

TECHNICAL PROVISIONS

1. KEYS AND PROXY CARDS:

- 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.
- 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 Contract Manager immediately. The Contractor shall rearm all designated alarm systems when they leave the facility, failure to do so may result in costs to the Contractor.
- 1.3. Offerors should describe methods of ensuring that facilities are always secure while their staff is on site.
- 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 such as Fort Howard or equivalent.
 - b. Paper towels shall be of 100% Post-Consumer Waste content, semi-bleached such as Fort Howard or equivalent.
 - c. All floor finish products must be submitted to the Facilities Management Department 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 manufactures label affixed to the container. 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. **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.
- 2.5. **Germicidal Properties:** The Contractor shall use germicidal / antibacterial soaps and disinfectants to clean under this contract. The Contractor shall not use germicidal/antibacterial soaps and disinfectants that do not bear the Environmental Protection Agency (EPA) registration number.
- 2.6. 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 prior to the change. Any

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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. BLEACH is not approved for use in any county facility.

- 2.7. **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 opening a new container. Products shall be used prior to their expiration date. Dispose of all excess products in accordance with manufacturer instructions.
- 2.8. **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, Tuberculocidal, and Antimicrobial Products Against Certain Human Public Health Bacteria and Viruses (Updated January 16, 2007)
- 2.9. **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)
- 2.10. **Additional Product Selection Criteria:** All products used for this contract must meet the following criteria:
- a. 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).
 - b. Undiluted products must not be corrosive to the skin or eyes.
 - c. Products must be free of chemicals listed in section 2.6 Prohibited Cleaning Chemicals.
 - d. Products must be free of chemicals listed in the 11th Report on Carcinogens published by the National Toxicology Program.
 - e. 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.*)
 - f. Products must eliminate fragrances or show that any fragrances meet the Code of Practice of the International Fragrance Association.
 - g. Products must not be combustible (flashpoint above 150°F).
 - h. Ingredients must not contain total phosphorous (including compounds) that exceeds 0.5% by weight.
 - i. Ingredients must not be toxic to aquatic life.

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- j. Ingredients must exhibit ready biodegradability (removal of DOC by >70% or BOD by >60% according to ISO testing methods 9439, 10718, 10808, or 7827).
- k. Primary packaging must be recyclable.
- l. Give preference to packaging made with post-consumer recycle content.
- m. Paper products must meet the EPA *Comprehensive Procurement Guidelines for Janitorial Paper Products* for percentage of post-consumer fiber and total recycled fiber content.

2.11. Recommended Biohazard Products:

- **Main janitorial closet and one in every other custodial closet (floor)**
 - 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.

- 3.2. All cleaning equipment, including power driven floor scrubbing machines, backpack vacuums, 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.

NOTE: 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.
- 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 result of improper connection or disconnection from the outlet. The County will provide hot and cold water at all County facilities.

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4. PERSONNEL:

- 4.1. PROJECT MANAGER: The contractor shall provide a qualified Project Manager (PM), as their chief operations manager for this contract. A Project Manager is a person designated in writing by the Contractor who has complete authority to act for the contractor during the term of the Contract and who is authorized to accept inspection reports and all other correspondence on behalf of the Contractor. The PM. will be required to perform on site building visits for each building, at least once per week. The visits will be scheduled to ensure supervisory and custodial staff's performance, as well as service delivery conformance. The PM Is encouraged to meet regularly with building tenant's representatives.

The Project Manager shall be available by phone and by email during the hours of 7:00 A.M. and 6:00 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. within one hour. The Contractor shall provide a line of authority to address custodial issues that may arise after non-business hour or after 6:00 P.M. The Contractor must demonstrate the company's accessibility 24-hours a day, 7 days a week.

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 5 years of Custodial Project Manager experience and at least 3 years of recent responsible proven experience as a Project Manager at facilities 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 5 years 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.

If the Project Manager becomes unavailable for work under this contract, 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.**

4.2. 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 always be available 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 Contractors Technical Proposal. 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 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.

4.3. PORTER SERVICE:

The Contractor shall provide day-time porter service, as described in paragraph 4 of the Special Provisions.

