

# JANITORIAL SERVICES for DISTRICT 6-0 OFFICE BUILDING

## Statement of Work

**SCOPE:** The intent of this contract is to provide Janitorial Services for the Pennsylvania Department of Transportation, Engineering District 6-0 Office at 7000 Geerdes Blvd., King of Prussia, PA 19406-1525. This building is a five (5) story office built in 1989 with a total of 125,000 square feet of floor space. It is four-sided, steel-framed structure with a reflective glass facade. The interior is open office space with offices and conference rooms on each floor. The floors are covered with either carpet or tile. The office areas have cubical work stations or office furniture. The suspended ceilings contain lights, ductwork, cable trays, sprinkler system, smoke detectors and emergency exit signs, etc.

**OBJECTIVES OF CONTRACT:** The Contractor is to provide Janitorial Cleaning Services as outlined in this Statement of Work (SOW). Services are to be provided five (5) days per week, Monday through Friday, between the hours of 3:00 pm and 11:00 pm. The work crew performing the services will consist of adequate staff to perform the requirements in this SOW and shall report directly to one working supervisor. All individuals, including the working supervisor, are to be trained, reliable and fit to perform the janitorial services at the facility, and will work under the authority of the facility's Building Maintenance Supervisor or designee. The contractor is ultimately and solely responsible for all actions or inactions of the assigned work force. Supervision must be included in the contractor's overall pricing.

### **DEFINITIONS:**

- Using Agency: Commonwealth of Pennsylvania, Department of Transportation (PENNDOT).
- Building Maintenance Supervisor or designee: Party(s) representing PENNDOT.
- Contracting Officer: The administrator of this Invitation for Bid and awarded contract.
- Contractor: Party with whom the Commonwealth of Pennsylvania has contracted.
- Work Crew: One working supervisor and additional janitorial employees.

**MANDATORY BIDDER'S CONFERENCE AND SITE INSPECTION:** A mandatory pre-bid conference and site inspection has been scheduled for **June 27, 2012 at 10:00 AM** at the Department of Transportation, Engineering District 6-0, 7000 Geerdes Boulevard, King of Prussia, PA 19406-1525. All questions and/or concerns about service requirements should be addressed in writing and submitted to the Contracting Officer five (5) days prior to the Pre-bid Conference/Site Inspection. If the pre-bid conference & site inspection must be rescheduled the Commonwealth will issue an Addendum to this solicitation identifying the new date and time.

Bidders will be provided with a signed verification of attendance sheet at the Pre-bid Conference by the Using Agency. This signed verification of attendance sheet must be submitted with your bid. Suppliers not attending the pre-bid conference and site inspection shall be disqualified as Bidders and their bids will be deemed non-responsive.

**DOCUMENTS TO BE RETURNED WITH BID:** All bids must be submitted electronically via the PA Supplier Portal. The following documents must be completed and submitted with your bid response:

- STD-168
- Client/Business References (3)
- Signed verification of attendance to Pre-bid Conference & Site Visit

Any bids received without the required documentation may be deemed non-responsive. If you have any questions regarding required documents contact the Contracting Officer, Danielle Bonner at [dbonner@pa.gov](mailto:dbonner@pa.gov) or 717-346-2674.

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**METHOD OF AWARD:** Award will be made to single, lowest responsive and responsible bidder who meets the requirements of the IFB.

**ELIGIBILITY REQUIREMENTS:** All bidders must have at least three years experience in providing janitorial services. Bidders must provide verifiable proof of this experience. Bidders must provide, at a minimum, three client references using the attached Client/Business Reference Sheets. All requested information on the Client/Business Reference sheets is mandatory. The completed Client/Business Reference sheets must be attached to your bid.

**QUALIFICATION REQUIREMENTS:** The Using Agency reserves the right to review the Contractor's personnel achievements in janitorial cleaning to determine qualification to provide service to the facility. The Using Agency will make the final determination on qualifications for assignment of responsibilities. The Using Agency also reserves the right to remove any janitorial cleaning individual's privileges to work at this facility for reasons including, but not limited to, negligence, liability, inappropriate use of Commonwealth property, etc.

**PRICING:** Pricing for this contract should include all labor, transportation, supplies, materials, equipment, and any other items or operating costs necessary to satisfactorily perform the janitorial services set forth in this SOW. Bid prices will be for the full three-year term of this contract. Bidders should enter their bid price as a monthly cost on line item 1 of the bid. Payment will be in equal monthly amounts to the awarded Contractor, upon acceptance of services performed.

