

SCOPE OF WORK

1. INTENT

The Contractor will provide professional cleaning and other related services to the City of Arlington according to the specifications. The parameters of the work cover all aspects of janitorial functions in cleaning the building in the designated areas described. The cleaning specifications will be performed during the hours stated in the bid specifications.

Each bidder shall examine the sites and conduct such other examinations and investigations as necessary to become fully aware of all existing or expected conditions and matters that might in any way affect the cost or performances of the Services.

All Services shall be performed in a manner and at such times so as not to conflict, interrupt, or inconvenience the City, its occupants or visitors.

The Contractor shall provide all necessary equipment required in order to perform the services. Such equipment shall be approved by the City. The Contractor is responsible for maintaining equipment in a safe and operable repair at all times.

2. PAYMENT OF SERVICES

Payments shall be made to the contractor in monthly installments. Payments shall be made monthly to cover the previous months work in accordance with the contract documents.

Reimbursable Cost for Services. The following must be included in the bid for on-site labor cost.

- Workers Compensation Insurance
- F.I.C.A Insurance
- State and Federal Unemployment Taxes
- Vacation as accrued (if applicable)
- Sick Leave Pay (if applicable)

It is expressly understood and agreed between Contractor and the City of Arlington that Contractor will be an independent Contractor and not an agent, servant, employee, or representative of the City of Arlington in performance of this Contract for Custodial Cleaning and related services. No term of this provision of, or act of the Contractor or City of Arlington under this Contract shall be construed as changing the status.

Since Contractor is an independent Contractor, the City of Arlington will not be providing the Contractor with any of the City's Employee's benefits, such as Worker's Compensation coverage, nor will City be withdrawing from Contractor's compensation, withholding taxes, social security taxes, employment insurance contributions and/or payroll taxes; and Contractor agrees to make any reports for taxes or otherwise required by state, federal or local law for self-employed person/entity for compliance with the above referenced programs and any and all taxing authorities and agencies.

The City will have no obligation to pay the Contractor a monthly amount which is in excess of the Contractors bid amount.

3. QUALITY CONTROL AND INSPECTION

The contractor shall maintain a quality control program which shall include regular inspections and tours with the City representative of all areas of the building covered by this Contract. These inspections shall be documented in writing and include a procedure to verify that identified deficiencies are noted and resolved to the satisfaction of the City. Contractor will conduct follow up inspections to verify deficiencies corrected.

The Contractor's quality control records shall be available and open for the City's review at all times. Copies of all Quality Control Inspection reports completed by the Contractor shall be provided to the City as completed.

All work done and materials furnished shall be subject to inspection by the City representatives. At all times the City representatives shall have access to all locations where services are being performed.

Upon request of City representatives, the Contractor shall furnish without charge samples of materials used or to be used in the performance of this Contract for evaluation.

Inspections or other acts or functions performed by the City personnel are recognized as being for the sole purpose of assisting the City in determining that the contractor is complying with the requirements of this Contract. Such activities shall in no manner be construed to relieve the Contractor from determining to its satisfaction that it is in full compliance with this Contract. Work not meeting the requirements of this Contract as determined by City representatives shall be corrected within two (2) days of notification.

Upon any complaint received by the Facility Services Manager regarding the Contractor, the Contractor shall make inspections with the City of Arlington Facility Services Manager or his appointed representative and furnish a written plan of action as to how and when he proposes to correct any discrepancies.

4. ACCESS TO SITES

Access to the building shall be as directed by the City. Contractor's employees are not to be accompanied in their work areas on the premises by any other person unless said persons are authorized. The Contractor shall be responsible for all persons admitted to the facility by the Contractor, its officers, agents or employees.

The contractor's representative shall accompany a city representative on tours of buildings once weekly. The purpose of these tours shall be to discuss cleaning improvements, additions, deletions, changes, and deficiencies. The days of the week for the tours shall be negotiated with the successful bidder. The tours shall not occur on Saturday or Sunday.

The successful bidder shall allow sufficient time, prior to the commencement of work beginning, to tour facilities with city personnel to become familiar with the facilities. The process may require several hours per day for up to ten days.

5. EMPLOYEE QUALIFICATIONS

The Contractor will assign only qualified, trained, competent and reliable personnel to perform the services. The City shall have the right to request the immediate removal from its premises of any employee of the Contractor or of the Contractor's subcontractors.

The City of Arlington is committed to maintaining an alcohol, drug, firearm free workplace. Possession, use or being under the influence of alcohol or controlled substances by contractor's employees while in the performance of any service is prohibited. Violation of this requirement shall constitute grounds for cancellation of the purchase order. Contractor's employees shall comply with City of Arlington's ordinance that prohibits smoking inside or within 25 feet of the entrance to any of its facilities.

Background Investigations:

All janitorial personnel shall have criminal background check performed. In addition, all employees working in the Ott Cribbs Public Safety Center, Police Training Center, South Police Station, West Police Station, East Police Station, Municipal Office Tower and Water Treatment Plants will be subject to background checks by the Arlington Police Department and the Federal Bureau of Investigation.

The Contractor shall provide certification that all janitorial personnel assigned to City facilities have had a criminal background check prior to their assignment.

It is a goal of the City of Arlington to award this contract to a Contractor who can maintain a regular day-to-day staff with little or no turnover.

City of Arlington recognizes that events beyond the control of the Contractor such as the death, physical or mental incapacity, long-term illness, or the voluntary termination of employment of the on-site supervisor and/or staff will require that the Contractor propose a replacement. In the event that such a replacement is necessary, Contractor agrees that no personnel shall begin work on the project without prior written approval from the City of Arlington. All replacement personnel will require a background check for both criminal and FBI prior to the beginning of work.

The Contractor agrees that the on-site supervisor assigned to the project shall remain available for the entirety of the contract as long as that individual is employed by the Contractor and until the project is complete.