All porters who work additional services must have experience working independently and proven customer service experience working with the general public. This person must have experience understanding room configuration work orders without additional, detailed instructions from the Building Services staff. This position will work without direct on-site supervision.

All persons working as day porters shall be proficient in the English language and be able to communicate with County representatives and customers both orally and in writing. Porters must be able to work independently, be reliable, self-motivated, mature and responsible. All persons working as day porter must be able to lift 50 lbs. **The County reserves the right to interview and have final approval of all prospective day porters.**

The porter service shall provide the necessary custodial services at the facilities to include: Cleaning of secure areas, servicing of main lobbies, restrooms, tenant complaints, day care center and performing such special cleaning as required in vacating/relocating of space, alterations to the building interior structure, setups of rooms for meetings/conferences, cleanup after special meetings or events and cleanup made necessary by toilet floods and similar occurrences. All Tasks will be coordinated with the Facilities Management Department.

The day porters must be adequately trained in handling emergency clean-up of bodily fluids and blood borne pathogens. If a day porter becomes unavailable for work, substitute personnel of at least equal abilities and qualifications shall be required.

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 Contract. Prices shall be mutually agreed to by the County and the Contractor.

If a day porter becomes unavailable for work, substitute personnel of at least equal abilities and qualifications shall be required. The Contractor must inform FMD, as appropriate, by 8:00 a.m. each day a substitute is filling in for a regular day porter shift, or any part of a shift.

4.4. EMPLOYEES:

The Contractor shall always have in its employ 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 wellbeing 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.

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The Contractor shall adopt an employees' Standard of Conduct for all employees working at the facility and shall require any subcontractors 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.

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

4.5. 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. Based on Security Clearance requirements, vacated positions must be permanently filled within five working days. Absence of full staffing does not except the Contractor from performing all required tasks. The Contractor must provide a standby crew that have clearances, are trained on site requirements and can perform all tasks to fill in for employee absences. A crew of 10% or no less than 5 employees is required for standby.

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 (example: Two-way radios, cell phones or pagers). This system shall always enable the Project Manager and the Supervisors to remain in contact. All systems used by the Contractor shall comply with all applicable rules and regulations and frequency approval by the Facilities Management Department.

6. SECURITY CLEARANCES AND CRIMINAL HISTORY CHECK REQUIREMENTS:

- 6.1. The Contractor is responsible for obtaining criminal background investigation reports from a reliable repository (e.g. Federal, State and Local) for each employee assigned to this contract. The primary background checks provider Company is Castlebranch. The offeror(s) should describe their method of obtaining criminal background 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.

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- 6.2. Prior to start up, the Contractor will submit to the Facilities Management Department designee, a copy of the criminal background investigation report for each employee. The County is receptive to electronic transfer or access of criminal background summaries. For any Facility under the control of the Sheriff's Department or the Police Department, a second background check may be required, performed by them thru VCIN/NCIN/FBI prior to clearing any Contractors and their employees to work. This secondary check will be free of cost to the Contractors.
- 6.3. If any employee leaves and is re-hired by the Contractor, a new criminal background investigation report must be obtained prior to the employee starting work in the facility. In all cases, the criminal background investigation report must be presented a minimum of five (5) days prior to the employee start date. If the Facilities Management Department 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.
- 6.5. The County will provide badging for all custodial contract staff.

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.

8. EMERGENCY RESPONSE PLAN:

- 8.1. Offerors(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.

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9. PLAN OF WORK:

- 9.1. Offerors(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, an emergency contact for a 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. Proposed specific training for this contract: Bloodborne pathogen/exposure control training which is at or above hospital workers level.
- 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 always 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.

12. VENDING CONCESSIONS:

- 12.1. The Contractor shall provide sanitary napkin and tampons for existing dispenser units. A fee for this service will be mutually agreed upon between the Contractor and the Contract Manager. The Contractor will also alert the Contract Manager or representative when any unit is not working properly or has been damaged. Monies collected for this service shall be retained by the Contractor for funding further service.

NOTE: Dispensers must be checked and restocked nightly and napkin disposal containers emptied and sanitized nightly.