**PERSONNEL:** The Contractor shall complete all required services within the specified hours of service. By mutual agreement with the Contractor, the facility's Building Maintenance Supervisor or designee may modify the specified hours of service to meet the facility's needs.

The facility's Building Maintenance Supervisor or designee is not a foreman or supervisor for the Contractor's work crew. The Contractor is to appoint one of its employees to be a working supervisor and act as the contact between the facility and the Contractor on a daily basis. The Contractor is to manage and direct its employees to complete the cleaning that is required under this contract. The Using Agency or facility's Building Maintenance Supervisor, or designee, will determine if the Contractor is satisfactorily performing the services. If the Contractor's work is unsatisfactory, the Contractor will be required to correct the unsatisfactory performance; which may require providing replacement employee(s).

**ADDITIONAL REQUIREMENTS:**

**Janitorial Supplies:** The Contractor is responsible for all supplies and equipment necessary to perform the janitorial services satisfactorily. Contractor must adhere to the use of cleaning products as identified in this SOW. Contractor must provide material safety data sheets to the Building Maintenance Supervisor or designee when any cleaning product is brought into the building.

**Commonwealth Responsibility:** The Using Agency is responsible for furnishing paper towels, toilet tissue, toilet seat covers, toilet and urinal deodorant blocks, hand soap and plastic bags for lining waste cans.

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Utilities: With regard to the building janitorial services, all reasonably required amounts of water and electricity will be made available to the Contractor without charge. It is the contractor's responsibility to conserve water and electricity during the performance of their work. After the close of business at 4:30 PM, the Contractor will turn off the lights in each room on each floor, after an area has been cleaned. They will also be required to re- check every area of the building at the end of their work shift and turn off all the building lights as well as the television and award case in the lobby.

Work Plan: The Contractor will provide a work plan within ten (10) days of the start of the contract that will cover all contract specified areas to be cleaned, etc. The work plan must be approved by the Building Maintenance Supervisor or designee. The approved work plan is subject to daily changes by the Building Maintenance Supervisor or designee, in order to conform to how the building is used on any given day. The work plan is to be broken down into assigned areas of each employee's responsibility. At no time will the cleaning operation interfere with the business operations of the Using Agency or its employees.

Services and Supplies: The Contractor will furnish all necessary supervision, labor, transportation, tools, equipment, material and supplies. The following equipment type listed below is required to be used at our site.

- Commercial vacuum cleaners (heap – type) with 25' to 35' cord and protected bumpers
- Commercial electric high speed buffer
- Commercial carpet cleaner machine: This equipment will have the following features:
  - Hot Water Carpet Extractor System
  - Attachment or wand for edge and upholstery cleaning
- All equipment and supplies must be approved, by the Building Maintenance Supervisor or his designee, before they are to be used in the PENNDOT District 6-0 office building.

Storage Space: The Contractor will be permitted to use a locked storage space, free of cost, for storage of supplies and equipment. Storage areas will be kept in a neat and orderly manner. Storage is to be limited to the area approved by the Building Maintenance Supervisor or his designee. At no time during the contract, will the Contractor store broken equipment or equipment supplies intended for use in another facility.

**SPECIAL INVOICE AND BILLING INSTRUCTIONS:** Upon completion of service each month the contractor will complete a confirmation of services form (OS-501) and compile a billable summary report containing all the information needed to invoice for the work. The OS-501 and the Billable Summary will be email to [mmasterson@pa.us](mailto:mmasterson@pa.us). The electronic OS-501 form will be supplied upon request. Mr. Masterson will confirm the work performed against the purchase order line item, and he will call the vendor to correct mistakes or confirm that the vendor can invoice the Comptroller Office. The Contractor shall submit an invoice to the Comptroller Office (The Address is on the first page of the Purchase Order), with the date of service, purchase order number and the work listed by the item number, description and the unit price. Billable Summary and Confirmation of Service Form OS-501 will be required to be submitted monthly.

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**CONTRACTOR NOTIFICATION:** Notification is defined as a written (including e-mail), oral or faxed authorization to the Contractor or their authorized representative. Upon award of the contract, the awarded contractor will be required to provide an email address to the department within two weeks after the award date. It will be the responsibility of the contractor to retain a valid email account for our use during the entire Contract Term and update the department by email in the event that the contractor's email address has changed.

