entrances and other doors, partitions, and display cases.

Weekly Tasks:

- a. Clean all baseboards.

Monthly Tasks:

- a. Clean and disinfect all trash receptacles.
- b. Complete vertical and horizontal surface cleaning.
- c. Clean all vents and diffusers.

Semi-Annual Tasks (every six months):

- a. Clean all venetian blinds.
- b. Spray buff all hard surface flooring

Yearly Tasks (every 12 months):

- a. Shampoo all carpeted areas.
- b. Clean all light fixtures.

Restrooms

Daily Tasks:

- a. Sweep and wet mop all floor surfaces. Remove all gum and tar.
- b. Empty all trash receptacles and collect and remove all miscellaneous trash and rubbish. Reline with clean plastic bag.
- c. Empty feminine hygiene disposal containers and reline with clean wax-lined bag.
- d. Clean and disinfect all fixtures, clean all partitions, clean and polish mirrors, counter tops, makeup tables, changing tables, etc. to meet performance standards outlined in Paragraph 21.
- e. Replace urinal screens as needed. Urinal screens should be replaced when the deodorizer block is completely eroded.

TECHNICAL PROVISIONS

- f. Restock all supplies. There should always be adequate supply of soap, paper towels, toilet tissue, and toilet seat covers.

Monthly Tasks:

- a. Machine scrub all tile floors.
- b. Clean and disinfect all trash receptacles.
- c. Clean all vents and diffusers.

DuVal Studio

Daily Tasks:

- a. Sweep and wet mop all surfaces. Remove all gum and tar.
- b. Clean and disinfect all sinks.
- c. Empty all trash receptacles and collect and remove all miscellaneous trash and rubbish. Reline with clean plastic bag.
- d. Restock paper towels as needed.
- e. Dust all vertical and horizontal surfaces.
- f. Remove hand prints and other marks from walls, doors, and door frames.
- g. Clean all interior windows/glass (below 100 inches) and all glass entrances and other doors, partitions, and display cases.

Weekly Tasks:

- a. Clean all baseboards.
- b. Complete vertical and horizontal surface cleaning.
- c. Disinfect all telephones.

Monthly Tasks:

- a. Clean and disinfect all trash receptacles.
- b. Clean vents and grills

Semi-Annual Tasks (every six months):

- a. Dust and clean high surfaces (over 100").

Theatre Seating Area

Daily Tasks:

- a. Spot clean all carpets. Vacuum seating area as needed. Remove all gum and tar.
- b. Remove all miscellaneous trash and rubbish.
- c. Dust all vertical and horizontal surfaces.

Weekly Tasks:

- a. Clean all baseboards.
- b. Vacuum entire seating area.

Semi-Annual Tasks (every six months):

- c. Dusting and cleaning of high surfaces.
- d. Vacuum all theatre seats.

Kitchen Facilities

Daily Tasks:

- a. Sweep and wet mop all surfaces, including behind and underneath appliances. Remove all gum and tar. Spot clean as needed.
- b. Empty all trash receptacles and collect and remove all miscellaneous trash and rubbish. Reline with clean plastic bag.
- c. Empty recycling containers and deposit in receptacle on loading dock.
- d. Wipe down all counters and other horizontal surfaces.

TECHNICAL PROVISIONS

- e. Remove hand prints and other marks from walls, doors, and door frames.
- f. Clean and disinfect all sinks.

Weekly Tasks:

- a. Clean all baseboards.
- b. Spray buff flooring.
- c. Thoroughly wipe down facing of all appliances.

Monthly Tasks:

- a. Clean and disinfect all trash receptacles.
- b. Clean all vents and diffusers.

Yearly Tasks (every 12 months):

- a. Clean all light fixtures.

Loading Dock and Outside Areas

Daily Tasks:

- a. Sweep all surfaces as needed.
- b. Empty all outside trash receptacles and collect and remove all miscellaneous trash and rubbish. Reline with clean plastic bag.
- c. Remove all trash from shrub and flower beds along main sidewalk in front of building. (Old Firehouse Teen Center)
- d. Clean area around Dumpsters and ensure Dumpster lids are kept securely closed.

Monthly Tasks:

- a. Hose out and disinfect all trash carts.
- b. Clean exterior windows/glass below 100". (Old Firehouse Teen Center Only)

Custodial Closets/Designated Storage Rooms for Storing Cleaning Equipment and Supplies

Daily Tasks:

- a. Maintain all areas in a neat and orderly manner in compliance with County Safety and Fire regulations.

AS NEEDED IN ALL AREAS

- 1. Respond to emergency custodial services.
- 2. Respond to special job assignments.

AT CLOSING IN ALL AREAS

- 1. Turn off lights and equipment.
- 2. Close and lock windows and doors.
- 3. Activate the security alarm system (if equipped).