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13. UNAUTHORIZED PERSONNEL:

- 13.1. 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 with a Fairfax County security clearance for said facility. Unauthorized persons discovered on work premises will be immediately escorted off the property.

14. UNAUTHORIZED USE OF COUNTY EQUIPMENT:

- 14.1. The Contractor shall not allow his/her employees, at any time, 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.

15. SAFETY AND HEALTH:

- 15.1. 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.
- 15.2. 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.

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. Bonnet cleaning is not an accepted method and may only be performed as directed by the Facilities Management Department.
- 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 twice per year. The technique to be used will be a water extraction method for one cleaning and surface brightening method for the second cleaning. Carpets shall always present a uniformly clean appearance 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 monthly schedule for completion of carpet cleaning at the facility.
- 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.

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17. SNOW REMOVAL REQUIREMENTS:

- 17.1. The contractor shall make a path from all entrances to the parking lot curb upon arrival and departure from the facility to eliminate all hazardous conditions at the facility due to weather.
- 17.2. The contractor shall furnish the necessary labor, tools, supplies and equipment, including shovels and other items needed for snow removal activities. Appropriate commercial grade tools and equipment shall be made readily available by the Contractor by November 1 each year.
- 17.3. Chemicals and/or sand shall be used to reduce safety hazards due to ice and snow. Samples of all chemicals to be used, shall be submitted to the County for analytical review and approval prior to use.
- 17.4. Caution shall be used to avoid damage to steps, landings, sidewalks, walkways, and brick pavement with the chemicals.

18. RECYCLING PROGRAM REQUIREMENTS:

- 18.1. 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, and any clean paper without food residue. Under no circumstances will paper that is source 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. Paper collected separately 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.
- 18.2. The Contractor will not be responsible for emptying the employee desk containers used to collect paper.
- 18.3. The Contractor will collect cans and bottles for recycling from the recycling containers located throughout the property. Under no circumstances will cans and bottles that are source 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. Cans and bottles collected separately for recycling will be deposited by the Contractor in the appropriate container, storage area or other designated container or area, either inside or outside of the building, where the collection agency will deliver it to a recycling center.
- 18.4. The Contactor will not mix source-separated recyclables (such as mixing paper with cans and bottles) with any other material unless directed by the Contract Manager.

19. FAIRFAX COUNTY'S QUALITY ASSURANCE PROGRAM:

- 19.1. 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 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.

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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.

- 19.2. 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, monthly, or at the call of the Contract Manager or at the request of the Contractor.

20. SERVICE DELIVERY SUMMARY:

- 20.1. The service delivery summary summarizes the performance objectives and standards required to meet mission needs. The performance threshold describes the minimum acceptable level of service required for each objective and the percentage of deduction describes the amount of withholding in instances where thresholds have been exceeded. Below is a table describing the objective, standards, thresholds, and percentage of deductions.

Performance Objective	Frequencies / Standards	Performance Threshold	% of Deduction from Monthly Invoice
Public Areas Lobbies Elevators, Escalators Hallways & Stairwells Conference Rooms Courtrooms Cafeteria/Vending areas	As written in Technical Provisions paragraph 23 & 24	No more than 5 valid customer complaints per month	6-10 = 1% 11-15 = 1.5% Above 15= 5%
Administrative Areas Office Areas	As written in Technical Provisions paragraph 23 & 24	No more than 10 valid customer complaints per month	10-15 = 1% 16-20 = 1.5% Above 20= 5%
Restrooms	As written in Technical Provisions paragraph 23 & 24	No more than 3 valid customer complaints per month	4-8 = 1% 9-13 = 1.5% Above 13= 5%
Kitchen /Coffee Areas	As written in Technical Provisions paragraph 23 & 24	No more than 3 valid customer complaints per month	4 - 8 = 1% 9- 13 = 1.5% Above 13= 5%
Grounds Parking areas Garages Loading docks Lawns Flower Beds	As written in Technical Provisions paragraph 23 & 24	No more than 10 valid customer complaints per month	10-15 = 1% 16-20 = 1.5% Above 20= 5%
Security Clearances Keys Alarms Secure Bldg. Procedures	As written in Technical Provisions paragraphs 1 & 6	No more than 1 valid customer complaint per month	2 = 1% 3 = 1.5% Above 3 = 5%

