



JANITORIAL SERVICES

SCOPE OF WORK

November 2011

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I. STANDARDS OF PERFORMANCE

These standards are an outline of general expectations of cleanliness, but are not meant to replace or supersede the latest industry standards or materials and equipment manufacturers' recommendations. Each of the Contractor's Employee's shall be equipped with the necessary equipment to carry out the proper performance of the cleaning as specified. This equipment shall be available and in possession of the Contractor's Employee's at all times while carrying out their duties.

Service Level (Acceptable Quality): The level of services as outlined in these Specifications shall consistently be maintained. During the Contract period, the Contract Administrator will conduct monthly inspections of the facilities under this Contract. The inspections are based on standards for commercial facilities within the maintenance industry.

Blinds: Blinds shall be cleaned with a vacuum cleaner using tools designed for cleaning blinds.
Standard: Blinds shall be free of dust and give an overall clean appearance.

Chrome Surfaces: Cleaning chrome requires the removal of surface spots, fingerprints, smudges, etc., with the appropriate chrome polish.

Standard: Surfaces will present a clean uniform shining appearance free of all soil, marks, smudges, streaks.

Damp Mopping: Damp mopping requires the use of cotton or similar yarn type string mops (24 oz.) that have been mechanically wrung/squeezed to remove excess solution for purposes of removing light soil, dirt, liquid or other foreign material from a floor that does not require the complete mopping of the area or when the area is not soiled sufficiently to require wet mopping.

Standard: A damp mopped floor shall be free of all dirt, debris soil, liquids or other foreign material. All splash marks/spots on walls and furniture/fixtures shall be removed before completion of the damp mopping task. All items moved to accomplish this task shall be returned to their original positions.

Disinfecting: Disinfecting is the application of a germicidal solution to surfaces to kill or neutralize 99.9% of the material containing or supporting the growth of bacterial/viral organisms. Surfaces should remain "wet" for a minimum of 10 minutes or per manufacturer's recommendation.

Standard: Surfaces shall be as free of material containing living bacteria, viruses, or other contaminations that are capable of causing infections.

Dispenser Cleaning and Service: Dispenser cleaning/service requires damp wiping dispensers with a disinfectant, checking/refilling of all towel, toilet tissue, seat covers, soap, or any other dispensers which may be identified by the Contract Administrator.

Standard: Dispensers will be disinfected, present a clean uniform shining appearance free of all soil, marks, smudges, streaks and will have an adequate supply of the applicable dispensed products.

Dusting: Normal or low dusting includes all levels up to six (6) feet in height. All high dusting will be above six (6) feet high.

Standard: Items shall be free of any laden airborne materials, streaks, smudges, and cobwebs. Laden airborne matter shall be removed by either mechanical, chemical, or manual means. Devices, which merely displace or redistribute the matter, such as feather dusters, will not be used, unless treated to attract and hold the matter. All items moved to accomplish this task shall be returned to their original position.

Entrance Glass: Cleaning of glass is cleaning the inside and outside glass surfaces and the surrounding boundary of the applicable entrance area.

Standard: Glass shall be free of streaks, smudges, fingerprints, etc. Surfaces surrounding the entrance shall be free of dirt, dust, fingerprints, and have a clean appearance.

Entrance Mats: Carpet mats shall be vacuumed with a commercial vacuum before spot cleaning. Entrance mats made of rubber or polyester shall be swept, shaken, vacuumed or washed. Entrance mats shall be lifted, moved to remove soil and moisture underneath, and replaced.

Standard: There shall be no dirt left on surfaces.

Fixtures: Cleaning of restroom & kitchen fixtures and fountains require the removal of dust, dirt, debris, spots, stains, and smears from sinks, slop sinks, toilets, urinals, and fountains with a germicidal solution.

Standard: Fixtures will be disinfected and there shall be no dust, dirt, spots or debris on the fixtures.

Furniture: Cleaning of furniture and tables requires dusting and/or damp wiping.

Standard: Surfaces are to be free of dirt, dust, debris, marks, and film.

Glass/Window: Glass and window cleaning requires the removal of dirt, soil, smudges, fingerprints, and other foreign material from glass window, doors, partitions, or any other items, which may consist in whole or part of a glass, or similar material including mirrors.

Standard: Glass surfaces shall be free of all dirt, soil, smudges, streaks, smears, film, or any other foreign substances. All excess spray/solution must be removed from any surrounding trim or surfaces and glass/window surfaces shall have a uniformly bright appearance. Any items moved to accomplish this task must be returned to their original positions.

Policing: Policing is picking up paper, trash, empty bottles, containers, and other discarded materials; spillages, accidents, plumbing failures, and inclement weather.

Standard: Area(s) being policed shall be free of debris. Area(s) shall present an overall clean appearance.

Polishing: Polishing requires the use of a high-speed floor machine and a clean pad designed for polishing or buffing.

Standard: The floor should have a "non-yellowed" high-gloss appearance.

Receptacles and Cleaning: Cleaning and disinfecting receptacles is defined as wiping or washing containers with a germicidal solution and replacing plastic liners.

Standard: Receptacles shall be considered properly cleaned when both the inside and outside are clean, free of stains, dried refuse and odors, and a plastic liner replaced, if necessary.

Refrigerators: Requires cleaning outside surfaces, especially the handles with a germicidal detergent solution.

Standard: Outside surfaces shall present an overall clean appearance.

Restrooms: Cleaning of restrooms requires the removal of trash, cleaning of floors, fixtures, urinals, toilets, receptacles, faucets, handles, dispensers, walls, partition stalls, and doors with a germicidal solution. All glass, chrome, and stainless steel surfaces shall be cleaned and buffed to a shine.

Standard: Restrooms shall be considered properly cleaned when floors are mopped and fixtures, urinals, toilets, waste receptacles, wash basins, faucets, handles, dispensers, partition stalls, and doors are cleaned with a germicidal solution. All glass, chrome, and stainless steel surfaces shall be cleaned and buffed to a shine, waste receptacles emptied, and dispensers refilled.

Scrubbing: Machine scrubbing requires the use of mechanized scrubbing/vacuum machines to be more aggressive than wet mopping; this may include large areas such as halls, lobbies, garages, ramps, or similar large areas which would otherwise require extensive labor to complete in a reasonable time period.

Standard: Machine scrubbing shall be held to the same quality standard as wet mopping and shall remove all scuff marks.

Shower Curtain/Doors: Cleaning of curtains/doors requires washing curtains with an approved cleaner that will eliminate fungus and green mold.

Standard: Washed with a germicidal solution with no mold and/or odor remaining.

Shower Stalls: Cleaning of shower stalls is defined as the removal of soap scum, mold, stains, and odors from surfaces (including grout) and cleaning the entire enclosure with a germicidal solution or steam cleaning.

Standard: Walls, ceiling, enclosures, grout, and fixtures are cleaned with a germicidal solution and chrome is buffed to shine. There shall be no mold and/or odor remaining.

Shower Safety Mats: Cleaning of mats requires washing mats with an approved cleaner that will eliminate fungus and mold.

Standard: Shower safety mats shall be considered properly cleaned when they are washed with a germicidal solution.

Smoking Area: City of Kirkland facilities are designated as smoke-free facilities. Ash butt containers outside any buildings shall be cleaned by Contractor's employees once per week as well as the designated area where smoking is allowed to be free from cigarette butts and debris.

Standard: Smoking area is to be policed and free of cigarette butts and debris.

Spot Cleaning: Spot cleaning requires the removal of dirt, soil, debris, liquids, stains, or other foreign materials from carpeted areas which can be accomplished by cleaning only the immediately affected area where cleaning the whole area would not be necessary. Spot cleaning may be accomplished by any of the methods contained herein and as dictated by the circumstances of the soiling. Carpet spots shall be removed immediately with an approved carpet cleaning solution in such a manner, which will not leave rings or discoloration.

Standard: Spot cleaning shall remove completely any evidence of the soiling which necessitated the cleaning, and return the finish of the area affected to its pre-soiled condition without evidence of occurrence or cleaning.

Sweeping or Dust Mopping: Sweeping/dust mopping requires the removal of loose dirt, dust, debris, and other foreign material through either manual or mechanized methods, as appropriate for the location and situation.

Standard: A swept area shall be free of all loose dirt, grit, lint, dust, debris, or other foreign material with no build up in corners, crevices, under or around furniture parts. All items moved to remove dirt shall be returned to their original location.

Trash/Waste Removal: Trash/waste removal requires the collection of all materials, which have been placed into appropriate containers, and taken to a specified site for disposal.

Standard: All trash/waste and soiled liners shall be removed from all trash/waste containers, and a new trash/waste liner shall be fitted into all such containers.

Vacuuming: Vacuuming requires the mechanical removal of loose dust, dirt, soil, debris, and other foreign material from carpeted floors and other items (e.g. couches, chairs, walls, curtains/drapes), which require this method of cleaning.

Standard: There shall be no evidence of any dust or dirt or any other loose foreign material. Materials shall be left in a lint free state. All items moved during this process shall be returned to their original positions.

Wet Mopping: Wet mopping requires the removal of built up dirt, soil, liquids, or other foreign materials from a floor using clean cotton or similar yarn type string mops (24 oz.) and mechanically wrung out so as to have sufficient neutral detergent and water solution or disinfecting detergent and water solution. This shall include rinsing if required or as recommended by the detergent manufacturer.

Standard: A wet mopped floor shall be free of all dirt, debris, soil, liquids, or other foreign material. It will present a uniform appearance free of streaks, smudges, heel marks, or any other marks, which can be reasonably removed through this cleaning method. All splash marks/spots on walls and furniture/fixtures shall be removed before completion of the wet mopping task. All items moved to accomplish this task shall be returned to their original positions.

II. DEFINITIONS

CITY OF KIRKLAND, OWNERS OR FACILITIES: Services and their authorized representations shall be understood to mean one and the same.