If the City of Arlington determines that the on-site supervisor is unable to perform in accordance with the service requirements, or to communicate effectively, the Contractor shall immediately remove that person.

Proposed replacement personnel shall meet minimum qualifications and have experience comparable to the person(s) being replaced. Replacement personnel shall be provided at no additional cost to the City of Arlington. The Contractor shall guarantee the replacement's qualifications including a background check. The City of Arlington may reject any replacement if work performance is questionable or unfavorable. The City of Arlington will be the sole judge of the qualifications of the proposed replacement personnel.

If the City of Arlington determines that any Contractor personnel performing under Bid 11-0014 re unable to perform in accordance with the service requirements, or to communicate effectively, or are, in the opinion of the City of Arlington, otherwise objectionable, the Contractor shall immediately remove that person.

6. SECURITY

Keys/Badges The security of the building keys will be maintained according to the policies of the City of Arlington. Liability for lost keys, re-keying cost, and other related expenses shall be the full responsibility of the Contractor. The Contractor shall not alter any lock or reproduce any key. At the initiation of the contract, keys will be issued to the contractor for all buildings to be cleaned. Thereafter, replacement keys or badges will be provided at a cost of \$3.00 each.

The Contractor shall establish procedures to ensure that all building spaces are secured after completion of services as required by the City.

Some city facilities have entrance (burglar) alarms installed. The contractor will be supplied with the access codes for these facilities. The contractor will be responsible for distributing and training the cleaning staff in the use of these codes for entering and exiting the building.

Any fines associated with the failure by the cleaning staff to properly use these codes will be reimbursed by the

contractor to the City.

All employees assigned to this Contract shall:

- In all library facilities a sign in and out is required at any time they leave or enter the building or the use of a time clock if so requested by the City.
- Contractor's employees shall be issued identification badges, provided by the City. Contractors employees shall display badges at all times while on city property. Loss of, or failure to display identification badges will result in denial of access to city buildings. Replacement identification badges will be provided at a cost of \$10.00 per tag. Contractor shall provide prospective employee's name, height, hair color and eye color for badge processing at least five days before the beginning of contract or before employee is scheduled to begin work in city facilities.
- Identification badges are issued by the City of Arlington Workforce Services Department, 101 S. Mesquite Street, Arlington, Texas

E6. SUPPLIES AND MATERIALS

The Contractor shall furnish all supplies, materials and equipment necessary for the performance of the work in this Contract.

Supplies and materials shall be of high quality and acceptable to the City. Within five (5) days of notification by the City of Arlington its intent to award this Contract, the Contractor shall submit to the City's representative a list giving the names of the manufacturers, the brand name of the product, and the intended use of each of the materials that the Contractor proposes to use in the performance of the work, and shall not use any material which the City determines unsuitable for the purpose or harmful to the surfaces to which it is applied or to any other part of the building, its contents, or equipment. Where in the specifications products are referred to as "or equal", the City representative shall determine the equality of said products. Contractor shall be responsible for replenishing supplies in all dispensers.

City will provide dispensers such as paper towel dispensers, soap dispensers, tissue dispensers, and toilet seat cover dispensers.

Contractor will furnish plastic trash bags used in collecting trash, plastic bag liners for trash cans, paper towels, toilet tissue, bar soap, liquid hand soap, tampons and sanitary napkins in pay dispensing machines, equipment, materials, and supplies.

The Contractor shall provide sufficient additional quantities of materials such as paper towels, toilet tissue, soap, and other materials to buildings that are open on twenty-four hour (24) operations or weekends to sustain operation. Such materials will be secured and a building representative will be responsible for the allocation of such materials.

The Contractor shall furnish a sample of any product that is identified by the City Custodial Administrator to be tested. The test will be conducted by the Facility Services Division's Custodial Administrator and a report giving the results of the test will be given to the Contractor. However, if the Custodial Crew chief is unable to conduct the required test, the City will arrange with an independent testing laboratory for such test at the City's expense. Results of the test will be submitted to the City's representative for approval prior to use.

Successful Contractor must provide the Facility Services Custodial Administrator with a list of the materials that will be provided on site. This information is to be furnished to the City within fourteen (14) days of notification of award. Safety Data Sheets shall be kept in all areas where materials and supplies are stored and such sheets shall be kept up-to-date. SDS sheets shall be readable, not smudged or blurred. All OSHA requirements regarding SDS information and the Workers Right To Know Law is to be strictly adhered to by Contractor.

It is the intent of the City of Arlington to purchase goods, services, and equipment having the least adverse environmental impact within the constraints of statutory purchasing requirements, departmental needs, availability, and sound economical considerations. City of Arlington encourages suggested changes and environmental enhancements for possible inclusion in future revisions of this specification.

E7. EQUIPMENT

All necessary cleaning equipment, including commercial type power driven floor scrubber, shampoo, waxing, and polishing machines, vacuum cleaners, and all necessary vehicles required for the performance of the work in this Contract shall be provided by the Contractor. Upright vacuums, dust mops, mops shall be **brand new upon start of the contract**.

A janitorial closet is available for storage of materials and equipment in the majority of buildings. The contractor should keep sufficient toilet tissue, paper towels and hand soap in these closets to provide for three days of service. The closets will remain unlocked in order to allow building staff to access the materials and resupply restrooms during periods when the custodian is not in the building.

E8. REQUIRED EQUIPMENT

The following major equipment is needed at all buildings and must remain in the buildings. This equipment may be used by the City of Arlington personnel for emergency clean-up during the day.

- Commercial upright vacuum cleaner with beater bar.

The following minor equipment is also required in all buildings and must be kept in buildings at all times. This equipment may be used by the City of Arlington personnel for emergency clean-up during daily operations.