**CLEANING WORKSHEETS:** A cleaning worksheet/checklist will be utilized and supplied to the contractor by the Using Agency. The contractor's work crew supervisor and the assigned employee shall sign off on the cleaning worksheet/checklist daily. Upon agreement between the Building Maintenance Supervisor, or designee, and the contractor, changes may be made to the worksheets.

- Reasons for changes may include, but are not limited to:
  - Weather (snow, ice or heavy rains).
  - Construction projects in or around the site.
- The contracting officer, Building Maintenance Supervisor, or designee, will provide the contractor with 24-hour notice via email, of a change in the cleaning worksheet.
- If the reason for the change in the cleaning worksheet is not known to the Building Maintenance Supervisor, or designee, in time to provide 24 hour notice via email, the Building Maintenance Supervisor, or designee, will:
  - Inform the contractor of the change(s) to the cleaning worksheet, via telephone, as soon as practical after the reason for the change(s) to cleaning worksheet is known.
  - Transmit, via email, the revised cleaning worksheet to the contractor no later than noon of that day.

The contractor shall break down the cleaning worksheet/checklist into assigned areas of each employee's responsibility, as noted on work plan. If any employee fails to complete the duties set forth in the cleaning worksheet/checklist, the contracting agency may deem it an incidence of unsatisfactory work performance. The working supervisor shall turn in the completed worksheets daily to the Building Maintenance Supervisor, or designee. If the working supervisor fails to turn in the completed worksheets/checklists as prescribed, the contracting agency may deem the failure an incidence of unsatisfactory work performance.

**SUPERVISION:** The contractor shall exercise all supervisory control and general control over all day-to-day operations of their employees, including control over all workers' duties. The contractor shall manage their employees as needed, including firing and hiring. The contractor's working supervisor shall be responsible for ensuring that all of the contractor's employees adhere to the procedures and policies set forth in this contract.

- Contractor shall provide a working supervisor to be in charge of the cleaning crew and to inspect the work daily.
- Contractor shall notify the Building Maintenance Supervisor as soon as possible by telephone in the event of an emergency in the building.
- Site checks: The contracting agency reserves the right to do periodic site checks during the hours of 3:00 P.M. – 11:00 P.M Monday – Friday.

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- **Telephone:** The work crew may use the telephone only in cases of emergency. Absolutely no personal phone calls are permitted.
- **Meals:** The work crew shall take meal and break periods **ONLY** in the Lower Level Atrium.
- **Desks and office equipment:** The work crew shall not use desks or office equipment. This includes, but is not limited to: computers, copiers, calculators, fax machines, and all other office equipment.

**INSPECTION AND CORRECTION OF DEFICIENCIES:** Inspections by the facility's Building Maintenance Supervisor or designee may be conducted on a daily basis for all the specifications outlined in this contract, if necessary. The Building Maintenance Supervisor will discuss the results of that inspection with the working supervisor. This inspection / discussion will guarantee that the work performed is in accordance with the provisions of the contract.

The facility's Building Maintenance Supervisor, or designee, will maintain a record comprised of complaints/problems/concerns, if necessary. The record will be provided to the contractor, if necessary; at the beginning of each day and will outline the areas requiring special attention on that day.

The facility's Building Maintenance Supervisor, or designee, shall make the final decision as to whether or not any cleaning task has been satisfactorily performed. It will be reported to the contractor using the janitorial work sheet check list, DOT Rep section comments area. The noted deficiencies for any required tasks must be corrected within 24 hours. If it is determined that the task has not been properly performed as intended, the contractor must correct the noted deficiency.

Should the contractor fail to correct specification deficiencies; a written complaint to the contractor will be filed by the facility's Building Maintenance Supervisor. The contractor shall take immediate steps to correct the deficiencies contained in the written complaint. If the deficiencies are not corrected within 45 days, the Commonwealth may terminate the Contract and any subsequent Purchase Orders and procure services from another contractor.

The working supervisor is responsible for the daily inspection and assurance that the work has been completed according to the Contract specifications. In addition to the working supervisor's daily inspections, the awarded Contractor will have a management inspection of the entire cleaning operation monthly and provide the Department's Building Maintenance Supervisor, or designee, a detailed quality control report of each floor cleaning conditions. This report will include all areas of the building by floor and type of cleaning task.