CONTRACT ADMINISTRATOR: Shall be the City of Kirkland Facilities Services duly authorized representative.

INTERNAL SERVICES MANAGER: Shall be the City of Kirkland Facilities Services senior staff member at/or responsible for the above specified property.

APPROVED: Means approved by the City or the Contract Administrator.

APPROVED EQUAL OR EQUIVALENT: As hereinafter used, shall mean a material or methods equal to or better than the required materials or methods.

AS SHOWN: Shall mean as shown or designated on the Contract Drawings or maps.

SITE VISITATION: The Contractor shall visit and inspect the site before submitting his/her bid. By submitting his/her bid, the Contractor acknowledges that he/she has satisfied him/herself as to the nature and location of the work.

CHANGES: Should any changes in the Scope of Work and/or specifications be required, the Contractor shall refer same to City in writing for approval before work which deviates from the original requirements is started. In event of disagreement on the necessity of such changes, the City's decision shall be final.

CONTRACT CHANGE ORDERS: A Contract Change Order Agreement shall be executed and filed with the City for all changes and/or additional work or materials in excess of the requirements covered in specifications. The Contract Change Order Agreement, when endorsed by the Contractor and by City and Facilities Services Authorities, shall become binding to both parties thereto.

INVOICING: The Contractor providing services must submit an invoice for services rendered to Facilities Services. The Contractor shall invoice only for services rendered. A monthly report shall be attached to monthly invoice(s) submitted for payment, addressed to:

**CITY OF KIRKLAND
Internal Services Division
123 5th Avenue
Kirkland, WA 98033
Attn: Facilities Services**

III. CHARACTER OF SUPERVISORS AND WORKERS

The Contractor shall at all times employ sufficient skilled labor in accordance with Federal, State, and Local labor laws; and the proper equipment for completing the required tasks in the manner and time required by the Contract. All equipment that is to be used shall be of sufficient size and in such mechanical condition as to produce a satisfactory quality of work. Any person employed by the Contractor who, in the opinion of the Contract Administrator who, does not perform their work in a proper manner or is intemperate or disorderly shall, at the written request of the Contract Administrator, be removed from the work site by the Contractor and shall not be employed again in any portion of the work without the approval of the Contract Administrator. Should the Contractor fail to remove such person as required above, or fail to furnish suitable and sufficient personnel for the proper execution of the work, the Contractor Administrator may suspend the work by written notice until such orders by the Contract Administrator are followed by the Contractor. The Contractor shall hold the City harmless from damages or claims for compensation that may occur in the enforcement of this section.

The Contractor will supervise and direct all work. The Contractor will be solely responsible for the means, methods, and safety practices of the employees, subcontractors, techniques, sequences, and procedures when performing work. The Contractor will employ and maintain on the work site a qualified working Supervisor who shall have been designated in writing by the Contractor as the Contractors' representative. The Supervisor shall have full authority to act on the behalf of the Contractor and all communications given to the Supervisor shall be binding as if given to the Contractor. The Supervisor shall be present on site at all times as required to perform adequate supervision and coordination of the work.

CITY OF KIRKLAND HOLIDAYS

Holiday	Date to be Observed
New Year's Day	January 1
M.L. King, Jr. Birthday	3rd Monday in January
President's Day	3rd Monday in February
Memorial Day	Last Monday in May
Independence Day	July 4th
Labor Day	1st Monday in September
Veteran's Day	November 11
Thanksgiving Day	4th Thursday in November
Day after Thanksgiving	4th Friday in November
Half-day Christmas Eve	Last regular work day before Christmas Day
Christmas Day	December 25
Half-day New Year's Eve	Last regular work day before New Year's Day

IV.INSPECTIONS AND REPORTING REQUIREMENTS

- A.** Monthly reports shall be prepared, signed, and dated by the Contractor's Supervisor for the facility and contain the following information as a minimum:
- 1.** Checklist of all tasks performed for each facility and the signature of the employee who performed them.
 - 2.** Discrepancies from the routine work scheduled and an explanation of the circumstances involved.
 - 3.** Any damage or defect of City property where the Contractor has responsibility should be documented on reports with sufficient description and identified location for follow up by the Contractor Administrator.
 - 4.** Signature of the Contractor's Supervisor attesting that they have reviewed and agreed with the employee work summary, any and all problems and/or complaints or minor nature. Failure to provide the report on a monthly basis with the requested information to the Contractor Administrator will result in the City of Kirkland withholding payment from the monthly contractor amount for the days of work in question. In addition, all daily, twice weekly, weekly, monthly, quarterly, semi-annual, and annual tasks shall be clearly listed on the monthly report. The City will verify the information presented on the invoice with the monthly report. If a task is not listed on the monthly report, the Contractor will not be paid for the service. If the Contractor fails to provide reports in a timely manner, this shall be sufficient cause to immediately terminate the contract. All monthly reports shall be delivered to the Contract Administrator responsible for payment of the invoiced work. Monthly reports and forms are the responsibility of the Contractor.

V. SPECIFIC REQUIREMENTS – CUSTODIAL SERVICES

- A.** The Contractor will furnish all labor, equipment, cleaning supplies, supervision, transportation, and payment for custodial services. Additional services to perform interior and exterior window washing and carpet cleaning services may be requested. Glass should be cleaned per manufacturer's recommendations using products and methods consistent with those recommendations and that of the industry. Contractor shall use environmentally-friendly products, whenever possible, pre-approved by the City.

City shall provide paper products, toilet paper, paper towels, garbage can liners, toilet seat covers, compostable liners, Green Seal or equivalent cleaning products: restroom cleaner, neutral floor cleaner, glass cleaner, degreaser.

- B.** The City shall complete an inventory of janitorial supplies once a month, mid-month. If supplies are running low, please notify the Contract Administrator via email or voicemail.
- C.** The Contractor shall maintain the janitor closets in a neat and orderly fashion.
- D.** All work shall be performed under the supervision of a qualified supervisor.
- E.** The Contractor will ensure that his/her employees comply with all City of Kirkland and Washington State Industrial licensing, regulations, and practices.
- F.** The Contractor's personnel will conduct themselves on site in a workmanlike manner at all times.
- G.** The Contract Administrator or designated representative will inspect work performed by the Contractor on a regular basis. In the event of work performance deficiencies, the Contract Administrator or designated representative will notify the Contractor. Notification may be verbal or written. The City may choose to require the Contractor to rectify the deficiency within 24 hours. The Contractor is encouraged to schedule inspection times/dates with the City's Contract Administrator or designee.
- H.** The Contractor shall, if applicable, establish a work schedule as set forth in the contract, maintenance agreement, or requisition. In no case shall work be performed before or after the schedule times without approval by the Contract Administrator or designee. In addition, the Contractor will provide a periodical cleaning form showing the completion of work for that time period.
- I.** The Contract Administrator will, if necessary, provide a building schedule which will include the dates, days, and times each facility will be available for servicing. In the event, this schedule is changed or modified, the City will provide adequate notification to the Contractor.
- J.** The Contractor will provide a list of employees to the City and individuals will undergo a background check before the commencement of their duties.

Identification

Each employee shall carry identification card issued by the City to be worn in a visible location on their person at all times while performing services on the City premises. No temporary employee will be allowed to work on City premises without prior authorization for the City. The Contractor shall not allow children, pets, and non-employees on the premises.

- K.** The Contractor of his/her employees must not remove or consume any property belonging to the City, City employees, or General Public. This policy includes any articles that may be deposited for disposal in trash receptacles.

- L.** Materials, equipment and/or paper supplies belonging to the City will not be transferred from one job site to another by the Contractor without permission of the Contract Administrator.
- M.** The Contractor and his/her employee may not use City or General Public property, including telephones, Fax, or copy machines, ladders, lifts, maintenance equipment, or the like, for personal use unless given permission by an authorized City representative.
- N.** Smoking shall not be permitted in any City building except in a designed smoking area.
- O.** The Contractor and his/her employees, if working after normal business hours, will ensure that all doors, windows, and gates giving access to City buildings are secured. All lights, except night lights, will be turned off before leaving the premises. Failure to properly secure City buildings may result in a reduction of payment.
- P.** The Contractor may be issued necessary building key set(s) as well as electronic door card keys. In no case shall the Contractor make duplicates of any City issued key(s). The City will deduct \$50.00 from payments to the Contractor for each building key lost, broken through neglect or misuse, or not returned to the City at the expiration of this contract.
- Q.** False Alarms – Municipal Code Article 21.35A.060 states that false alarms during a twelve month period will be subject to assessment and fines up to \$300.00 each. If the Contractor is found to be responsible for the false alarm, Contractor shall be responsible for payment of the fine within 30 days of notification of the false alarm charge.
- R.** The Contractor shall report any building damage or potential hazard immediately to the Contract Administrator or Facility Services by telephone at 425-587-3930 during normal business hours of 6:30 a.m. to 4:00 p.m. After normal business hours, emergencies shall be directed to 425-587-3900. For life-threatening emergencies, calls shall be directed to 911.
- S.** Hazardous conditions shall be immediately remedied or secured by the Contractor's qualified and trained personnel to prevent further damage and/or protection of all personnel from exposure or injury. Specifically, as regards to WISHA Standards Chapter 296-62 W.A.C., Bloodborne Pathogen Compliance; the Contractor shall also be responsible for training and protecting any and all employees of the Contractor, while engaged in the performance of any work or services by the Contractor under this agreement, as to the safeguards used and precautions taken, for the proper handling of infectious materials. Verification of training must be presented with submittal of bids to the City.
- T.** Incidents, altercations, or accidents involving facility visitors, Contractor's employees or City employees shall be reported to the Contract Administrator within 24 hours. All incidents, altercations, or accidents involving Contractor personnel require a written report from the Contractor describing the incident or accident.
- U.** City of Kirkland has a business license requirement. The Contractor and all Subcontractors shall be required to obtain a business license within 30 days upon the award of Contract. The business license fee will be as stated in the fee schedule. Obtaining a business license shall not be reason for an increase in the awarded contract.