- Johnny mop
- Toy Broom
- Push Broom
- Dust Mop
- Mop Bucket
- Mop Wringer
- Dust Pan
- Cotton Mop

- Kitchen Broom
- Putty Knife
- Feather Duster
- Wet-Floor Signs

Where particular types of equipment are specified, the following types of equipment shall be used:

- Mop, wet, 24 oz. cotton head, with a 54" handle
- Johnny Mop, 12" plastic handle, synthetic mop head
- Broom, toy, #1 corn straw, 2 sew, 36" overall length
- Broom, push, 25" wide x 2-1/4" x 3", 60% horse hair, 40% plastic bristles
- Broom, kitchen, upright, #1 straw
- Dust Pan, metal, 12" width
- Mop Bucket, plastic, 3" casters, 35-38 quart
- Mop Wringer, downward pressure type with all gear moving parts concealed
- Knife, putty, 1" wide blade, plastic handle.
- Feather Duster, Ostrich feathers with 12" handle
- Wet Floor Signs, plastic cones or signs, self supporting
- Vacuum Cleaner
- Extending window squeegee
- Articulated lift (cherry picker)

In addition to the above materials, the following supplies will be required:

- Soap, 3-1/2 - 4 oz. bar Ivory
- Soap, 3-1/2 - 4 oz. bar Lava
- Furniture Polish, Shine-UP, 15 oz. aerosol can or equal
- Polish, metal, 16 oz. Misty or equal
- Floor Wax, Johnson's or equal
- Floor Stripper, Johnson's or equal
- Floor Sealer, Johnson's or equal
- Bags, Polyethylene, 24 x 33 x .0015 mil
- Bags, Polyethylene, 40 x 48 x .003 mil
- Pads, stripper, 3m or equal
- Pads, buffing, 3m or equal
- Pads, polishing, 3M or equal
- Scouring Pad, 6" x 9" nylon, 3M #96 or equal
- Pad Holder, 6" x 9" 3M Doodle Bug #6472 or equal
- Steel Wool, #0 fine
- Sprayer, bottle only, 16 oz.
- Pump for above sprayer, spring lever action
- Glove, rubber, general purpose

- Toilet Tissue, type-2 ply, perforated, 96 rolls per case
- Toilet Seat Covers, 5000/cs Shieldor

- Towels, bleached or unbleached, multi-fold
- Towels, bleached or unbleached, roll, 7"
- Spot Remover, Misty or equal
- Glass Cleaner, ammoniated
- Wood Furniture Treatment, Gillespie lemon oil or equal
- Host Carpet Dry Cleaning Compound
- Hospital grade disinfectant, (must kill major air and blood pathogens.
- Stone or quartz stone/solid surface cleaner

THIS IS ONLY A PARTIAL LIST AND DOES NOT CONSTITUTE ALL OF THE MATERIALS THAT WILL BE REQUIRED BY THE CONTRACTOR FOR MAINTENANCE.

E9. QUALITY CONTROL REQUIREMENTS

Services performed under this Contract shall be subject to regular inspections by the City of Arlington's representatives. This section outlines acceptable standards.

Floor Cleaning:

For all operations where furniture and equipment must be moved, chairs wastepaper baskets, or other similar items shall not be stacked on desks, tables, or windowsills. Upon completion of work, all furniture and equipment shall be returned to its original position.

Baseboards, walls, doors, stair risers, furniture, and equipment shall not be splashed, disfigured, or damaged during cleaning.

All base moldings of freestanding partitions shall be put back in place if dislodged during floor maintenance.

Proper precautions shall be taken to advise building occupants of wet and/or slippery floor conditions. This applies during inclement weather as well as during cleaning operations in those buildings where daytime cleaning personnel are on duty. All waxed surfaces must be maintained so as to provide safe anti-slip walking conditions.

Sweeping:

Floor shall be swept clean, free of dirt streaks and no dirt shall be left in corners, behind doors, on stair treads, or under furniture or equipment. Likewise, exterior entrances within 10 ft of entry doorway shall be swept clean of all dirt and trash. To sweep resilient tile, terrazzo or sealed concrete floors, traced dust mops shall be used and the sweeping operations must be performed in a manner that no dust is raised.

Straw brooms or push brooms may be used for sweeping exterior surfaces. During the sweeping operations, gum, tar, and other sticky substances shall be removed with a putty knife. In addition, spills and spots must be removed during the sweeping process. This operation shall be performed with a cotton mop that has been dampened with a neutral detergent solution.

Damp or Wet Mopping:

Floors shall be damp or wet mopped to remove dirt and stains that cannot be removed by sweeping. A cotton mop, mop bucket wringer, and a neutral detergent solution shall be used to remove the soil. Mops and buckets shall be cleaned after each use and kept odor free. Buckets shall not be stored in closets with solutions left in them.

Mopping solution shall be changed frequently to ensure floors are being properly cleaned. Floors being wet mopped shall be dried after mopping to prevent any standing water from being absorbed by the floor material or seeping into floor seams or corners.

Furniture and other equipment shall be moved to mop underneath and replaced in its original position.

Mopped water splashed on baseboards, doors, or furniture shall be removed immediately. On completion of mopping operation there shall be no soil, litter, splash marks, streaks, swirls or mop strands visible. The floor shall present an overall appearance of cleanliness.

Spot Mopping:

This operation shall include the removal of stains by spillage on small areas of floor surface, and when windows or doors have been left open and rain, snow, or sleet has blown in, or other substances have been tracked in.

Scrubbing:

When scrubbing is designated, it shall be performed by machine or manually with a brush using a neutral detergent. Germicidal solution such as A-33 shall be used in restrooms, locker rooms, eating areas and drinking fountains. Scour powder may be used only on very dirty quarry tile, ceramic tile or terrazzo floors. Water or scrubbing solution shall not be allowed to remain on the floors any longer than necessary to complete the cleaning job, at which time dirty solution shall be picked up and the floor shall be rinsed until it is clean and free of soap solution, then dried.

Floor Finishing:

An approved polymer floor finish shall be used on asphalt, rubber, vinyl, linoleum and other resilient floor covering.

All wood surface floors shall be cleaned/finished in accordance with the manufacturer's recommendations and instructions for the type of flooring.