**VERIFICATION OF CONTRACTOR WORK:** All department approved contractor employees who are assigned to work at our site will sign in and out daily for all days worked. A daily sign in and out sheet will be provided by the Department. It will be located in the building maintenance unit. The working supervisor will review the work of the staff and check off each completed work task when all the work is completed for a given day. The working supervisor will sign and date the check list in the Vendor Rep box. Signing this document verifies all work tasks have been checked, approved and completed. The Working Supervisor will turn in the completed check list daily to the Building Maintenance Supervisor.

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**SERVICE LEVEL AGREEMENT (SLA):** The Commonwealth has developed a set of minimum performance measures, defined in the table below, which the contractor is expected to meet in order to be in good standing on the Contract. The SLA will be reviewed monthly by the Building Maintenance Supervisor or designee. The Commonwealth, at its discretion, may enforce and apply liquidated damages for failure to comply with these performance measures. The Commonwealth may deduct liquidated damages from contractor's invoice or may bill the Contractor as a separate item, at the Commonwealth's discretion. The Commonwealth shall notify the Contractor in writing of any claims for liquidated damages pursuant to this paragraph before the date the Commonwealth deducts such sums from money payable to the Contractor.

<b>Requirement:</b>	<b>Frequency of Review:</b>	<b>Performance Measure Specification:</b>	<b>Damage Assessment:</b>
Perform Tasks Listed on Cleaning Worksheets	Monthly	90% compliance	One day's contract rate assessed for any month where deficiencies exceed 10%
Cleaning Staff Provided Daily	Monthly	100% compliance	Daily contract rate per day for non-compliance

**NON-COMPETE:** Bidder agrees that at the termination of this Contract it will not enforce any non-compete or similar employment restrictions that it may have in place against any resources placed at Commonwealth facilities under this Contract who wish to remain at a Commonwealth facility and are able to come to terms with the successor bidder(s), or directly with the Commonwealth, for continuing their placement.

**TRAINING AND DEVELOPMENT:** Contractor shall employ personnel capable of fulfilling the requirements of this contract. Within thirty days after assigning any employee to duty, the Contractor shall certify to the satisfactory completion of the following training:

- General orientation of conduct and attitude on and toward job assignments
- Specific duties of the individual, including sufficient "Break-in-Training"
- Employee and public relations
- Fire protection and safety
- Hazard communication safety

All of the contractor's personnel may be required to undergo periodic in-service training as directed by the facility's Building Maintenance Supervisor, or designee, to include review of basic material and to insure their ability to perform satisfactorily, if deemed necessary.

**PRE-QUALIFICATIONS OF JANITORIAL CLEANING PERSONNEL:** The contractor shall provide the full names of the working supervisor and all employees **before**:

- The start of the Contract;
- The start of any Contract renewals (if applicable); and
- Any other time a new employee begins work at the site.

The contractor should train all employees in the cleaning operations set forth in the Contract **before** allowing any employee to begin work at the site. The Department, regardless of the cause, is not responsible for any damages or losses to the work crew's personal property.

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**SECURITY:** The working supervisor is **solely** responsible for securing the locks on all doors after completion of janitorial services. The entrance doors shall remain locked **at all times** and if applicable, the working supervisor is responsible for setting the electronic alarm system. The Contractor is responsible to check and insure that all building doors and the dock overhead doors are closed and secured at the end of their work shift.

- If the work crew fails to ensure that all doors are locked, or that entrance doors are not propped open, the Department may deem it an incident of unsatisfactory work performance.

**SITE ACCESS:** It will be the contractor's responsibility, through contracting agency personnel, to arrange for access to the site. The contracting agency will provide the contractor with **three (3) ID ACCESS CARDS. One (1)** for the working supervisor and **two (2)** for the contractor to keep at its facility in case of emergency, i.e. the working supervisor is late or the Building Maintenance Supervisor, or his designee, cannot be contacted. Two (2) keys will be provided for access to the janitorial equipment storage room. They will also be responsible to turn the building alarm system on and off as required by agreement of the Building Maintenance Supervisor or his designee. Contractor will furnish all persons assigned to the performance of this Contract term an identification badge and a uniform identifying him/her as an employee of the Contractor. The employees are required to wear their uniform and badge while working at the site.