VI. SPECIFICATIONS – CUSTODIAL

A. COMMON AREAS

1. REFUSE – CONTAINERS

a) **Empty Containers/Replace Liner:**

All refuse and recycling containers shall be completely emptied and a clean, appropriately sized liner installed.

b) **Wipe Clean Containers:**

Containers shall be damp wiped clean to remove stains, smudges, and dried refuse.

c) **Recycling Containers:**

Recycling Containers for all recyclables are to be emptied and a clean, appropriately sized liner installed. ***Do not empty containers marked for shredding or battery recycling.***

d) **Clean & Disinfect Waste Receptacles:**

Containers shall be cleaned and disinfected so as to remove stains, smudges, and dried refuse.

2. CLEAN & DISINFECT

a) **Clean Doors, Walls, and Frames:**

Remove finger marks, furniture rubs, and scuff marks from walls, doors, frames, and kick plates.

b) **Clean and Disinfect Handles, Handrails, and Covers:**

Clean and disinfect door handles, handrails, electrical switch plates, and outlet covers.

c) **Clean and Disinfect Drinking Fountains:**

Stainless steel fountains are to be cleaned with a stainless cleaner, disinfected, inside and out, as well as fixtures. Fountains are to be free of water spots, stains, and smudges.

d) **Clean and Disinfect Communication Equipment:**

Disinfect and remove dirt, smudges, and finger marks from telephones.

3. FURNITURE

a) **Furniture Placement:**

Furniture, chairs, refuse, and recycle containers are to be placed back in their appropriate locations.

b) **Furniture – Damp Wipe:**

Furniture shall be damp wiped with disinfectant to remove stains, smudges, and dried refuse.

c) **Furniture – Vacuuming:**

Upholstered furniture shall be vacuumed clean, debris, and lint free.

4. DUSTING

a) **Dust Horizontal Surfaces:**

Horizontal surfaces, window ledges, light fixtures, picture frames, and the like are to be dust free.

b) **Dust Furniture:**

Common area furnishings, directory signage, tables, and chairs are to dust free.

c) **High Dust – Vents, Grilles, Lighting, Etc.:**

High dusting shall be anything over 6' from the floor including vents, grilles, exhaust fans, light fixtures, clocks, door tops, and frames.

5. WINDOWS, GLASS, AND BLINDS

a) **Clean Entry Glass:**

Entry glass shall be cleaned and streak free inside and out.

b) **Clean Window Blinds:**

Blinds, horizontal, and vertical shall be clean, dust, and dirt free.

6. CARPET

a) **Vacuum Carpet:**

Carpeted areas of lobbies, conference rooms, hallways, corridors, entrances, including entrance mats are to be thoroughly vacuumed dirt free. Furnishings (chairs, wastebaskets, etc.) are to be moved and returned to their original locations to provide for vacuuming.

b) **Vacuum with Edging Tool – All Corners:**

Carpet edges and corners where floor and wall intersect, where floor and thresholds meet or around the bases of any object permanently placed on a carpet surface are to be vacuumed with an edging tool.

c) **Routine Spot Clean Carpet:**

Carpet is to be kept in a stain-free condition. The Contract Administrator and the Contractor shall agree as to whether carpet shampooing/extraction supersedes spot cleaning.

d) **Baseboard Cleaning:**

Baseboards (wood, vinyl, rubber) shall be kept cleaned with an appropriate product so as not to discolor or scratch.

7. FLOORING – CERAMIC TILE

a) **Sweep Ceramic Tile Floors:**

Ceramic tile flooring shall be swept with a broom so as to leave the floor in a dirt (dust) free state.

b) **Damp Mop and Disinfect Ceramic Tile Floors:**

Ceramic tile floor surfaces shall be damp mopped with a disinfectant.

c) **Machine Scrub Ceramic Tile Floors:**

Ceramic tile floor surfaces shall be machine scrubbed with an effective detergent cleaner and neutralized. Ceramic tile flooring shall be maintained to remove stains, smudges, scuff marks, and dried refuse.

d) **Baseboard Cleaning:**

Baseboards (ceramic tile) shall be cleaned with an appropriate product so as not to discolor or scratch.

8. FLOORING – RUBBER/VINYL TILE

a) **Sweep Tile Floors:**

Resilient tile flooring (rubber, vinyl) shall be swept with a broom or dust mopped so as to leave the floor in a dirt (dust) free state.

b) **Damp Mop Tile Floors:**

Resilient floor surfaces shall be damp mopped to remove any dirt and all spills. Scuff marks or stains are not expected to be removed with damp mopping.

c) **Baseboard Cleaning:**

Baseboards (vinyl, rubber) shall be cleaned with an appropriate product so as not to discolor or scratch.

9. FLOORING – CONCRETE

a) **Sweep Concrete Floors:**

Concrete floors shall be swept with a broom so as to leave the floor in a dirt (dust) free state.

b) **Damp Mop Concrete Floors:**

Concrete floor surfaces shall be damp mopped to remove any dirt and all spills. Scuff marks or stains are not expected to be removed with damp mopping.

c) **Baseboard Cleaning:**

Baseboards (wood, vinyl, rubber, concrete, steel) shall be cleaned with an appropriate product so as not to discolor or scratch.

10. STAIRS - CONCRETE

a) **Sweeping Stairwells:**

Stairs and landings shall be swept with a broom, dust mopped, or vacuumed so as to leave the treads in a dirt (dust) free state.

b) **Damp Mop Stairwells:**

All stairwells and landings will be damp mopped, where applicable.

11. FLOORING – HARDWOOD AND CORK

a) **Sweep Hardwood and Cork Floors**

Hardwood and cork floors shall be dust mopped so as to leave the floor in a dirt (dust) free state.

b) **Hardwood and Cork Floors**

Damp mop ONLY with water or neutral floor cleaner

c) **Baseboard Cleaning:**

Baseboards (vinyl, rubber) shall be cleaned with an appropriate product so as not to discolor or scratch.

B. OFFICE AREAS

1. REFUSE – CONTAINERS

a) **Empty Containers/Replace Liner:**

All refuse and recycling containers shall be completely emptied and a clean, appropriately sized liner installed.

b) **Wipe Clean Containers:**

Containers shall be damp wiped clean to remove stains, smudges, and dried refuse.

c) **Recycling Containers:**

Recycling Containers for all recyclables are to be emptied and a clean, appropriately sized liner installed. **Do not empty containers marked for shredding.**

d) **Clean & Disinfect Waste Receptacles:**

Containers shall be cleaned and disinfected so as to remove stains, smudges, and dried refuse.

2. CLEAN & DISINFECT

a) **Clean Doors, Walls, and Frames:**

Remove finger marks, furniture rubs, and scuff marks from walls, doors, frames, and kick plates.

b) **Clean and Disinfect Handles, Handrails, and Covers:**

Clean and disinfect door handles, handrails, electrical switch plates, and outlet covers.

3. FURNITURE

a) **Furniture Placement:**

Furniture, chairs, refuse, and recycle containers are to be placed back in their appropriate locations.

b) **Furniture – Damp Wipe:**

Furniture shall be damp wiped with disinfectant to remove stains, smudges, and dried refuse.

c) **Furniture – Vacuuming:**

Upholstered furniture shall be vacuumed clean, debris, and lint free.

4. DUSTING

a) **Dust Horizontal Surfaces:**

Horizontal surfaces, window ledges, light fixtures, picture frames, and the like are to be dust free.

b) **Dust Furniture:**

Office furniture – overhead bins, file cabinets, partitions, tables, and chairs (excluding desks) are to be dust free.

c) **High Dust – Vents, Grilles, Lighting, Etc.:**

High dusting shall be anything over 6' from the floor including vents, grilles, exhaust fans, light fixtures, clocks, door tops, and frames.

5. WINDOWS, GLASS, AND BLINDS

a) **Clean Entry Glass:**

Entry glass shall be cleaned and streak free inside and out.

b) **Office Glass:**

Interior and exterior surfaces are to be cleaned and streak free, including re-lites.

c) **Clean Window Blinds:**

Blinds, horizontal, and vertical shall be clean, dust, and dirt free.

6. CARPET

a) **Vacuum Carpet:**

Carpeted offices are to be thoroughly vacuumed. Furnishings (chairs, wastebaskets, etc.) are to be moved and returned to their original locations.

b) **Vacuum with Edging Tool – All Corners:**

Carpet edges and corners where floor and wall intersect, where floor and thresholds meet or around the bases of any object permanently placed on a carpet surface are to be vacuumed with an edging tool.

c) **Routine Spot Clean Carpet:**

Carpet is to be kept in a stain-free condition. The Contract Administrator and the Contractor shall agree as to whether carpet shampooing/extraction supersedes spot cleaning.

d) **Baseboard Cleaning:**

Baseboards (wood, vinyl, rubber) shall be kept cleaned with an appropriate product so as not to discolor or scratch.

7. FLOORING – RUBBER/VINYL TILE

a) Sweep Tile Floors:

Resilient tile flooring (rubber, vinyl) shall be swept with a broom or dust mopped so as to leave the floor in a dirt (dust) free state.

b) Damp Mop Tile Floors:

Resilient floor surfaces shall be damp mopped to remove any dirt and all spills. Scuff marks or stains are not expected to be removed with damp mopping.

c) Baseboard Cleaning:

Baseboards (vinyl, rubber) shall be cleaned with an appropriate product so as not to discolor or scratch.

8. FLOORING – CONCRETE

a) Sweep Concrete Floors:

Concrete floors shall be swept with a broom so as to leave the floor in a dirt (dust) free state.

b) Damp Mop Concrete Floors:

Concrete floor surfaces shall be damp mopped to remove any dirt and all spills. Scuff marks or stains are not expected to be removed with damp mopping.

c) Baseboard Cleaning:

Baseboards (wood, vinyl, rubber, concrete, steel) shall be cleaned with an appropriate product so as not to discolor or scratch.