On hard surface floors such as terrazzo, ceramic, marble, and concrete, an approved penetrating water base sealer shall be used. However, all floor surfaces shall receive the following treatment applications:

Sweeping:

Sweep all floor surfaces thoroughly. Remove all gum and adhesive material.

Stripping:

Remove all old finish or wax from floors, using a concentrated solution of a liquid stripping cleaner. Cleaner is to be applied with a mop, and scrubbed with an electrical buffing machine and a medium-grade stripping pad. Extremely stubborn spots, gum, rust, burns, etc., shall be removed by hand with a scouring pad dipped in the stripping solution. Corners, baseboards, and other areas that the buffing machine cannot reach shall be scrubbed and thoroughly cleaned by hand.

Under no conditions shall floors be scrubbed while dry. Care shall be taken so that baseboards, walls, and furniture shall not be splashed or scarred. Cleaning solution shall be rinsed two or three times with clean water to remove all traces of cleaning solution. Do not flood floor with water; use only enough water as required for good rinsing. Floor shall be allowed to dry thoroughly after rinsing.

Finishing:

Finish shall be applied to the floor surface with a lamb's wool applicator or a cotton mop. A minimum of three (3) thin coats of floor finish shall be applied, allowing sufficient time to dry in between each coat. The last coat should only be applied up to, but not touching, the baseboard. All other coats should be applied to within six (6) inches of the baseboard. The application of an excessive amount of finish shall be avoided, and a buildup shall not be permitted. Sufficient finish shall be used to fully protect the floor surface and present a neat, well-kept appearance. Finishing shall be done in heavy traffic areas such as doorways and corridors, or in heavy work areas to keep the floor fully protected. In cases where it becomes necessary to remove old finish, an approved floor stripper shall be used. Where finish has been

allowed to accumulate along baseboards or near fixed pieces of furniture or equipment, a doodle bug with scouring pad attached shall be used in addition to stripper to remove old finish.

- Should there be more than eight (8) hours delay before applying finish after the floor has been cleaned or between coats, the areas must again be cleaned to remove surface dirt and scuff marks before applying finish. Finish shall be thoroughly dry before buffing.

Spray Buffing:

A buffing machine shall be used with a synthetic buffer pad attached thereto, and the surface shall be buffed only enough to harden the finish and bring the surface to desired luster. Woodwork, baseboards, and furniture shall not be scarred or discolored by the buffing equipment or the solution used.

Spray buffing solution shall not be applied to floors nearer than six (6) inches to the baseboard or non-movable fixtures.

Vacuuming of Carpet:

Surface litter such as paper, gum, rubber bands, paper clips, etc., shall be picked up prior to vacuuming. A commercial heavy-duty upright carpet vacuum with a beater bar shall be used to remove obvious dust and soil from carpet. Beater bar shall be adjusted to correspond with the pile height of carpet. The carpeted floor, after vacuuming, shall be free of all visible litter and soil. In addition, movable furniture or equipment shall be tilted or moved to vacuum underneath or a portable vacuum with a crevice tool shall be used.

In areas with permanent or stationary furniture and fixtures, a toy broom or crevice tool shall be used to remove all dirt/dust from the edges of fixtures, etc. The carpeted floor after vacuuming, shall be completely free of litter, soil and embedded grit.

Carpet Cleaning:

All carpet cleaning methods must be approved by Custodial Administrator before use.

Stained areas shall be treated with spot cleaning solution in compliance with the carpet manufacturer's recommendations. The carpet shall be vacuumed before and after shampooing with a commercial heavy-duty vacuum cleaner with a beater bar. Shampooing shall be done in strict compliance with the recommendations and instructions of the manufacturer of the carpet and shampooing equipment and materials.

Some facilities will require the use of host-dry shampoo process which is based on manufacturer's recommendations. Areas inaccessible to the shampoo equipment shall be shampooed using recommended manual devices. After sufficient drying time has been allowed, the carpet shall be vacuumed to give the carpet pile uniform lifter appearance.

Cleaning of Furniture:

Soil and dust shall be removed from furniture. Metal desks, file cabinets, chairs, table-tops, etc., shall be dusted with lamb's wool hand dusters or clean wiping cloths and spots removed with sponge dampened in a neutral detergent solution. Vinyl covered furniture shall be cleaned with sponge or wiping cloth dampened in a neutral detergent solution. For hard-to-remove spots an approved cleaner shall be used. Upholstered furniture shall be dusted with a portable vacuum with upholstery attachment.

An approved dry foam concentrate with a clean soft bristle brush and/or mechanical brush shall be used to clean upholstered furniture. Wood furniture shall be dusted with treated dust cloths that have been sprayed with an approved polish and wiped to a shine with clean cloths.

Regular Dusting:

All dust, lint, litter and dry soil shall be removed from horizontal surfaces including office furniture, window sills, shelves, venetian blinds, library book shelving, which could be over 6 feet, stairwell (emergency), etc. but items on desk tops shall not be disturbed, but in public facing areas the top of equipment will be dusted. Dusting shall be performed with clean dust cloths, and lamb's wool duster and surfaces shall be dust free.

Spot Cleaning:

Smudges, fingerprints, marks and streaks shall be removed from washable surfaces, without scarring or discoloring the finish, by use of a sponge, clean cloth and spray bottle of neutral detergent. Germicidal cleaner solution, such as a disinfectant spray with at least 99.9% antibacterial and disinfectant formula shall be used in restrooms, locker rooms, eating areas, and drinking fountains. Glass cleaner shall be used on mirrors and windows. After spot cleaning, the surfaces shall have a clean uniform appearance free of spots, streaks, and removable soil.

Washing of Interior Glass:

Smudges, oily film, dust and soil shall be removed from interior glass and mirrors by cleaning with glass cleaner solution, squeegee, and wiping cloths. Glass cleaner splash and drip marks shall be removed from adjacent surfaces. Glass surfaces shall be rinsed of detergent residue. All necessary precautions shall be taken to assure that safety regulations prescribed by OSHA and the City's representative are followed.