- **The replacement fee for each access card lost is \$20. The contracting agency will directly bill the contractor for the cost of any lost access card.**

**PENNDOT'S STRATEGIC ENVIRONMENTAL MANAGEMENT PROGRAM (SEMP)**

**REQUIREMENTS:** Before the start of any work, the contractor must comply with PennDOT's Strategic Environmental Management Program (SEMP) Requirements. The requirements of this program can be found on the PennDOT's website at [www.dot.state.pa.us](http://www.dot.state.pa.us). Go to PENNDOT Organizations/ Click on Engineering Districts and County Maintenance Office/ click on "6"/ click on Roadwork/ click on Maintenance/ click on SEMP. The contractor is required to submit SEMP Certification and Contractor Roster to the Department prior to starting work.

**HEALTH, SAFETY AND ENVIRONMENTAL PROTECTION:** The contractor shall conform to all applicable Federal, State and local laws, and to the requirements of this contract. In performing work under this contract, the contractor shall:

- Take all reasonable steps and precautions to prevent accidents and to preserve the health and safety of all individuals, visitors, contractor personnel, and State personnel performing or in any way coming into contact with the performance of this contract;
- The contractor shall instruct its employees in appropriate safety measures and shall not permit them to place mops, brooms, machines and other equipment in traffic lanes in such a manner as to create safety hazards.
- Take all reasonable precautions to prevent the release of hazardous chemicals into the environment;
- Take such additional precautions as the Building Maintenance Supervisor may reasonably require for health, safety, and environmental protection, including, but not limited to:

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- Provide and place the necessary signs around areas which might become slippery during cleaning or become a safety hazard to persons using the area. Contractor shall remove these signs following completion of work and the elimination of these conditions;
- Implement the latest Department of Environmental Protection (DEP) Safety Regulations when entering confined spaces and provide equipment for personnel to meet these safety regulations.
- No materials, equipment or supplies will be used which will damage floors, floor coverings, woodwork, painted surfaces, furniture or other items being cleaned. If department property is damaged by the Contractor, it is to be reported to the Building Maintenance Supervisor or his designee within two (2) hours by telephone. Repairs to Commonwealth property caused by the Contractor's operations will be at no cost to the Department. Materials which do not fully comply with the fire regulations or any materials bearing the label (acid) will not be used or permitted in our building or areas covered under this Contract.

### **REPORTS:**

Damage Reports: In all instances where State property or equipment is damaged, the Contractor shall submit to the facility's Building Maintenance Supervisor a full report of the acts and extent of such damage verbally and in writing no later than the next business day.

Accident Reports: The contractor shall comply with State of Pennsylvania, OSHA and other regulatory agency requirements for record keeping and reporting of all accidents resulting in death, trauma, or occupational illness. The contractor shall provide a verbal and written report to the facility's Building Maintenance Supervisor no later than the next business day.

Chemical Spills: The contractor shall provide a plan addressing incidental and emergency spills of any chemicals brought on-site.

Hazard Communications: Contractor must maintain two updated Material Safety Data Sheet (MSDS) files on-site; one placed in facility's Building Maintenance Supervisor office and the second in the contractor's office or janitor's closet.

Any violation of these health, safety, and environmental rules and regulations, unless promptly corrected as directed by the facility's Building Maintenance Supervisor, may be grounds for termination of this contract in accordance with the Terms and Conditions of this contract.

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EXHIBIT A

GENERAL DESCRIPTION OF SERVICES TO BE PERFORMED AND AREAS OF THE BUILDING  
AND GROUNDS WHERE CLEANING WILL BE PERFORMED

The Contractor will perform the required services to the extent necessary to assure clean, sanitary and rubbish free surroundings commensurate with the health and well being of Commonwealth employees. This contract is the comprehensive cleaning of a five story office building. Types of cleaning required are:

1. Window (interior and exterior building doors and reception area, lobby)
2. Floor Care (carpet and tile)
3. Dusting
4. Bathrooms and kitchen
5. Window blinds
6. Office and cubical work stations
7. Waterfall and planter boxes
8. Parking areas and grounds litter pickup and sweeping
9. Ceiling and wall cleaning

Building Area's to be cleaned (Contractor must verify all quantities stated and areas):

- Cubical work stations and work areas approximate # and size 8' X 8' Total 400 ea  
The cubical work station also has approximately 1,728 linear ft of vinyl base board and a 26,276 sq. ft area of upholstery panels and chairs.
- Offices – approximate size 12' X 16' 28 ea
- Restrooms (Women's) approximate size 12' X 21' 5 ea
  - Five (5) toilets in each and three (3) sinks (Marble Tile all)
- Restrooms (Men's) approximate size 12' X 21' 5 ea
  - Three (3) toilets, Two (2) urinals and (3) sinks (Marble Tile all)
- Powder Room (One (1) toilet, One (1) sink) 2 ea  
approximate size 8' X 8' (Vinyl Tile)
- Copy Rooms approximate sizes:
 