9. FLOORING – HARDWOOD AND CORK

a) Sweep Hardwood and Cork Floors

Hardwood and cork floors shall be dust mopped so as to leave the floor in a dirt (dust) free state.

b) Hardwood and Cork Floors

Damp mop ONLY with water or neutral floor cleaner

c) Baseboard Cleaning:

Baseboards (vinyl, rubber) shall be cleaned with an appropriate product so as not to discolor or scratch.

C. KITCHEN AREAS

1. REFUSE – CONTAINERS

a) Empty Containers/Replace Liner:

All refuse and recycling containers shall be completely emptied and a clean, appropriately sized liner installed.

b) Wipe Clean Containers:

Containers shall be damp wiped clean to remove stains, smudges, and dried refuse.

c) Recycling Containers:

Recycling Containers for all recyclables are to be emptied and a clean, appropriately sized liner installed.

d) Food Waste Collection Containers:

Food waste collection containers are to be emptied and a clean, appropriately sized liner installed.

e) Clean & Disinfect Waste Receptacles:

Containers shall be cleaned and disinfected so as to remove stains, smudges, and dried refuse.

2. CLEAN & DISINFECT

a) Clean Doors, Walls, and Frames:

Remove finger marks, furniture rubs, and scuff marks from walls, doors, frames, and kick plates.

b) Clean and Disinfect Handles, Handrails, and Covers:

Clean and disinfect door handles, handrails, electrical switch plates, and outlet covers.

c) Wipe Counters, Cabinets and Appliances:

Drain boards, cabinet fronts and pulls, countertops, tables, towel dispensers, and appliances (exterior of refrigerator, stove, dishwasher) are to be cleaned so as to remove finger marks, smudges, and left in a dust/dirt free condition.

Note: No chemicals should be used on the Paperstone Countertops located in the City Hall Annex.

d) Clean and Disinfect Kitchen Sinks & Faucets:

Stainless steel sinks, faucets, and handles are to be cleaned and disinfected with a disinfectant to remove all stains, spills, and food debris.

e) Clean and Disinfect Communication Equipment:

Disinfect and remove dirt, smudges, and finger marks from telephones.

f) Restocking Dispensers:

Kitchen dispensers (paper towel and soap) are to be checked. Dispensers shall be filled as needed or as directed by the Contract Administrator.

3. FURNITURE

a) Furniture Placement:

Furniture, chairs, refuse, and recycle containers are to be placed back in their appropriate locations.

b) Furniture – Damp Wipe:

Furniture shall be damp wiped with disinfectant to remove stains, smudges, and dried refuse.

c) Furniture – Vacuuming:

Upholstered furniture shall be vacuumed clean, debris, and lint free.

4. DUSTING

a) Dust Horizontal Surfaces:

Horizontal surfaces, window ledges, light fixtures, picture frames, and the like are to be dust free.

b) Dust Furniture:

Kitchen furniture, tables, and chairs are to be dust free.

c) High Dust – Vents, Grilles, Lighting, Etc.:

High dusting shall be anything over 6' from the floor including vents, grilles, exhaust fans, light fixtures, clocks, door tops, and frames.

5. CARPET

a) Vacuum Carpet:

Carpeted areas are to be thoroughly vacuumed. Furnishings (chairs, wastebaskets, etc.) are to be moved and returned to their original locations.

b) Vacuum with Edging Tool – All Corners:

Carpet edges and corners where floor and wall intersect, where floor and thresholds meet or around the bases of any object permanently placed on a carpet surface are to be vacuumed with an edging tool.

- c) **Routine Spot Clean Carpet:**
Carpet is to be kept in a stain-free condition. The Contract Administrator and the Contractor shall agree as to whether carpet shampooing/extraction supersedes spot cleaning.
- d) **Baseboard Cleaning:**
Baseboards (wood, vinyl, rubber) shall be kept cleaned with an appropriate product so as not to discolor or scratch.

6. FLOORING – RUBBER/VINYL TILE

- a) **Sweep Tile Floors:**
Resilient tile flooring (rubber, vinyl) shall be swept with a broom or dust mopped so as to leave the floor in a dirt (dust) free state.
- b) **Damp Mop Tile Floors:**
Resilient floor surfaces shall be damp mopped to remove any dirt and all spills. Scuff marks or stains are not expected to be removed with damp mopping.
- c) **Baseboard Cleaning:**
Baseboards (vinyl, rubber) shall be cleaned with an appropriate product so as not to discolor or scratch.

7. FLOORING – CONCRETE

- a) **Sweep Concrete Floors:**
Concrete floors shall be swept with a broom so as to leave the floor in a dirt (dust) free state.
- b) **Damp Mop Concrete Floors:**
Concrete floor surfaces shall be damp mopped to remove any dirt and all spills. Scuff marks or stains are not expected to be removed with damp mopping.
- c) **Baseboard Cleaning:**
Baseboards (wood, vinyl, rubber, concrete, steel) shall be cleaned with an appropriate product so as not to discolor or scratch.

8. FLOORING – HARDWOOD AND CORK

- a) **Sweep Hardwood and Cork Floors**
Hardwood and cork floors shall be dust mopped so as to leave the floor in a dirt (dust) free state.
- b) **Hardwood and Cork Floors**
Damp mop ONLY with water or neutral floor cleaner
- c) **Baseboard Cleaning:**
Baseboards (vinyl, rubber) shall be cleaned with an appropriate product so as not to discolor or scratch.

D. FITNESS ROOM

1. REFUSE – CONTAINERS

- a) **Empty Containers/Replace Liner:**
All refuse and recycling containers shall be completely emptied and a clean, appropriately sized liner installed.
- b) **Wipe Clean Containers:**
Containers shall be damp wiped clean to remove stains, smudges, and dried refuse.
- c) **Clean & Disinfect Waste Receptacles:**
Containers shall be cleaned and disinfected so as to remove stains, smudges, and dried refuse.

2. CLEAN & DISINFECT

a) Clean Doors, Walls, Frames, and Dispensers:

Remove finger marks, furniture rubs, and scuff marks from walls, doors, frames, kick plates, and dispensers.

b) Clean and Disinfect Handles, Handrails, and Covers:

Clean and disinfect door handles, handrails, electrical switch plates, and outlet covers.

3. FITNESS ROOM DISPENSER

a) Restocking Dispensers:

Fitness Room dispensers (paper towel only) are to be checked daily. Dispensers shall be filled as needed or as directed by the Contract Administrator.

4. DUSTING

a) Dust Horizontal Surfaces:

Horizontal surfaces, window ledges, light fixtures, picture frames, and the like are to be dust free.

b) High Dust – Vents, Grilles, Lighting, Etc.:

High dusting shall be anything over 6' from the floor including vents, grilles, exhaust fans, light fixtures, clocks, door tops, and frames.

5. GLASS

a) Clean Mirrors:

Mirrors shall be kept clean, fog, and streak free.

6. FLOORING – RUBBER/VINYL TILE

a) Sweep Tile Floors:

Resilient tile flooring (rubber, vinyl) shall be swept with a broom or dust mopped so as to leave the floor in a dirt (dust) free state.

b) Damp Mop Tile Floors:

Resilient floor surfaces shall be damp mopped to remove any dirt and all spills. Scuff marks or stains are not expected to be removed with damp mopping.

c) Baseboard Cleaning:

Baseboards (vinyl, rubber) shall be cleaned with an appropriate product so as not to discolor or scratch.

E. RESTROOMS

1. REFUSE – CONTAINERS

a) Empty Containers/Replace Liner:

All refuse containers shall be completely emptied and a clean, appropriately sized liner installed.

b) Wipe Clean Containers:

Containers shall be damp wiped clean to remove stains, smudges, and dried refuse.

c) Clean & Disinfect Waste Receptacles:

Containers shall be cleaned and disinfected so as to remove stains, smudges, and dried refuse.

2. CLEAN & DISINFECT

a) Clean Doors, Walls, and Frames:

Remove finger marks, scuff marks, and debris from walls, doors, frames, and kick plates.

b) Clean and Disinfect Handles, Handrails, and Covers:

Clean and disinfect door handles, handrails, electrical switch plates, and outlet covers.

c) Prime Floor Drains:

Floor drains are to be flushed with water so as to clean out the traps and eliminate odors. If necessary, a disinfectant odor neutralizer is to be used in conjunction with the water.

3. RESTROOM FIXTURES

a) Restocking Dispensers:

Restroom dispensers (paper towel, seat covers, toilet paper, soap, etc.) are to be checked daily. Dispensers shall be filled as needed or as directed by the Contract Administrator.

b) Clean Dispensers, Walls, Partition:

Clean dispensers, walls, and partitions to be free of soap scum, finger prints, dirt, smudges, and graffiti.

c) Clean and Disinfect Restroom Fixtures:

Clean and disinfect all porcelain and stainless steel sinks, faucets, handles, toilets, flush urinals, and urinal partitions to be free of deposits, stains, soap, and odors.

d) Clean and Disinfect Fixture Exteriors:

Fixtures (sinks, faucets, toilets, urinals) exteriors, undersides, and bases are to be cleaned and disinfected with an appropriate cleaner so as to remove any deposits which may occur.

e) Clean and Polish Chrome and Stainless Steel:

Plumbing fixtures are to be cleaned and polished so as to produce a shiny appearance.

4. FURNITURE

a) Furniture Placement:

Furniture, chairs, refuse, and recycle containers are to be placed back in their appropriate locations.

b) Furniture – Damp Wipe:

Furniture shall be damp wiped with disinfectant to remove stains, smudges, and dried refuse.