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Performance Objective	Frequencies / Standards	Performance Threshold	% of Deduction from Monthly Invoice
Snow Removal	As written in Technical Provisions paragraph 17	No more than 2 valid complaints per month during the winter season	3 = 1% 4 = 1.5% Above 4 = 5%
Day Porter Services	As written in Technical Provisions paragraph 4	No more than 2 valid complaints per month	3 = 1% 4 = 1.5% Above 4 = 5%

- 20.2. **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 the performance threshold is exceeded, action will be taken by the Contract Manager or County representative in accordance with paragraph 21 of the Technical Provisions.
- 20.3. 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.
- 20.4. In the event that services are not provided to an entire facility the reduction in the contract price will be computed as follows:
- The reduction rate in dollars per day will be equal to the per month contract price for the facility, divided by 21 days per month.
 - The reduction rate in dollars per day multiplied by the numbers of days of services were not provided or required.
- 20.5. Should the Contractor exceed the performance threshold for a month, deductions will be taken according to the Service Delivery Summary Chart listed in paragraph 21 of the Technical Provisions. The deductions will be taken from the monthly payment.
- 20.6. If the Contractors non-performance results in the use of independent means to provide services. The Contractor will be responsible for all costs incurred.

21. CONTRACTOR'S PERFORMANCE EVALUATION:

- 21.1. The Contractor will receive a performance evaluation on a quarterly basis from the County Contract Manager or representative. The evaluation will include a complete narrative summary of the Contractor's performance that includes the following assessment elements. **This information will be used to determine renewals and incentive renewals.**

PERFORMANCE ELEMENT	DESCRIPTION
Quality of Service	Assessment of Contractors conformance to contract requirements, specifications and standards.
Schedule	Assessment of Contractors timeliness to completing project work and required scheduled work.
Business Relations	Customer Satisfaction, Completeness & quality of problem identifications and corrective action plans.
Management of Personnel	Assessment of Contractor's performance in selecting, retaining, supporting, training and replacing personnel

TECHNICAL PROVISIONS

21.2. Performance Ratings: Contractor ratings and criteria are listed below:

PERFORMANCE RATING	CRITERIA
Exceptional	Performance meets and exceeds contractual requirements. No valid complaints in 3 months
Very Good	Performance Meets and exceeds some contractual requirements. Tasks accomplished with few minor problems for which corrective action was taken. Less than minimum # of valid complaints received in 3 months
Satisfactory	Performance Meets contractual requirements. Performance elements contain some minor problems for which corrective actions were taken. Minimum # of valid complaints received in 3 months
Marginal	Performance does not meet some contractual requirements. Performance element reflects a serious problem for which the Contractor has not yet identified corrective action. The Contractors proposed actions appear only marginally effective or were not fully implemented. More than the minimum # of valid complaints received in the last 3 months.
Unsatisfactory	Performance does not meet most contractual requirements and recovery is not likely in a timely manner. The performance of the element contains serious problem(s) for which the Contractor's corrective actions appear or were ineffective

21.3. Monitoring of all contract performance will be an on-going process. Reports will be transmitted to the Contractor indicating non-compliance or poor performance. The Contractor will notify the County when corrective action has been completed. Failure to take corrective action will result in deductions being taken.

22. COUNTY HOLIDAYS:

22.1. Service shall be performed on the basis of tasks and frequencies indicated herein under Frequency of Cleaning Service, except for Fairfax County Government observed holidays. Contractors must verify holidays by contacting the Facilities Management Department.

23. PERFORMANCE STANDARDS:

23.1. 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 Contract Manager 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.

TECHNICAL PROVISIONS

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.

23.2. 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, 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 Contract Manager. 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, metal light switches. Abrasive cleaners shall not be used.

TECHNICAL PROVISIONS

- 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 Contract Manager.
- 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.