○ 1 <sup>st</sup> Floor	Room 115	9' X 12' (Vinyl Tile)		1 ea
○ 2 <sup>nd</sup> Floor	Room 213	8' X 11'	"	1 ea
○ 3 <sup>rd</sup> Floor	Room 311	12' X 9'	"	1 ea
○ 4 <sup>th</sup> Floor	Room 421	9' X 9'	"	1 ea
- Conference Rooms approximate sizes:
 

○ 1 <sup>st</sup> Floor	Room 112	14' X 28'	(Carpet)	1 ea
○ 1 <sup>st</sup> Floor	Room 119	17' X 22'	"	1 ea
○ 2 <sup>nd</sup> Floor	Room 203A	26' X 52'	"	1 ea
○ 2 <sup>nd</sup> Floor	Room 203B	35' X 40'	"	1 ea
○ 2 <sup>nd</sup> Floor	Room 203V	20' X 40'	"	1 ea
○ 2 <sup>nd</sup> Floor	Room 210	14' X 28'	"	1 ea
○ 2 <sup>nd</sup> Floor	Room 215	20' X 25'	"	2 ea
	Room 225	20' X 25'		
○ 3 <sup>rd</sup> Floor	Room 306	14' X 28'	"	1 ea
○ 4 <sup>th</sup> Floor	Room 419	14' X 28'	"	3 ea
	Room 404	14' X 28'		
	Room 434	14" X 28'		

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- Janitorial Closet approximate size:
  - One (1) on each floor (Vinyl Tile) 7' X 7' 5 ea
  - Electrical Room " 8' X 20' 6 ea
  
- Storage Rooms approximate sizes, vinyl tile:
  - Lower Level Room 013 16' X 41' 1 ea
  - 2<sup>nd</sup> Floor Room 204 8' X 16' 1 ea
  - 3<sup>rd</sup> Floor Room 308 8' X 20' 1 ea
  - 4<sup>th</sup> Floor Room 422 9' X 10' 1 ea
  - 4<sup>th</sup> Floor Room 431 28' X 44' (Traffic Control Area) 1 ea
  
- Miscellaneous Areas
  - File Storage Room 021 35' X 43' (Vinyl Tile) 1 ea
  - Loading Dock Room 104 12' X 20' " 1 ea
  - Receptionist Desk Room 122 8' X 13' 1 ea
  - District Administrative Office  
Room 220 19' X 28' 1 ea
  - District Administrative Office (Receptionist)  
Room 218 12' X 30' 1 ea
  - Kitchen 2<sup>nd</sup> Floor Room 214 10' X 26' (Vinyl Tile) 1 ea
  - Records Room Room 007 30' X 77' " 1 ea
  - Traffic Control Center  
Room 432 32' X 34' 1 ea
  
- Stair Towers
  - Stair Tower (A) 5 Floors high with rubber treads 1 ea
  - Stair Tower (B) 4 Floors high with rubber treads 1 ea
  
- Waterfall Room 121 12' X 12' X 2' 1 ea
- Elevators 5' X 6' 2 ea
- 6' X 8' 1 ea
- Carpet all areas = Approximate Total 105,725 sq. ft.
- All carpet and vinyl tile have approximately 4,593 linear ft. of exposed cove base
- Marble Floor Tile
  - Location - Main Lobby, Lower Level and 1<sup>st</sup> Floor  
Elevator Lobby and Corridor Lower Level  
And 1<sup>st</sup> Floor, Atrium all bathrooms 12' X 21'
  
- Approximate Total 6,300 sq. ft.
  