5. DUSTING

a) Dust Horizontal Surfaces:

Horizontal surfaces, window ledges, light fixtures, picture frames, and the like are to be dust free.

b) High Dust – Vents, Grilles, Lighting, Etc.:

High dusting shall be anything over 6' from the floor including vents, grilles, exhaust fans, light fixtures, clocks, door tops, and frames.

6. GLASS

a) Clean Mirrors:

Mirrors shall be kept clean, fog, and streak free.

7. FLOORING – CERAMIC TILE

a) **Sweep Ceramic Tile Floors:**

Ceramic tile flooring shall be swept with a broom so as to leave the floor in a dirt (dust) free state.

b) **Damp Mop and Disinfect Ceramic Tile Floors:**

Ceramic tile floor surfaces shall be damp mopped with a disinfectant.

c) **Machine Scrub Ceramic Tile Floors:**

Ceramic tile floor surfaces shall be machine scrubbed with an effective detergent cleaner and neutralized. Ceramic tile flooring shall be maintained to remove stains, smudges, scuff marks, and dried refuse.

d) **Baseboard Cleaning:**

Baseboards (ceramic tile) shall be cleaned with an appropriate product so as not to discolor or scratch.

8. FLOORING – RUBBER/VINYL TILE

a) **Sweep Tile Floors:**

Resilient tile flooring (rubber, vinyl) shall be swept with a broom or dust mopped so as to leave the floor in a dirt (dust) free state.

b) **Damp Mop and Disinfect Tile Floors:**

Resilient floor surfaces shall be damp mopped with disinfectant to remove any dirt and all spills. Scuff marks or stains are not expected to be removed with damp mopping.

c) **Baseboard Cleaning:**

Baseboards (vinyl, rubber) shall be cleaned with an appropriate product so as not to discolor or scratch.

F. SHOWER FACILITIES – LOCKER ROOMS

1. REFUSE – CONTAINERS

a) **Empty Containers/Replace Liner:**

All refuse containers shall be completely emptied and a clean, appropriately sized liner installed.

b) **Wipe Clean Containers:**

Containers shall be damp wiped clean to remove stains, smudges, and dried refuse.

c) **Clean & Disinfect Waste Receptacles:**

Containers shall be cleaned and disinfected so as to remove stains, smudges, and dried refuse.

2. CLEAN & DISINFECT

a) **Clean Doors, Walls, Frames, and Dispensers:**

Remove finger marks, scuff marks, and debris from walls, doors, frames, kick plates, and dispensers.

b) **Clean and Disinfect Handles, Handrails, and Covers:**

Clean and disinfect door handles, handrails, electrical switch plates, and outlet covers.

c) **Prime Floor Drains:**

Floor drains are to be flushed with water so as to clean out the traps and eliminate odors. If necessary, a disinfectant odor neutralizer is to be used in conjunction with the water.

3. SHOWERS

a) **Restocking Dispensers:**

Shower dispensers (paper towels and soap) are to be checked daily. Dispensers shall be filled as needed or as directed by the Contract Administrator.

b) **Clean and Disinfect Shower Stalls:**

Shower stalls shall be cleaned and disinfected to be free of deposits, stains, and soap scum. Shower stalls shall be maintained to be mold and mildew free. The Contract Administrator and the Contractor shall agree as to when steam cleaning is needed.

c) **Clean and Disinfect Shower Doors/Shower Curtains:**

Shower doors/curtains shall be cleaned and disinfected to be free of deposits, stains, and soap scum. Shower doors/curtains shall be maintained to be mold and mildew free.

d) **Clean and Disinfect Shower Mats:**

Shower mats shall be cleaned and disinfected to be free of deposits, stains, and soap scum. Shower mats shall be maintained to be mold and mildew free. The Contract Administrator and the Contractor shall agree as to when steam cleaning is needed.

e) **Clean and Polish Chrome and Stainless Steel:**

Plumbing fixtures are to be cleaned and polished so as to produce a shiny appearance.

4. DUSTING

a) **Dust Horizontal Surfaces:**

Horizontal surfaces, window ledges, light fixtures, picture frames, and the like are to be dust free.

b) **Dust Furniture:**

Lockers shall be maintained dust free.

c) **High Dust – Vents, Grilles, Lighting, Etc.:**

High dusting shall be anything over 6' from the floor including vents, grilles, exhaust fans, light fixtures, clocks, door tops, and frames.

5. GLASS

a) **Clean Mirrors:**

Mirrors shall be kept clean, fog, and streak free.

6. FLOORING – CERAMIC TILE

a) **Sweep Ceramic Tile Floors:**

Ceramic tile flooring shall be swept with a broom so as to leave the floor in a dirt (dust) free state.

b) **Damp Mop and Disinfect Ceramic Tile Floors:**

Ceramic tile floor surfaces shall be damp mopped with a disinfectant.

c) **Machine Scrub Ceramic Tile Floors:**

Ceramic tile floor surfaces shall be machine scrubbed with an effective detergent cleaner and neutralized. Ceramic tile flooring shall be maintained to remove stains, smudges, scuff marks, and dried refuse.

d) **Baseboard Cleaning:**

Baseboards (ceramic tile) shall be cleaned with an appropriate product so as not to discolor or scratch.

7. FLOORING – RUBBER/VINYL TILE

a) **Sweep Tile Floors:**

Resilient tile flooring (rubber, vinyl) shall be swept with a broom or dust mopped so as to leave the floor in a dirt (dust) free state.

b) **Damp Mop and Disinfect Tile Floors:**

Resilient floor surfaces shall be damp mopped with disinfectant to remove any dirt and all spills. Scuff marks or stains are not expected to be removed with damp mopping.

c) **Baseboard Cleaning:**

Baseboards (vinyl, rubber) shall be cleaned with an appropriate product so as not to discolor or scratch.

8. FLOORING – CONCRETE

a) **Sweep Concrete Floors:**

Concrete floors shall be swept with a broom so as to leave the floor in a dirt (dust) free state.

b) **Damp Mop Concrete Floors:**

Concrete floor surfaces shall be damp mopped to remove any dirt and all spills. Scuff marks or stains are not expected to be removed with damp mopping.

c) **Baseboard Cleaning:**

Baseboards (wood, vinyl, rubber, concrete, steel) shall be cleaned with an appropriate product so as not to discolor or scratch.

G. CONFERENCE & COURT ROOMS

1. REFUSE – CONTAINERS

a) **Empty Containers/Replace Liner:**

All refuse and recycling containers shall be completely emptied and a clean, appropriately sized liner installed.

b) **Wipe Clean Containers:**

Containers shall be damp wiped clean to remove stains, smudges, and dried refuse.

c) **Recycling Containers:**

Recycling Containers for all recyclables are to be emptied and a clean, appropriately sized liner installed.

d) **Food Waste Collection Containers:**

Food waste collection containers are to be emptied and a clean, appropriately sized liner installed.

e) **Clean & Disinfect Waste Receptacles:**

Containers shall be cleaned and disinfected so as to remove stains, smudges, and dried refuse.

2. CLEAN & DISINFECT

a) **Clean Doors, Walls, and Frames:**

Remove finger marks, furniture rubs, and scuff marks from walls, doors, frames, and kick plates.

b) **Clean and Disinfect Handles, Handrails, and Covers:**

Clean and disinfect door handles, handrails, electrical switch plates, and outlet covers.

c) **Clean and Disinfect Communication Equipment:**

Disinfect and remove dirt, smudges, and finger marks from telephones.

3. FURNITURE

a) **Furniture Placement:**

Furniture, chairs, refuse, and recycle containers are to be placed back in their appropriate locations.

b) **Furniture – Damp Wipe:**

Furniture including conference tables shall be damp wiped with disinfectant to remove stains, smudges, and dried refuse.

c) **Furniture – Vacuuming:**

Upholstered furniture shall be vacuumed clean, debris, and lint free.

4. DUSTING

a) **Dust Horizontal Surfaces:**

Horizontal surfaces, window ledges, light fixtures, picture frames, and the like are to be dust free.

b) **Dust Furniture:**

Conference and Court Room tables, chairs, and equipment are to be dust free.

c) **High Dust – Vents, Grilles, Lighting, Etc.:**

High dusting shall be anything over 6' from the floor including vents, grilles, exhaust fans, light fixtures, clocks, door tops, and frames.

5. WINDOWS, GLASS, AND BLINDS

a) **Conference & Court Room Glass:**

Interior and exterior surfaces are to be cleaned and streak free, including re-lites.

b) **Clean Window Blinds:**

Blinds, horizontal, and vertical shall be clean, dust, and dirt free.

6. CARPET

a) **Vacuum Carpet:**

Carpeted conference rooms are to be thoroughly vacuumed. Furnishings (chairs, wastebaskets, etc.) are to be moved and returned to their original locations.

b) **Vacuum with Edging Tool – All Corners:**

Carpet edges and corners where floor and wall intersect, where floor and thresholds meet or around the bases of any object permanently placed on a carpet surface are to be vacuumed with an edging tool.

c) **Routine Spot Clean Carpet:**

Carpet is to be kept in a stain-free condition. The Contract Administrator and the Contractor shall agree as to whether carpet shampooing/extraction supersedes spot cleaning.

d) **Baseboard Cleaning:**

Baseboards (wood, vinyl, rubber) shall be kept cleaned with an appropriate product so as not to discolor or scratch.

7. FLOORING – CERAMIC TILE

a) **Sweep Ceramic Tile Floors:**

Ceramic tile flooring shall be swept with a broom so as to leave the floor in a dirt (dust) free state.

b) **Damp Mop and Disinfect Ceramic Tile Floors:**

Ceramic tile floor surfaces shall be damp mopped with a disinfectant.

c) **Machine Scrub Ceramic Tile Floors:**

Ceramic tile floor surfaces shall be machine scrubbed with an effective detergent cleaner and neutralized. Ceramic tile flooring shall be maintained to remove stains, smudges, scuff marks, and dried refuse.

d) **Baseboard Cleaning:**

Baseboards (ceramic tile) shall be kept cleaned with an appropriate product so as not to discolor or scratch.