Cleaning of Interior Transparent Surfaces:

Smudges, oily film, dust and soil shall be removed from all transparent surfaces using methods and solutions prescribed by the manufacturer or the City's representatives.

Cleaning of White Magic Marker/Black Boards:

Use a foam eraser or appropriate cleaner to remove all chalk/marker marks, finger prints and excess dust from the blackboard/white magic marker board writing surfaces. Wipe tray with a damp sponge or cloth. After cleaning, the surface shall have a uniform appearance with no remaining marks, streaks, or excess dust.

Trash Removal:

All wastebaskets, and other trash containers in the work area shall be emptied and returned to their initial location. Boxes, cans, papers and other trash placed near a trash receptacle and marked "Trash" shall be removed and emptied directly into a designated trash dumpster, receptacle or area. Large recycle containers shall be emptied when the container is half full

Soiled or torn plastic waste basket or trash container liners shall be replaced. . The exterior of wastebaskets and trash containers shall be damp wiped with germicidal detergent solution from a spray bottle using a sponge or cloth.

Entrance Mats:

Carpet mats shall be vacuumed with commercial heavy-duty upright vacuum machine. Entrance mats of rubber or polyester shall be swept, shaken, vacuumed or washed. Entrance mats shall be lifted and soil and moisture underneath shall be removed.

Elevators:

Smudges, fingerprints, gum, marks and graffiti shall be removed from interior, exterior surfaces and railings. Floors shall be cleaned in the same manner as other types of floor coverings as specified herein.

Restrooms:

Germicidal: Using an approved germicidal, detergent solution completely sanitize restroom; to include floors, walls to ceiling, partitions, doors, and fixtures. Other cleaning materials specified herein shall be in addition to the germicidal.

General Cleaning:

Cleaning of restrooms shall include sweeping, mopping, and scrubbing, cleaning of mirrors, cleaning of nickel and chrome hardware, cleaning of fixtures, walls, stall partitions, and shower stalls. Cleaning of commodes and urinals shall be done in such a manner that no cross contamination shall occur between commodes and urinals, and faucets, sinks, and door knob surfaces in addition to the details in the following section.

Sanitary receptacles in women's restrooms shall be cleaned and washed daily during cleaning schedule. Paper liners shall be inserted in these receptacles and replaced as necessary. Receptacles shall be emptied, liners folded, collected in separate containers, and disposed of with trash.

Servicing and cleaning of restrooms during the building occupants' working hours shall be at intervals frequent enough to police and maintain an adequate supply of white toilet tissue, paper towels, commode seat covers, hand soap, etc. Replacement of toilet paper roll needs to be inside the toilet tissue dispenser, never outside or on top of dispenser.

Fixtures:

Commodes shall be cleaned daily to remove all rust and stains, inside and outside. Flush rings shall be cleaned with a cotton hand mop using a bowl-tab/solution. Urinals shall be cleaned daily to remove rust, and stains in the same manner as commodes. Cleaning solutions shall be flushed through the traps to reduce accumulations of scale.

Commodes shall be cleaned inside with a cotton hand mop. Inside of commodes shall be cleaned with a germicidal bowl cleaner. Exterior of the commodes shall be cleaned with a germicidal spray bottle with a microfiber cloth.

Exterior of paper towel cabinets, soap dispensers, and tissue dispensers shall be wiped cleaned and refilled.

Restroom, Shower Stall, and Wall Cleaning:

Floors shall be cleaned with germicidal detergent cleaner and allowed to dry. In no instance shall a hose or stream of water be used to wash floor. Shower walls and floors shall be cleaned with an anti-mildew cleaner.

Shower stalls shall be cleaned with mildew cleaner to remove stains, rust, mildew, etc., and sanitized with a germicidal detergent solution. Shower curtains will be purchased and replaced by the Custodial Administrator

Walls, partitions, and woodwork shall be washed with germicidal detergent solution where wall surfaces are covered with a washable paint, vinyl covering, or are of vitreous materials.

Drinking Fountains:

Soil, streaks, smudges, etc., shall be removed by use of spray bottle, germicidal detergent solution, sponge, cloth. A Non-Scratch pads can be used to remove stubborn hard water stains/mineral deposits accompanied by germicidal detergent solution. A small percolator brush shall be used to clean drains. After cleaning, the fountain shall be free of stains, spots, smudges, and sanitized. **Do not use stainless steel polish or oil on drinking fountain's head or faucet.**

Podiums and Rostrums:

All podiums and rostrums shall be cleaned in the same manner as floor areas, including bases for signage, hand sanitizers, stanchions, etc.

Polishing Metals:

Solid push plates, kick plates, nameplates, and other fixtures shall be polished to present a bright, neat, clean, shining appearance. Polishing shall be performed so as not to damage or scratch the finish.

Porcelain Ware Cleaning:

Porcelain fixtures (drinking fountains, toilets, urinals, wash basins, etc.) shall be clean and bright; there shall be no dust, spots, stains, rust, mold, encrustation, or excessive moisture.

Entrances:

Platforms, landings, and steps of entrance within ten feet of entrances shall be cleaned and policed.