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 tissues, toilet seat covers, and sanitary napkins shall be stocked in appropriate dispensers in quantities adequate to ensure sufficiency between cleanings or servicing

23.3. **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.

TECHNICAL PROVISIONS

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. 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.

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 re-waxed 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.

23.4. 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.

TECHNICAL PROVISIONS

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 move 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. 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.

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 Facilities Management Department. Care 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

23.5. **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.

TECHNICAL PROVISIONS

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.

23.6. 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.

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.

23.7. 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.

TECHNICAL PROVISIONS

23.8. 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. Cleaned Light Fixtures shall be free from dirt, accumulated dust, cobwebs and still present an overall clean appearance

23.9. 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 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.

23.10. 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.

Handrail Cleaning

- A. Handrails of elevators and stairways shall be cleaned according to schedule by dusting and/or damp wiping with appropriate cleaning agents.
- B. Handrails shall be free from fingerprints, dirt, smears, smudges, splashes, spots, stains, streaks, and other unsightly omissions and shall present a uniformly clean appearance.

TECHNICAL PROVISIONS

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 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.

23.11. **OUTSIDE CLEANING**

Entire grounds covering parking areas, access roads and streets, loading dock, garages, lawns, flower and shrub beds shall be cleaned according to schedule.

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. Trash shall not be allowed to blow around grounds. Spills resulting from collection process shall be promptly cleaned.

Sweeping

- A. Entrance ways, sidewalks, and loading docks, garages, 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. Entire grounds covering parking areas, access roads and streets, loading dock, garages, lawns, 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.

23.12. **GLASS CLEANING**

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

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.
- 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.

TECHNICAL PROVISIONS

23.13. WINDOW WASHING SERVICE REQUIREMENTS

- A. The Contractor shall obtain the necessary equipment, supplies, and materials to accomplish the tasks and frequency set out for window/glass washing. This service may also be provided through a sub-contractor.
- B. All facilities listed in paragraph 4 of the Special Provisions may have the windows cleaned twice per year, in the spring and in the fall, if the County has approved funds for this service. Spring shall be defined as April 1st through May 31st and fall shall be defined as September 1st through October 31st. Windows will be cleaned both inside and outside in the Spring and the outside only in the Fall. Costs for this service shall be identified by the contractor in accordance with Special Provisions paragraph 7.1.
- C. Weekend service may be required at some buildings. The Contractor shall provide in writing a schedule of completion of work a minimum of 2 weeks prior to the start of cleaning so that tenants can be notified. Any work that will be done during normal business hours must be approved by the Contract Manager or representative prior to work starting.
- 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.
- E. Screens and storm windows will be washed during the spring cycle. Storm windows will be washed and dried on both sides and screens will be washed and rinsed.
- F. The Contractor shall observe all OSHA-prescribed safety regulations and practices. All ladders, scaffolding, window anchors, safety belts etc. used shall be OSHA approved for window/glass washing.
- G. Acids shall not be used for cleaning window/glass.
- H. Some special equipment may be required depending on the design of the facility and the cleaning requirements performed. Offerors are advised that such equipment is the responsibility of the Contractor to provide. Special equipment such as telescoping poles, lifts, scaffolding, etc. need to be specifically made available as necessary.
- I. 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.

23.14. 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 Contract Manager 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.

TECHNICAL PROVISIONS

24. SERVICE FREQUENCY:

24.1. DAILY SERVICE TO LOBBIES, ENTRANCES, MAIN CORRIDORS AND PUBLIC AREAS, TRAINING ROOMS, MAIN CONFERENCE ROOMS, COFFEE BAR/LUNCH ROOMS, WAITING ROOMS, and CAFETERIA:

1. Clean floor surfaces including stone, brick or composition flooring. Remove gum and tar, wet mop, and spray buff surfaces of main lobby.
2. Vacuum carpets including walk-off mats, remove gum and tar at lobbies, entrances, main corridors and public areas, spot clean all carpets.
3. Clean and disinfect drinking fountains/water coolers.
4. Collect and remove all miscellaneous trash and rubbish, to designated pick-up location.
5. Clean elevator cabs. Vacuum (and shampoo weekly if necessary).
6. Dust all vertical and horizontal surfaces that are readily available and visibly require it.
7. Clean all interior windows/glass (below 100 inches) and glass entrances and other doors, partitions, display cases and main corridor glass rails.
8. Wipe off counter tops, tabletops, chairs, and exterior of appliances. Clean sinks, and floors in all kitchen/coffee bar areas. Sweep, mop or vacuum floors.
9. Remove handprints or marks from walls, doors, and door frames.
10. Clean cafeteria tables and chairs, vacuum carpets and sweep and mop hard surface floors.