8. FLOORING – RUBBER/VINYL TILE

a) **Sweep Tile Floors:**

Resilient tile flooring (rubber, vinyl) shall be swept with a broom or dust mopped so as to leave the floor in a dirt (dust) free state.

b) **Damp Mop Tile Floors:**

Resilient floor surfaces shall be damp mopped to remove any dirt and all spills. Scuff marks or stains are not expected to be removed with damp mopping.

c) **Baseboard Cleaning:**

Baseboards (vinyl, rubber) shall be cleaned with an appropriate product so as not to discolor or scratch.

9. FLOORING – HARDWOOD AND CORK

a) **Sweep Hardwood and Cork Floors**

Hardwood and cork floors shall be dust mopped so as to leave the floor in a dirt (dust) free state.

b) **Hardwood and Cork Floors**

Damp mop ONLY with water or neutral floor cleaner

c) **Baseboard Cleaning:**

Baseboards (vinyl, rubber) shall be cleaned with an appropriate product so as not to discolor or scratch.

H. CREW QUARTERS

1. REFUSE – CONTAINERS

a) **Empty Containers/Replace Liner:**

All refuse and recycling containers shall be completely emptied and a clean, appropriately sized liner installed.

b) **Wipe Clean Containers:**

Containers shall be damp wiped clean to remove stains, smudges, and dried refuse.

c) **Recycling Containers:**

Recycling Containers for all recyclables are to be emptied and a clean, appropriately sized liner installed.

d) **Food Waste Collection Containers:**

Food waste collection containers are to be emptied and a clean, appropriately sized liner installed.

e) **Clean & Disinfect Waste Receptacles:**

Containers shall be cleaned and disinfected so as to remove stains, smudges, and dried refuse.

2. CLEAN & DISINFECT

a) Clean Doors, Walls, and Frames:

Remove finger marks, furniture rubs, and scuff marks from walls, doors, frames, and kick plates.

b) Clean and Disinfect Handles, Handrails, and Covers:

Clean and disinfect door handles, handrails, electrical switch plates, and outlet covers.

c) Wipe Counters, Cabinets and Appliances:

Drain boards, cabinet fronts and pulls, countertops, tables, towel dispensers, and appliances (exterior of refrigerator, stove, dishwasher) are to be cleaned so as to remove finger marks, smudges, and left in a dust/dirt free condition.

d) Clean and Disinfect Kitchen Sinks & Faucets:

Stainless steel sinks, faucets, and handles are to be cleaned and disinfected with a disinfectant to remove all stains, spills, and food debris.

e) Restocking Dispensers:

Kitchen dispensers (paper towel and soap) are to be checked. Dispensers shall be filled as needed or as directed by the Contract Administrator.

3. FURNITURE

a) Furniture Placement:

Furniture, chairs, refuse, and recycle containers are to be placed back in their appropriate locations.

b) Furniture – Damp Wipe:

Furniture shall be damp wiped with disinfectant to remove stains, smudges, and dried refuse.

c) Furniture – Vacuuming:

Upholstered furniture shall be vacuumed clean, debris, and lint free.

4. DUSTING

a) Dust Horizontal Surfaces:

Horizontal surfaces, window ledges, light fixtures, picture frames, and the like are to be dust free.

b) Dust Furniture:

Tables and chairs are to be lint and dust free.

c) High Dust – Vents, Grilles, Lighting, Etc.:

High dusting shall be anything over 6' from the floor including vents, grilles, exhaust fans, light fixtures, clocks, door tops, and frames.

5. CARPET

a) Vacuum Carpet:

Carpeted areas are to be thoroughly vacuumed. Furnishings (tables, chairs, wastebaskets, etc.) are to be moved and returned to their original locations.

b) Vacuum with Edging Tool – All Corners:

Carpet edges and corners where floor and wall intersect, where floor and thresholds meet or around the bases of any object permanently placed on a carpet surface are to be vacuumed with an edging tool.

c) Routine Spot Clean Carpet:

Carpet is to be kept in a stain-free condition. The Contract Administrator and the Contractor shall agree as to whether carpet shampooing/extraction supersedes spot cleaning.

d) **Baseboard Cleaning:**

Baseboards (wood, vinyl, rubber) shall be kept cleaned with an appropriate product so as not to discolor or scratch.

6. FLOORING – RUBBER/VINYL TILE

a) **Sweep Tile Floors:**

Resilient tile flooring (rubber, vinyl) shall be swept with a broom or dust mopped so as to leave the floor in a dirt (dust) free state.

b) **Damp Mop Tile Floors:**

Resilient floor surfaces shall be damp mopped to remove any dirt and all spills. Scuff marks or stains are not expected to be removed with damp mopping.

c) **Wax Vinyl Tile Floors:**

Resilient floor surfaces shall be top cleaned with an effective detergent cleaner and neutralized. New wax will then be applied to produce a shiny finish.

d) **Baseboard Cleaning:**

Baseboards (vinyl, rubber) shall be cleaned with an appropriate product so as not to discolor or scratch.

7. FLOORING – CONCRETE

a) **Sweep Concrete Floors:**

Concrete floors shall be swept with a broom so as to leave the floor in a dirt (dust) free state.

b) **Damp Mop Concrete Floors:**

Concrete floor surfaces shall be damp mopped to remove any dirt and all spills. Scuff marks or stains are not expected to be removed with damp mopping.

c) **Baseboard Cleaning:**

Baseboards (wood, vinyl, rubber, concrete, steel) shall be cleaned with an appropriate product so as not to discolor or scratch.

I. MUD ROOM

1. CLEAN & DISINFECT

a) **Clean Doors, Walls, Frames, and Dispensers:**

Remove finger marks, scuff marks, and debris from walls, doors, frames, kick plates, and dispensers.

b) **Clean and Disinfect Handles, Handrails, and Covers:**

Clean and disinfect door handles, handrails, electrical switch plates, and outlet covers.

2. PEDESTAL SINKS

a) **Restocking Dispensers:**

Mud Room dispensers (paper towels and soap) are to be checked daily. Dispensers shall be filled as needed or as directed by the Contract Administrator.

b) **Clean and Disinfect Pedestal Fixtures:**

Clean and disinfect all sinks, fixtures, handles to be free of deposits, stains, soap, and odors.

c) **Clean and Disinfect Fixture Exteriors:**

Fixtures (sinks, faucets, toilets, urinals) exteriors, undersides, and bases are to be cleaned and disinfected with an appropriate cleaner so as to remove any deposits which may occur.

3. DUSTING

a) **Dust Horizontal Surfaces:**

Horizontal surfaces, locker tops, window ledges, light fixtures, picture frames, and the like are to be dust free.

b) **High Dust – Vents, Grilles, Lighting, Etc.:**

High dusting shall be anything over 6' from the floor including vents, grilles, exhaust fans, light fixtures, clocks, door tops, and frames.

4. GLASS

a) **Clean Mirrors:**

Mirrors shall be kept clean, fog, and streak free.

5. FLOORING – CERAMIC TILE

a) **Sweep Ceramic Tile Floors:**

Ceramic tile flooring shall be swept with a broom so as to leave the floor in a dirt (dust) free state.

b) **Damp Mop and Disinfect Ceramic Tile Floors:**

Ceramic tile floor surfaces shall be damp mopped with a disinfectant.

c) **Machine Scrub Ceramic Tile Floors:**

Ceramic tile floor surfaces shall be machine scrubbed with an effective detergent cleaner and neutralized. Ceramic tile flooring shall be maintained to remove stains, smudges, scuff marks, and dried refuse.

d) **Baseboard Cleaning:**

Baseboards (ceramic tile) shall be cleaned with an appropriate product so as not to discolor or scratch.

6. FLOORING – RUBBER/VINYL TILE

a) **Sweep Tile Floors:**

Resilient tile flooring (rubber, vinyl) shall be swept with a broom or dust mopped so as to leave the floor in a dirt (dust) free state.

b) **Damp Mop and Disinfect Tile Floors:**

Resilient floor surfaces shall be damp mopped with disinfectant to remove any dirt and all spills. Scuff marks or stains are not expected to be removed with damp mopping.

c) **Baseboard Cleaning:**

Baseboards (vinyl, rubber) shall be cleaned with an appropriate product so as not to discolor or scratch.

7. FLOORING – CONCRETE

a) **Sweep Concrete Floors:**

Concrete floors shall be swept with a broom so as to leave the floor in a dirt (dust) free state.

b) **Damp Mop Concrete Floors:**

Concrete floor surfaces shall be damp mopped to remove any dirt and all spills. Scuff marks or stains are not expected to be removed with damp mopping.

c) **Baseboard Cleaning:**

Baseboards (wood, vinyl, rubber, concrete, steel) shall be cleaned with an appropriate product so as not to discolor or scratch.

J. TELEMETRY ROOM

1. REFUSE – CONTAINERS

a) **Empty Containers/Replace Liner:**

All refuse and recycling containers shall be completely emptied and a clean, appropriately sized liner installed.

b) **Wipe Clean Containers:**

Containers shall be damp wiped clean to remove stains, smudges, and dried refuse.

c) **Recycling Containers:**

Recycling Containers for all recyclables are to be emptied and a clean, appropriately sized liner installed.

d) **Clean & Disinfect Waste Receptacles:**

Containers shall be cleaned and disinfected so as to remove stains, smudges, and dried refuse.

2. CLEAN & DISINFECT

a) **Clean Doors, Walls, Frames, and Dispensers:**

Remove finger marks, scuff marks, and debris from walls, doors, frames, kick plates, and dispensers.

b) **Clean and Disinfect Handles, Handrails, and Covers:**

Clean and disinfect door handles, handrails, electrical switch plates, and outlet covers.

3. FURNITURE

a) **Furniture Placement:**

Furniture, chairs, refuse, and recycle containers are to be placed back in their appropriate locations.