E10. TERMINATION FOR DEFAULT

1. The City reserves the right to terminate this Contract immediately upon breach of any term or provision of this Contract by Contractor. In addition, Contractor understands and agrees that time is of the essence in performing this Contract and that the following events shall be deemed to be events of default by Contractor under this Contract:
2. Contractor shall fail to commence the work in accordance with the provisions of this Contract, and such failure shall continue for a period of two (2) calendar days after notice is delivered to Contractor.
3. Contractor shall fail to diligently provide janitorial services in an efficient, timely, and careful manner and in strict accordance with the provisions of this Contract, and such failure shall continue for a period of two (2) calendar days after notice is delivered to Contractor.
4. Contractor shall fail to use an adequate number or quality of personnel or equipment to complete the work or fail to perform any of its obligations under this Contract, and such failure shall continue for a period of two (2) calendar days after notice is delivered to Contractor.
5. Contractor shall fail to perform any janitorial service as required by this Contract, and such failure shall continue for a period of two (2) calendar days after notice is delivered to Contractor.
6. Contractor shall fail to provide any supplies and/or materials as required by this Contract, and such failure shall continue for a period of two (2) calendar days after notice is delivered to Contractor.
7. Contractor shall fail to perform any specific janitorial service within the scheduled time period required by the Contract, or the specific cure period set forth herein below. The cure period within which a failure to perform must be corrected, which is not covered elsewhere in this provision, after notice is delivered to Contractor shall be the following time frame for each of the following tasks/duties. To the extent this subparagraph conflicts with any other provisions of this DEFAULT section, the provisions of this subparagraph shall control.
 - Toilet tissue - 2 hours
 - Paper towels - 2 hours
 - Empty trash cans - 4 hours
 - Spray buff vinyl tile - 3 Days
8. It is recognized that if Contractor is adjudged a bankrupt, or makes a general assignment for the benefit of creditors, or if a receiver is appointed for the benefit of its creditors, or if a receiver is appointed on account of its insolvency, such could impair or frustrate Contractor's performance of this Contract. Accordingly, it is agreed that upon the occurrence of any such event, City shall be entitled to request of Contractor or its successor in interest adequate assurance of future performance in accordance with the terms and conditions hereof. Failure to comply with such request within ten (10) calendar days of delivery of the request shall entitle City to terminate this Contract and to the accompanying rights set forth below.

9. Contractor shall fail to satisfactorily respond to any written objections regarding the conduct of Contractor's officers, agents, employees, invitees, subcontractors and any such subcontractor's officers, agents, employees and invitees within five (5) business days of receipt of such objection from City.
10. Upon the occurrence of any event of default specified above, City shall have the option to pursue any one or more of the following remedies without any notice or demand whatsoever.
11. Terminate this Contract and complete the work in any manner it deems desirable, in which event Contractor shall immediately remove its equipment and personnel, and surrender all keys and codes providing Contractor access to any municipal buildings; and if Contractor fails to do so, City may, without prejudice to any other remedy which it may have, take such actions as are reasonably necessary to remove Contractor's equipment and personnel from all municipal buildings, reclaim all municipal building keys and codes in Contractor's possession or otherwise secure access to the municipal buildings at Contractor's expense, without being liable for prosecution or any claim of damages therefor; and Contractor
12. Agrees to pay to City on demand the amount of all loss and damages which City may suffer by reason of such termination.
13. Perform the janitorial services or provide the supplies and materials using the City's employees and resources at the Contractor's expense.
14. Hire a third party to perform the janitorial services and/or provide the supplies and materials at the Contractor's expense.
15. Withhold any payment, in whole or in part, related to unsatisfactory janitorial services until such time as the janitorial services are corrected.
16. Withhold any payment, in whole or in part, related to janitorial services that were not performed within the scheduled time period required by the Contract until such time as the janitorial services are performed. However, nothing contained herein shall allow Contractor to skip the performance of janitorial services in one scheduled time period, perform those services in any following scheduled time period and collect for performing said services in both time periods.
17. Deduct amounts from Contractor's monthly bills for janitorial services that are not performed, or which are not performed in a satisfactory manner, at one of the following rates to be determined in the sole discretion of the City: (a) the unit price bid by the Contractor; or, (b) the amount the Contractor actually billed for such services; or, (c) the rate assigned for each such service as set forth in Exhibit 3, "Criteria for Deduction"; or, (d) the amount charged by a third party or the City to perform the service and/or provide the supplies and materials.
18. Deduct amounts from Contractor's monthly bills for janitorial services that are not performed within the scheduled time period required by the Contract at one of the following rates to be determined in the sole discretion of the City: (a) the unit price bid by the Contractor; or, (b) the amount the Contractor actually billed for such janitorial services; or, (c) the rate assigned for each such service as set forth in Exhibit 3, "Criteria for Deduction"; or, (d) the amount charged by a third party or the City to perform the service and/or provide the supplies and materials.
19. If after exercising any of the foregoing remedies the cost to the City exceeds that part of the pro rata Contract sum for the month in which the default giving rise to such remedy occurs, Contractor shall be liable for and shall reimburse City for such excess. Alternatively, and at City's sole discretion the City may deduct such excess from Contractor's subsequent monthly bills until such time as the total excess amount has been deducted.
20. Contractor understands and agrees that time is of the essence in performing this Contract, and that failure to comply with any time or performance requirements in accordance with the Contract will result in damage to City. City and Contractor have set out timetables for completion of the janitorial services required under this Contract. Contractor and City agree that it is and will continue to be impracticable and extremely difficult to determine the actual amount of such damage whether in the event of delay or nonperformance. Contractor

agrees that the "Criteria for Deduction" set forth in Exhibit 3 to the Contract contains the minimum value of the costs and actual damage caused by Contractor's failure to comply with any time or performance requirements under the Contract, and such sum(s) may be withheld or deducted from payments due or to become due to Contractor as liquidated damages.

21. Pursuit of any one or more of the foregoing remedies shall not preclude pursuit of any other remedies herein provided or any other remedies provided at law or equity, nor shall the pursuit of any remedy herein provided constitute a forfeiture of or waiver of any damages accruing to City by reason of the violation of any of the terms, provisions and covenants herein contained. City's acceptance of work following an event of default hereunder shall not be construed as a waiver of such event of default. No waiver by City of any violation or breach of any terms, provisions and covenants herein contained shall be deemed or constitute a waiver of any other violation or breach of any of the terms, provisions and covenants herein contained. Forbearance by City to enforce one or more of the remedies herein provided upon an event of default shall not be deemed or construed to constitute a waiver of such default. Should City at any time terminate this Contract for any default, in addition to any other remedy City may have, City may recover from Contractor all damages City may incur by reason of such default, including the cost of rebidding the Contract and reasonable attorney's fees expended by reason of default.