24.2. DAILY SERVICE TO RESTROOMS/LOCKER ROOMS/DRESSING ROOMS

1. Empty trash, reline with clean bag, and remove trash to designated disposal location.
2. Clean and disinfect all fixtures, clean all partitions, clean and polish mirrors, chromes, metal, counter tops, benches, shower stalls, saunas etc.
3. Wet mop and rinse floor.
4. Restock all supplies. There shall always be adequate supply of required expendable toilet items - soap, paper towels, toilet paper, sanitary napkins, toilet seat covers and deodorant air fresheners. Restock vending concession dispensers.

24.3. DAILY SERVICE TO BUILDING EXTERIOR SPACE

1. Police entire building grounds including parking areas, garages, access roads and streets, lawns, flower and shrub beds.
2. Clean steps, garage surfaces, treat and clean oil spills, sidewalks, arcades, landings, balconies, and ledges of all avian (bird) excrement.
3. Police parking garages for trash and debris.
4. Empty and reline trash receptacles and ash containers

24.4. EVERY OTHER DAY SERVICE TO OFFICE AREAS (MONDAYS, WEDNESDAYS AND FRIDAYS)

1. Empty all trash, reline with clean bag, remove trash and recycle materials to designated pick-up location, empty all recycling materials into containers at designated locations.
2. Clean floor surfaces including stone, brick, or composition flooring, remove gum, tar, wet mop.
3. Vacuum carpets, remove gum and tar, spot clean all carpets.
4. Dust all vertical and horizontal surfaces that are readily available and visibly require it.
5. Clean all interior windows (below 100 inches) and glass entrance and other doors, partitions, display cases, dust light fixtures, etc.
6. Wipe off and disinfect counter tops, tabletops, benches, chairs, and exterior of appliances.
7. Remove handprints or marks from walls, doors, and door frames.

TECHNICAL PROVISIONS

24.5. **EVERY OTHER DAY SERVICE TO BUILDING EXTERIOR SPACE**

1. Sweep loading dock area.

24.6. **ONCE WEEKLY SERVICE TO ALL AREAS**

1. Spray buff all hard surface flooring.
2. Sweep and mop stairways including steps, risers and landings.

24.7. **TWICE WEEKLY SERVICE TO ALL AREAS**

1. Clean telephones to include pay phones.

24.8. **BIWEEKLY SERVICE TO ALL AREAS**

1. Machine scrub all restroom floors to include shower areas.
2. Sweep entranceways, garages, and sidewalks around entire facility.

24.9. **MONTHLY SERVICE**

1. Power wash loading dock platform.
2. Sweep sand/dirt from garage floors

24.10. **BIMONTHLY SERVICE TO ALL AREAS**

1. Complete vertical and horizontal surface cleaning.
2. Clean and disinfect all trash receptacles.
3. Clean storage areas.

24.11. **EVERY EIGHT MONTHS SERVICE TO ALL AREAS**

1. High dusting/cleaning.

24.12. **SEMI-ANNUALLY TO ALL AREAS**

1. Strip and refinish floors to include honed granite floorings.
2. Shampoo all carpeted floors.

24.13. **YEARLY**

1. Clean Venetian blinds
2. Scrub and power wash garage floors.

24.14. **AS NEEDED IN ALL AREAS**

1. Respond to emergency custodial services.
2. Respond to special job assignments.
3. Maintain janitor closet/room in an orderly condition and in compliance with County Safety and Fire regulations.

24.15. **AT CLOSING IN ALL AREAS**

1. Turn off lights and equipment
2. Close and lock windows and doors
3. Activate the security alarm system.