4. FLOORING – RUBBER/VINYL TILE

a) **Sweep Tile Floors:**

Resilient tile flooring (rubber, vinyl) shall be swept with a broom or dust mopped so as to leave the floor in a dirt (dust) free state.

b) **Damp Mop and Disinfect Tile Floors:**

Resilient floor surfaces shall be damp mopped with disinfectant to remove any dirt and all spills. Scuff marks or stains are not expected to be removed with damp mopping.

c) **Baseboard Cleaning:**

Baseboards (vinyl, rubber) shall be cleaned with an appropriate product so as not to discolor or scratch.

K. LOADING DOCK/DUMPSTERS

1. REFUSE – CONTAINERS

a) **Empty Containers/Replace Liner:**

All refuse and recycling containers shall be completely emptied and a clean, appropriately sized liner installed.

b) **Wipe Clean Containers:**

Containers shall be damp wiped clean to remove stains, smudges, and dried refuse.

c) **Clean & Disinfect Waste Receptacles:**

Containers shall be cleaned and disinfected so as to remove stains, smudges, and dried refuse.

d) **Policing (Exterior)**

Loading docks (exterior), dumpsters, and surrounding areas shall be policed to be debris free.

2. CLEAN & DISINFECT

a) **Clean Doors, Walls, Frames, and Dispensers:**

Remove finger marks, scuff marks, and debris from walls, doors, frames, kick plates, and dispensers.

VII. JANITORIAL SCOPE OF WORK – BUILDING FACILITIES

All buildings shall conform to the specifications outlined in Section VI. Exceptions are noted on the specific buildings outlined in this section.

A. CITY HALL (LOCATION #1 ON MAP)

- 1. Cleanable Square Footage: 55,000 SF**
- 2. Address: 123 5th Avenue, Kirkland, WA 98033**
- 3. Frequency: 7 days per week; Monday – Sunday**
- 4. Hours for cleaning: Between 6:00 PM and before 6:00 AM Sunday – Thursday.**
- 5. Day Porter: Monday – Thursday 11:00 AM – 1:00 PM**
 - a) Disinfect drinking fountains**
 - b) Clean Police lobby**
 - c) Refill hand sanitizer stations, as necessary**
 - d) Clean and disinfect restrooms: urinals, toilet bowls, wash basins and attached fixtures**
 - e) Restock dispensers: toilet paper, paper towels, hand soap, seat covers**
 - f) Empty restroom garbage**
- 6. Police Locker Rooms & Jail Garbage**

Hours for cleaning:
Sunday – Thursday: After 9:30 AM or 9:30 PM
Friday & Saturday: Between 2:00 PM – 4:00 PM ONLY

Shift change occurs between 7:00 AM – 9:00 AM and 7:00 PM – 9:00 PM daily and janitors should NOT be cleaning in the locker rooms during this time.

- a) Refill hand sanitizer stations, as necessary**
 - b) Clean and disinfect restrooms: urinals, toilet bowls, wash basins and attached fixtures**
 - c) Restock dispensers: toilet paper, paper towels, hand soap, seat covers**
 - d) Empty restroom and jail garbage**
- 7. Special Conditions:**
- a) Noise restriction on days there are evening meetings, especially City Council meeting nights 1st & 3rd Tuesday of the month. Facilities Services will provide a meeting calendar.**
 - b) Police briefing room – Do NOT clean the tables or disturb anything left on the tables. Garbage/Recycling pickup and vacuuming only.**
 - c) City will notify Contractor when janitorial supplies are delivered to City Hall. Contractor shall move supplies from loading bay and stock the janitorial closets.**
 - d) Office Areas – Empty garbage and recycling in offices and workstation areas 3x per week on Sunday, Tuesday, and Thursday only.**

8. Cleaning Frequency Exceptions:

- a) **Fitness Room cleaning ONLY on Tuesday and Thursday**
- b) **Dust blinds (both sides) and spot clean, as necessary**
Frequency – 2x a year in June & December
- c) **Clean all plastic and vinyl furniture**
Frequency – 2x a year in June & December
- d) **Clean and disinfect inside and outside of all waste receptacles**
Frequency – 4x a year in January, April, July, October
- e) **Routine Spot Clean Carpet**
Carpet is to be kept in a stain-free condition. The Contract Administrator and the Contractor shall agree as to whether carpet shampooing/extraction supersedes spot cleaning.

B. CITY HALL ANNEX (LOCATION #2 ON MAP)

- 1. Cleanable Square Footage: 6,000 SF**
- 2. Address: 310 1st Street, Kirkland, WA 98033**
- 3. Lower Level: 2 days per week; Tuesday and Thursday
Hours for cleaning: Between 7:00 AM and before 5:00 PM**
- 4. Upper Level: 3 days per week; Sunday, Tuesday, and Thursday
Hours for cleaning: Between 6:00 PM and before 6:00 AM**
- 5. Special Conditions:**
 - a) Do not clean Police Area (lower level) on Sundays. Clean upper level only.**
 - b) Do not enter Police Area from interior stairwell. You MUST enter from the outside stairwell. (Area is alarmed)**
 - c) Paperstone
Do not use cleaner on any Paperstone tops to include, but not limited to, the kitchen, hallway ledges, and the copier area. Only wipe down surface with hot soapy water and dry completely.**
 - d) Interior Storm Window Care (Indow Windows)
Indow Windows are made from acrylic sheets. If not cared for properly, acrylic will scratch or cloud. Do NOT use any ammonia, alcohol, or bleach-based cleaners such as Windex, Clorox, or 409. Do not use paper towels or newspapers or rough cloths. Use only microfiber cleaning cloths. For non-greasy dirt spraying with water and wiping with a clean microfiber cloth often works best. To clean greasy stains, (A mild mixture of diluted dish soap and water works well as a cleaning solution.) spray two or three pumps of the cleaning solution and then use one lightly dampened microfiber towel or soft sponge to distribute the solution then wipe clean and dry with a second microfiber towel to wipe away any remaining moisture and prevent streaking.**
 - e) Janitorial supplies will need to be stocked from the City Hall supply closet.**
- 6. Cleaning Frequency Exceptions:**
 - a) Dust blinds (both sides) and spot clean, as necessary
Frequency – 2x a year in June & December**
 - b) Clean all plastic and vinyl furniture
Frequency – 2x a year in June & December**
 - c) Clean and disinfect inside and outside of all waste receptacles
Frequency – 4x a year in January, April, July, October**
 - d) Clean hardwood and cork floors to include using damp mop ONLY with water or neutral floor cleaner**

C. 505 MARKET STREET (LOCATION #3 ON MAP)

- 1. Cleanable Square Footage: 5,950 SF**
- 2. Address: 505 Market Street, Kirkland, WA 98033**
- 3. Hours for cleaning: Between 6:00 PM and before 6:00 AM**
- 4. Frequency: 3 days per week; Sunday, Tuesday, and Thursday**
- 5. Special Conditions:**
 - a) Janitorial supplies will need to be stocked from the City Hall supply closet.**
- 6. Cleaning Frequency Exceptions:**
 - a) Dust blinds (both sides) and spot clean, as necessary
Frequency – 2x a year in June & December**
 - b) Clean all plastic and vinyl furniture
Frequency – 2x a year in June & December**
 - c) Clean and disinfect inside and outside of all waste receptacles
Frequency – 4x a year in January, April, July, October**
 - d) Routine Spot Clean Carpet
Carpet is to be kept in a stain-free condition. The Contract Administrator and the Contractor shall agree as to whether carpet shampooing/extraction supersedes spot cleaning.**

D. HERITAGE HALL (LOCATION #4 ON MAP)

- 1. Cleanable Square Footage: 1,300 SF**
- 2. Address: 203 Market Street, Kirkland, WA 98033**
- 3. Hours for cleaning: Between 11:00 PM and before 7:00 AM**
- 4. Frequency: 1 day per week –Sunday and as needed for special events**
- 5. Special Conditions:**
 - a) Clean hardwood floors to include damp mop ONLY with water or neutral floor cleaner that is provided in the mop system specifically for this building. Use this mop ONLY.**
 - b) NO stripping or waxing on this floor is required; performed by separate vendor.**
- 6. Cleaning Frequency Exceptions:**
 - a) Dust blinds (both sides) and spot clean, as necessary
Frequency – 2x a year in June & December**
 - b) Clean all plastic and vinyl furniture
Frequency – 1x a year in June**
 - c) Clean and disinfect inside and outside of all waste receptacles
Frequency – 4x a year in January, April, July, October**
- 7. WINDOWS, GLASS, AND BLINDS**
 - a) Clean Entry Glass:
Entry glass shall be cleaned and streak free inside and out.**
 - b) Clean Window Blinds:
Blinds, horizontal, and vertical shall be clean, dust, and dirt free.**

E. PETER KIRK COMMUNITY CENTER (LOCATION #5 ON MAP)

- 1. Cleanable Square Footage: 10,000 SF**
- 2. Address: 352 Kirkland Avenue, Kirkland, WA 98033**
- 3. Hours for cleaning: Between 9:00 PM and before 6:00 AM**
- 4. Frequency: 5 days a week; Sunday – Thursday and as needed for special events**
- 5. Day Porter Monday – Thursday 1:00 PM – 2:00 PM**
 - a) Disinfect drinking fountains**
 - b) Clean hardwood floors to include damp mop ONLY with water**
 - c) Refill hand sanitizer stations, as necessary**
 - d) Clean and disinfect restrooms: urinals, toilet bowls, wash basins and attached fixtures**
 - e) Restock dispensers: toilet paper, paper towels, hand soap, seat covers**
 - f) Empty restroom garbage**
- 6. Cleaning Frequency Exceptions:**
 - a) Clean black rubber mats on floor in kitchen
Frequency – 3x a week on Monday, Wednesday, and Friday**
 - b) Dust blinds (both sides) and spot clean, as necessary
Frequency – 2x a year in February & August**
 - c) Clean all plastic and vinyl furniture
Frequency – 2x a year in February & August**
 - d) Clean and disinfect inside and outside of all waste receptacles
Frequency – 4x a year in January, April, July, October**
 - e) Routine Spot Clean Carpet
Carpet is to be kept in a stain-free condition. The Contract Administrator and the Contractor shall agree as to whether carpet shampooing/extraction supersedes spot cleaning.**