EXHIBITS

EXHIBIT A
DETAILED SPECIFICATIONS FOR CLEANING AND RELATED SERVICES

GEN-1

******* OCCUPIED AREAS *******

SERVICES PERFORMED NIGHTLY (OR DAILY)

1. Empty, receptacles and remove all waste and rubbish from the premises nightly; wash receptacles as necessary. Remove trash liners as needed to prevent odors, or any offensive appearance.
2. Damp wipe furniture that has visible signs of stains, fingerprints, etc. with a treated cloth nightly.
3. Damp wipe and polish all glass furniture tops nightly.
4. Clean all water coolers and polish to a shine.
5. Vacuum carpeted areas, including stairs.
6. Remove all lint, physical dirt and spots from fabric, vinyl upholstered chairs, and couches, etc.
7. Do not move items on desks while cleaning. Do not unplug computers, copy machines, or other electrical equipment. Do not unplug, turn off or turn on any of the above equipment.

Discard only the contents in the waste containers. No other items are to be thrown away without express instructions of the building occupants or are marked "TRASH".

8. Occupant doors found locked upon arrival are to be locked after the area has been cleaned.
9. At no time is the Contractor to assist entry of anyone other than the Contractor's employees into the building. If facility is found open and unlocked call Arlington Police department
10. Lights are to be turned off upon completion of cleaning unless the work space is occupied.
11. Spot wash all glass, including partitions, doors, glass stairway panel, glass walls, and inside of interior glass windows, interior and exterior of entrance glass and adjoining windows.
12. Organize, arrange lobby furniture to provide uniform appearance including magazines and miscellaneous items on coffee tables.
13. Clean all breakroom counters, trash receptacle covers, tables, chairs and wash table tops.
14. In breakrooms, clean sinks daily and polish dry. Wipe down counter tops and splash boards. Fill paper towel dispensers nightly.
15. Clean microwave ovens, removing interior and exterior spills and food residue.
16. Clean aluminum can recycling containers. Wipe up any spills on outside of containers.
17. Clean glass in vending machines. Wipe front of ice machines and polish stainless steel bin lids with a clean cloth. Do not use stainless steel polish on ice machines.
18. Wipe fronts and doors of cabinets in break areas.
19. Sweep exterior entrances to the building.

SERVICES PERFORMED WEEKLY

1. Dust all including office and public areas furniture, cabinet files, fixtures, paneling, window sills, and other horizontal surfaces with a wool or static duster that will not spread dust into the air.
2. Remove all finger marks, smudges and food spills from all vertical surfaces, including doors, frames, around light switches, private entrance glass, walls and partitions.
3. Dust tops of picture frames, wall hangings and other wall accessories
4. Remove cobwebs from window and room corners.

SERVICES PERFORMED QUARTERLY

1. Dust/clean all heating and air conditioning vents and louvers.
2. Clean light fixture diffusers to remove dust and prevent cobwebs.
3. Refrigerators: Clean inside and out.

EXHIBIT A

DETAILED SPECIFICATIONS FOR CLEANING AND RELATED SERVICES

GEN-2
******* RESTROOMS *******

SERVICES PERFORMED NIGHTLY

1. Mop all hard surface floors with an approved disinfectant detergent solution.
2. Clean all mirrors, chrome and stainless steel. Polish to a shine.
3. Wash and disinfect all wash basins, urinals, toilet bowls to remove stains and clean the underside of the rims on urinals and bowls including flush holes. All men's urinals shall be fitted with a disposable screen containing a rubberized scented urinal screen mat changed at least every 2 week basis.
4. Wash both sides of toilet seats with a disinfectant detergent solution and wipe dry.
5. Spot Damp wipe with a disinfectant, all partitions, tile walls, and outside surfaces of all dispensers, including soap dishes and receptacles, to remove stains, streaks, watermarks and soil. Polish to a shine.
6. Empty and sanitize all receptacles and sanitary napkin disposals, replace liners.
7. Fill toilet tissue, soap, towel, seat covers, and sanitary napkin dispensers. Test for proper operation. Maintain a supply of these supplies in the janitorial closet that will fill all dispensers.
8. Clean flushometers, piping, toilet seat hinges, and other metal. Polish to a shine.
9. Clean brass floor drain covers.
10. Wipe down shower walls, floors and fixtures with disinfectant solution. Remove soap and mineral deposits.
11. Clean rest room entrance doors especially push plates. Remove hand soil and smudges.

SERVICES PERFORMED WEEKLY

1. Dust all locker tops, partition tops, dispenser tops and other horizontal surfaces.
2. Completely Damp wipe with a disinfectant, all partitions, tile walls, and outside surfaces of all dispensers, including soap dishes and receptacles, to remove stains, streaks, watermarks and soil. Polish to a shine
3. Thoroughly clean and wash with disinfectant all sanitary napkin dispensers.
4. Pour hot water down drainage to deodorize restrooms.

SERVICES PERFORMED MONTHLY

1. Vacuum all louvers, ventilating grills, vents, and light fixtures to remove dust and prevent cobwebs.
2. Dust mini blinds and window sills.
3. Wash all walls, partitions, tile, light fixtures and enamel surfaces.
4. Completely Damp wipe with a disinfectant, all partitions, tile walls, and outside surfaces of all dispensers, including soap dishes and receptacles, to remove stains, streaks, watermarks and soil. Polish to a shine

SERVICES PERFORMED QUATERLY

1. Machine Scrub restroom floors with neutral detergent.

EXHIBIT A
DETAILED SPECIFICATIONS FOR CLEANING AND RELATED SERVICES

GEN-3
***** PUBLIC AREAS *****

WALLS:

Service performed annually and by request from Library:

1. Dust
2. Spot clean
3. Wash thoroughly

4. CEILING:

Services performed every two weeks:

1. Remove all cobwebs, floor to ceiling.

Services performed monthly:

GLASS: completely clean/wash entrance and all glass doors.