- Traffic Control Computer Room
- Laminated (Raised Floor) Approximate Total 1,235 sq. ft.
- Vinyl Tile – all areas that will need wax Approximate Total 2, 530 sq. ft.
- Corridor areas all five (5) floors included in carpet or tile square foot totals
- Exterior walkways surrounding building and grounds 10 acres estimated
- Parking area and loading dock Approximate Total 425 parking spaces
- Windows and door glass cleaning (canopy, atrium and bathroom)
- Water Fountains and Water Coolers Approximate Total 14 ea
- Window Blinds size 42" X 72" Approximate Total 540 ea
- Wall area to be washed is Approximate Total 26,772

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- I. **DAILY CLEANING:** The following is a list of areas and items to be cleaned on a daily basis.
- A. Building Exterior
1. Policing of grounds/garage
    - Sweep all entrance walkways, loading dock area, dumpster area/spot sweep, sidewalks, parking lot and garage
    - Pickup litter from grounds and paved areas including leaves grass and tree branches.
  2. Ashtrays/Urns and Trash cans
    - Empty and re-line trash cans and place trash in dumpster
    - Empty and wipe down ashtrays and patio tables
  3. Carpet Mats – Vacuum all carpeted mats in all areas of the building
- B. Building Entrance
1. Vestibule
    - Dust and damp mop marble floor (with clean cold water) and neutral cleaner, spray wax and high speed buff floor as needed to maintain a scuff free finish
    - Vacuum carpet mats
  2. Doors/Glass
    - Clean the all dirt from entrance/exit doors, glass and metal frames as well as all the security glass at the main entrance reception area including doors and frames.
  3. Lobby Floor and 1<sup>st</sup> Floor green marble tile and lower level
    - Dust and damp mop marble tile with cold water and neutral cleaner, spray wax and high speed buff floor, as needed to maintain a scuff free finish
    - Vacuum carpet mats
  4. Reception Area
    - Vacuum carpet
    - Use cleaning solution to wipe down counter top and work surface.
    - Dust computer and keyboard
  5. Elevator doors/tracks/walls/ceiling
    - Vacuum carpet
    - Use disinfectant cleaning solution to wipe down all walls and hand rails and selector buttons and door frames
    - Clean and polish all stainless steel and ceiling of elevator car using stainless steel polish
    - Vacuum elevator door tracks and wipe down with cleaning solution.
- C. Common and Office Areas Cubical Work Stations and Work Surfaces
1. All floor's (Carpeted Areas)
    - Vacuum all carpet
    - Spot clean stains from carpet using the (hot water extraction method)
    - Vacuum carpet mats

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2. Cubical Workstation and Office Areas
  - Spot clean laminated work surface
  - Vacuum carpet
  - Empty waste baskets (gray), and recycling waste paper baskets (blue) and paper shredders keeping these waste products separated and deposited in appropriate large metal dumpster containers located in our parking lot area. All other waste and recycling containers located throughout the building should be handled in the same manner
  - Wash waste and recycling cans as needed
  - Re-line waste cans
  - Spot clean fabric panels on cubical work stations using information provided in Exhibit B.
3. Conference Room
  - Clean all dry eraser boards
  - Clean all conference tables with a disinfectant cleaner
  - Empty and re-line waste cans
4. Waterfall Area
  - Damp clean all marble around waterfall down to the waterline
  - Skim surface of water in waterfall pool to remove all debris
  - Damp clean all ledges around planters
  - Remove scale from marble surfaces with a sharp blade scraper
5. Loading Dock
  - Dust mop and damp mop with neutral cleaner all floor tile on loading dock and adjacent corridor hallway
6. Copy Rooms – four (4) total
  - Dust mop – Floor, dust copy machine and table, empty trash and recycle containers
  - Damp mop all floors using neutral cleaning solution, damp clean all tables
  - Vacuum floor mats
7. Restrooms (All locations)
  - Dust mop all tiled floors
  - With disinfectant, wet mop restroom floors, wash toilets, urinals, sinks and partitions, clean all wall mounted mirrors. Remove all water mineral spots with a lime and mineral remover product, do not damage or scratch surface
  - Ensure that soap, toilet paper, toilet seat covers urinal blocks and hand towel dispensers in all restrooms as well as utility areas are full with product
  - Clean restroom entrance doors and door handles with disinfectant
  - Replace toilet deodorant blocks as needed
  - Empty waste baskets
  - Polish all stainless steel surfaces with stainless steel polish
  - Spot clean all dirt and smudges from walls and partitions
  - Insure all cleaned surfaces are streak free
8. Water Fountain (All areas)
  - Clean with disinfectant cleaner
  - Remove all water mineral spots with a lime and mineral remover product, do not damage or scratch the stainless steel
  - Polish stainless steel areas with stainless steel polish

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9. Kitchen and Vending Area

- Damp clean all tables, counter tops and vending machines
- Dust and damp mop tiled floor with neutral cleaner
- Refill paper towel and soap dispensers
- Empty and reline waste cans