F. MAINTENANCE CENTER "A" - ADMINISTRATION BLDG (LOCATION #6 ON MAP)

- 1. Cleanable Square Footage: 11,500 SF**
- 2. Address: 915 8th Street, Kirkland, WA 98033**
- 3. Hours for cleaning: Between 6:00 PM and before 6:00 AM**
- 4. Frequency: 3 days per week; Sunday, Tuesday, and Thursday**
- 5. Cleaning Frequency Exceptions:**
 - a) Dust blinds (both sides) and spot clean, as necessary
Frequency – 2x a year in June & December**
 - b) Clean all plastic and vinyl furniture
Frequency – 2x a year in June & December**
 - c) Clean and disinfect inside and outside of all waste receptacles
Frequency – 4x a year in January, April, July, October**
 - d) Routine Spot Clean Carpet
Carpet is to be kept in a stain-free condition. The Contract Administrator and the Contractor shall agree as to whether carpet shampooing/extraction supersedes spot cleaning.**

G. MAINTENANCE CENTER "B" – FLEET SHOP (LOCATION #6 ON MAP)

- 1. Cleanable Square Footage: 930 SF**
- 2. Address: 904 8th Street, Kirkland, WA 98033**
- 3. Hours for cleaning: Between 6:00 PM and before 6:00 AM**
- 4. Frequency: 3 days per week; Sunday, Tuesday, and Thursday**
- 5. Special Conditions:**
 - a) Mechanics Bay excluded except for the coffee area**
 - b) Janitorial supplies will need to be stocked from the Maintenance Center "A" supply closet.**
- 6. Cleaning Frequency Exceptions:**
 - a) Dust blinds (both sides) and spot clean, as necessary
Frequency – 2x a year in June & December**
 - b) Clean all plastic and vinyl furniture
Frequency – 2x a year in June & December**
 - c) Clean and disinfect inside and outside of all waste receptacles
Frequency – 4x a year in January, April, July, October**
 - d) Routine Spot Clean Carpet
Carpet is to be kept in a stain-free condition. The Contract Administrator and the Contractor shall agree as to whether carpet shampooing/extraction supersedes spot cleaning.**

H. MAINTENANCE CENTER "C" – CREW SHOP (LOCATION #6 ON MAP)

- 1. Cleanable Square Footage: 800 SF**
- 2. Address: 1000 8th Street, Kirkland, WA 98033**
- 3. Hours for cleaning: Between 6:00 PM and before 6:00 AM**
- 4. Frequency: 3 days per week; Sunday, Tuesday, and Thursday**
- 5. Special Conditions:**
 - a) Janitorial supplies will need to be stocked from the Maintenance Center "A" supply closet.**
- 6. Cleaning Frequency Exceptions:**
 - a) Clean and disinfect inside and outside of all waste receptacles
Frequency – 4x a year in January, April, July, October**

I. PARKS MAINTENANCE ANNEX BLDG (LOCATION #7 ON MAP)

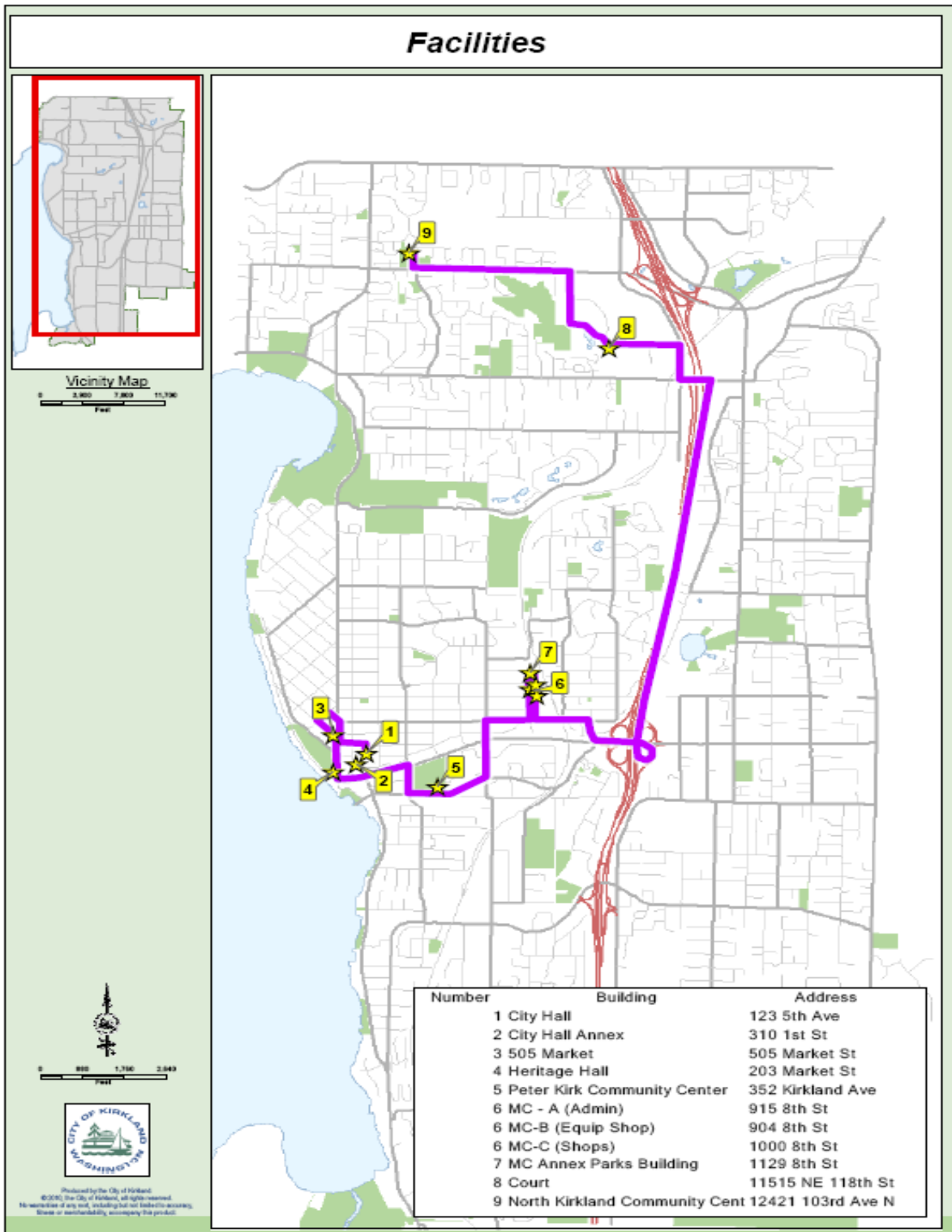
- 1. Cleanable Square Footage: 2,638 SF**
- 2. Address: 1129 8th Street, Kirkland, WA 98033**
- 3. Hours for cleaning: Between 6:00 PM and before 6:00 AM**
- 4. Frequency: 3 days per week; Sunday, Tuesday, and Thursday**
- 5. Cleaning Frequency Exceptions:**
 - a) Dust blinds (both sides) and spot clean, as necessary
Frequency – 2x a year in June & December**
 - b) Clean all plastic and vinyl furniture
Frequency – 2x a year in June & December**
 - c) Clean and disinfect inside and outside of all waste receptacles
Frequency – 4x a year in January, April, July, October**

J. MUNICIPAL COURT (LOCATION #8 ON MAP)

- 1. Cleanable Square Footage: 11,000 SF**
- 2. Address: 11515 NE 118th Street, Kirkland, WA 98034**
- 3. Hours for cleaning: Between 6:00 PM and before 6:00 AM**
- 4. Frequency: 5 days per week; Sunday – Thursday**
- 5. Special Conditions:**
 - a) When cleaning in the holding cell, make sure you have your card key as there is no other way out.**
 - b) Office Areas – Empty garbage and recycling in offices and workstation areas 3x per week on Sunday, Tuesday, and Thursday only.**
- 6. Cleaning Frequency Exceptions:**
 - a) Dust blinds (both sides) and spot clean, as necessary
Frequency – 2x a year in June & December**
 - b) Clean all plastic and vinyl furniture
Frequency – 2x a year in June & December**
 - c) Clean and disinfect inside and outside of all waste receptacles
Frequency – 4x a year in January, April, July, October**
 - d) Routine Spot Clean Carpet
Carpet is to be kept in a stain-free condition. The Contract Administrator and the Contractor shall agree as to whether carpet shampooing/extraction supersedes spot cleaning.**

K. NORTH KIRKLAND COMMUNITY CENTER (LOCATION #9 ON MAP)

- 1. Cleanable Square Footage: 11,500 SF**
- 2. Address: 12421 103rd Avenue NE, Kirkland, WA 98034**
- 3. Hours for cleaning: Between 10:00 PM and before 6:00 AM**
- 4. Frequency: 7 days per week; Monday - Sunday**
- 5. Cleaning Frequency Exceptions:**
 - a) Dust blinds (both sides) and spot clean, as necessary
Frequency – 2x a year in February & August**
 - b) Clean all plastic and vinyl furniture
Frequency – 2x a year in February & August**
 - c) Clean and disinfect inside and outside of all waste receptacles
Frequency – 4x a year in January, April, July, October**
 - d) Routine Spot Clean Carpet
Carpet is to be kept in a stain-free condition. The Contract Administrator and the Contractor shall agree as to whether carpet shampooing/extraction supersedes spot cleaning.**



VIII. LOCATION MAP