Services performed nightly:

1. Spot clean glass entrance doors and all glass panels nightly, inside and out.

DOORS:

Services performed nightly:

1. Wood and metal doors (8.5 ft in height) spot wash visible soil and stains. smudges and soil.

GENERAL AND MISCELLANEOUS

1. Sweep and/or shake out entrance mats nightly, clean by extraction method quarterly.

Services performed Quarterly:

1. Door frames and jams will be dusted and wiped down to remove smudges and soil.

EXHIBIT A

DETAILED SPECIFICATIONS FOR CLEANING AND RELATED SERVICES

GEN-4 ******* EXTERIOR *******

SERVICES PERFORMED NIGHTLY

1. Empty, reline and wipe exterior of all trash receptacles under building overhangs within ten (10) feet of entrance.

SERVICES PERFORMED WEEKLY

1. Sweep the exterior concrete sidewalks covered by the building overhang. Remove any cob webs, bug nests, dead insects, etc. from exterior windows, window frames and ceilings of overhangs

GEN-5 ******* FLOOR MAINTENANCE *******

SERVICES PERFORMED NIGHTLY

1. Vacuum carpeted areas, including stairs and office spaces.
2. Dust mop (treated) or sweep all tile floors including stairs.
3. Damp mop all tile flooring (rest rooms with disinfectant solution).
4. Spot clean small carpet spills and stains.
5. Dust mop/sweep all concrete flooring. Spot mop spillage.

SERVICES PERFORMED Monthly

1. Spray buff all vinyl composition tile.
2. Spray buff ceramic tile and terrazzo entrances specified by City representatives.

SERVICES PERFORMED BI-MONTHLY

1. Bonnet clean all carpeted areas. Extraction clean as needed, to meet proper appearance levels. Carpet should be free of dust, soil and stains.
2. Machine scrub vinyl composition tile. Apply new finish to maintain proper appearance level. City representative will notify Contractor on which floors need complete stripping and refinishing each month.
3. Machine scrub synthetic gym floors (Police Training Center).
4. Machine scrub and wet vacuum ceramic restroom tile. Finish floors specified by City representative.
Scrub ceramic tile and terrazzo entrances. Finish floors specified by City representative.

EXHIBIT A
DETAILED SPECIFICATIONS FOR CLEANING AND RELATED SERVICES

GEN-6

******* HOURS FOR CLEANING *******

All hours available for cleaning the facilities are addressed in the individual specifications for each building. Unless otherwise noted, the facilities are closed and will not require cleaning on the following holidays: New Years Day, Martin Luther King's Birthday, Presidents' Day, Good Friday, Memorial Day, Juneteenth, Fourth of July, Labor Day, Thanksgiving Day, Thanksgiving Friday, Christmas Eve, Christmas Day. When City facilities are closed for unforeseen circumstances or events, cleaning will not be required.

GEN-7

*******COMPUTERS AND ELECTRONICS*******

COMPUTERS AND ELECTRONIC EQUIPMENT:

Computers and electronic equipment will not be cleaned by the contractor.

GEN-8

*******AFTER HOURS EMERGENCIES*******

The contractor shall provide an hourly rate for emergency cleaning needs for items such as spills, etc. on the Quotation Form.

EXHIBIT B
HOURS FOR CLEANING

Building	Cleaned Square Feet	Cleaned Days	Hours Of Cleaning
George W. Hawkes Downtown Library	74,354	Monday – Friday	6:00 a.m. – 9:00 p.m.
Lake Arlington Branch Library	8,889	Monday – Saturday	8:00 a.m. – 4:00 p.m.
Northeast Branch Library	9,630	Monday – Saturday	8:00 a.m. – 4:00 p.m.
Southeast Branch Library	13,826	Monday – Sunday	8:00 a.m. – 4:00 p.m.
Southwest Branch Library	9,600	Monday – Saturday	8:00 a.m. – 4:00 p.m.
Woodland West Branch Library	7,796	Monday – Saturday	8:00 a.m. – 4:00 p.m.

*Refer to Janitorial for Library Schedule Attachment.

EXHIBIT C
CRITERIA FOR DEDUCTION

Cost per 100 Square Feet

ROOM CLEANING

General Office - Vinyl Floor or Carpet Including Classrooms, Conference Rooms, Library Space	
Daily Cleaning	\$3.40
Complete Cleaning	\$10.04
File Areas	\$.90
Storage Areas	\$.98

FLOOR MAINTENANCE

Spray buff corridors	\$6.44
Spray buff rooms	\$9.12
Strip and refinish corridors and lobbies	\$57.93
Strip and refinish rooms	\$65.65
Carpet cleaning	\$52.00

LOBBIES AND CORRIDORS

Lobby, entrance and cleaning	\$.82
Corridor sweeping	\$.59
Corridor vacuuming	\$2.46
Walls and baseboards	\$.98

MISCELLANEOUS

High cleaning	\$4.21
Carpet spot cleaning	\$.10
Window cleaning	\$6.16
Venetian blind (cost per blind)	\$6.16

TOILETS – COST PER FIXTURE

Cleaning	\$1.16
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ELEVATORS – COST PER SQUARE FOOT

Cleaning	\$3.94
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STAIRWAYS – COST PER FLIGHT

Sweep and dust stairs and handrails	\$1.64
Mop stairways	\$4.48

VENETIAN BLIND CLEANING – COST PER BLIND	\$6.16
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WINDOW CLEANING – COST PER WINDOW	\$6.16
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TOILET TISSUE – COST PER ROLL	\$5.10
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ROLL TOWELS – COST PER ROLL	\$7.09
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FOLD TOWELS – COST PER PACKAGE	\$5.46
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**Services omitted or not performed satisfactorily will be
deducted at the rates shown above.**