10. Stair Tower A and B

- Sweep stair tower steps and hall areas
- Damp mop with neutral cleaner

11. Floor Care, Marble Tile,

- Lobby, Atrium, 1<sup>st</sup> Floor and Lower Level Corridor and Bathroom, ten (10) each, approximate 12' X 21' Green Marble Tile
- Clean and high speed buff floors – (During Winter Months at the request of Building Maintenance Supervisor or designee, lobby and atrium area will be scrubbed and recoated with wax)

12. Miscellaneous Cleaning

- Clean hallways, stairwells and offices of cobwebs
- Dust windowsills and clocks
- Telephones, Clean with a damp disinfectant cleaning solution
- File Cabinets and Office Equipment, Dust horizontal and vertical surfaces
- Walls, Switch Plates, Doors, Window Sills, All areas of building, damp clean all spots and stains with a disinfectant cleaner

**II. WEEKLY CLEANING:** The following is a list of items to be cleaned on a weekly basis at the end of the work week.

A. Building entrance vestibule

- Remove carpet mat, vacuum and damp mop mat holder. Scrub down carpet mat and place back in holder

B. Corners, Borders, Baseboards – All Areas

- Vacuum with edge cleaning tools

C. Cubical workstation and office areas

- Edge vacuum under and around all work surfaces. Vacuum flipper door fabric and chairs, dust shelves and computer and cubical trim, damp clean chair base.

D. Waterfall Area

- Remove all coins from the fountain and turn in to the facility's Building Maintenance Supervisor or designee
- Damp wipe all planter ledges

**III. MONTHLY CLEANING:** The following is a list of the areas and items to be cleaned on a monthly basis.

A. Cove Base Cleaning

- Building cove base and vinyl base board on all cubical workstations and carpet cove base, damp clean removing all scuff marks and dirt

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IV. **SEMI-ANNUAL CLEANING:** The following is a list of areas and items to be cleaned on a semi-annual basis. Perform all items of work as listed below concurrently.

A. Carpet Cleaning

- Carpet Cleaning will be performed on a continuous weekly basis with all areas of carpet cleaned a minimum of two (2) times a year. The Contractor will be responsible to keep the building carpet clean without spots, stains or tracking. This will require some cleaning of the carpet on a daily basis. The method of carpet cleaning will be a hot water carpet extractor system. All building carpet in all areas will be included.

B. Floor Tile Waxing

- Strip all old wax from all tile floors, both marble and vinyl tile, and apply one (1) coat of sealer and two (2) coats of non-slip type wax and buff to a high gloss.

V. **ANNUAL CLEANING:** The following is a list of areas and items to be cleaned on an annual basis.

A. Vacuum Cleaning

- Vacuum ceiling registers
- Dust all drop ceiling tile and light fixtures

B. Wall Cleaning

- Damp wash all walls in corridors, restrooms, hard walls and ceiling surface with a neutral cleaner

C. Window Blinds

- Dust clean approximately 540 window blinds

D. Upholstery Fabric and Panel Cloth

- Vacuum all panel cloth and upholstered fabric chairs
- Clean all upholstered chairs using the method noted in Exhibit (B)
- Clean all wood and plastic chairs

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**EXHIBIT B**

**SERVICE-CLEAN AND CARE, FOR HERMAN MILLER FABRIC PANEL PRODUCTS**

**VACUUMING:** Most stains and soils can be completely or partially removed from panels by thoroughly vacuuming them. Because this is the least harsh treatment to fabrics, it should be the first method tried. (A rotary brush vacuum is not recommended for regular use.)

**SPOT CLEANING:** If spots or stains remain, they are best treated with dry cleaning type solutions such as K2R, manufactured by Texize Chemical Company, or Glamorene, manufactured by Glamorene Products Corporation.

Use of cleansers like hypochlorite bleach, hydrogen peroxide, nitric or hydrochloric acids, or lye are not permitted; they may deface the surface and change the finish color.

**GENERAL CLEANING:** For general cleaning, use a solution of one (1) tablespoon (15 ml) Tide, ½ cup (120 ml) household ammonia, and two (2) quarts (1.9 liters) hot water. Apply the solution to the fabric with a soft bristle brush, rubbing gently to avoid pilling the fabric. Wet the fabric on the entire product to avoid rings or water marks. Allow the product to dry; no rinsing is necessary.