

**Attachment I
Janitorial Services
Scope of Work**

I. CLEANING PERFORMANCE STANDARDS

A. Lobby Entrance and Cleaning

1. Sweeping and Dusting:

- a. Entry floors/mats and lobby floors will be clean and free of dirt streaks. No dirt shall remain in corners, behind doors, or where the dirt is picked up with the dustpan after the sweeping operation.
- b. Gum, tar, and other sticky substances will be removed from the area.
- c. Grills and woodwork will be dust-free. Dust must be removed rather than merely pushed around.
- d. There will be no spots or smudges on the wall surfaces caused by touching the wall with a treated dust cloth.

2. Polishing and Wall Spotting:

- a. Doorknob push bars, kick plates, railings, doors and other surfaces will be cleaned and polished to an acceptable luster.
- b. Wall surfaces up to standing height will be free of finger marks, smudges, and other dirt spots of any kind.
- c. All glass surfaces will be free of spots, streaks, smudges and dirt.

3. Lobby/Entrance Areas:

- a. Entrance and lobby floors will be free of loose and/or caked dirt particles and will present an overall appearance of cleanliness after the mopping operation.
- b. Walls, baseboards, and other surfaces will be free of watermarks and scars from the cleaning equipment striking the surfaces and splashing from the cleaning solution and rinse water. Buffers will be kept away from the baseboards so as not to mark them or splash dirty residue on them.
- c. All surfaces will be dry and the corners and crevices clean after mopping.
- d. Proper precautions will be taken to advise building occupants of wet and/or slippery floor conditions. Yellow caution signs will be set up on any wet floor area.

B. Office, Conference Room and Auditorium Cleaning

1. Trash Removal:

- a. There will be no trash or foreign matter under desks, tables or chairs.
- b. All paper waste baskets will be empty and in place, clean and ready for use. Liners will be replaced as needed.

2. Sweeping, Rug Cleaning and Vacuum Cleaning:

- a. All carpeting will be vacuumed and spot cleaned using commercial grade equipment.
- b. Baseboards, furniture, and equipment will not be disfigured or damaged during the cleaning operation.
- c. Rugs and entry mats will be clean and free from dust, dirt and other debris.
- d. Furniture and equipment moved during sweeping rug cleaning or vacuuming will be replaced.

3. Dusting:

- a. Desktops will not be dusted unless otherwise instructed by the Director or Facility Manager.
- b. Woodwork, after being properly dusted, will appear bright.
- c. Corners and crevices will be free of any dust.
- d. There will not be any oily spots or smudges on walls caused by touching them.
- e. When inspected with a flashlight there should be few traces of dust on any surfaces.
- f. Windowsills, door ledges, doorframes, door louvers, window frames, blinds, wainscoting, baseboards, columns and partitions will be free of dust.

4. Damp-wiping: Mirrors, showcases, door glass, side glass and all other glass up to standing height will be clean and free of dirt, dust, streaks and spots.

5. Carpet Shampooing

- a. All carpets shall be cleaned and shampooed in accordance with standard commercial practices.
- b. Contractors should submit a common area carpet shampooing program (to include carpet extracting and shampooing) to the Director. This program will be in addition to the regular carpet cleaning specifications.
- c. All carpets will be cleaned and shampooed a minimum of once per year.

6. Drinking Fountains:

- a. Drinking fountains will be clean and free of stains and hard water residue.
- b. The wall and floor around the drinking fountain will be free of spots and watermarks.
- c. All other surfaces of the fountain will be free of spots, stains and streaks.

C. Stairway Cleaning

1. Sweeping and Dusting:

- a. Stair landings, steps and all corners of stair treads will be free of loose dirt or dust streaks after sweeping.
- b. Stair railings, door moldings, ledges, and grills will be dust free. Dust will be removed rather than pushed around.

2. Cleaning, Polishing and Wall Spotting:

- a. Glass surfaces will be clean and free of smudges, finger marks and dirt.
- b. Hand rails, doorknobs and other surfaces will be wiped clean.
- c. Walls up to a standing height will be free of finger marks, dirt and other spots of any kind.

3. Mopping and Scrubbing:

- a. Stair landings and steps will be free of loose and/or caked dirt particles and will present an overall appearance of cleanliness after mopping and scrubbing.
- b. Walls, baseboards, and stair risers will be free of watermarks and scars from the equipment striking the surfaces and splashing from the cleaning solution.
- c. All surfaces will be dry and the corners and cracks clean after dry mopping.

D. Elevator Cleaning

1. Vacuum Cleaning and Dusting: Interior surfaces of elevator will be free of loose dirt and dust streaks, to include exhaust vents.

2. Cleaning, Polishing, and Wall Spotting:

- a. Handrails, controls, and other surfaces will be cleaned and polished using a non-abrasive cleaning cloth and polish.
- b. Wall will be free of finger marks and other smudges.

- c. Elevator tracks will be carefully and thoroughly cleaned (swept, vacuumed and shined) nightly. Steps will be cleaned using the appropriate equipment.
 - 3. Mopping, Waxing, and Polishing:
 - a. Elevator walls will be free of splash marks and floors will be clean. Base plates, metal walls and thresholds will be polished.
 - b. Wood and metal surfaces will be cleaned and polished
- E. Restroom (Indoor & Outdoor) and Shower Cleaning
- 1. Replenishment of Supplies:
 - a. All supply dispensers will be clean and filled with the proper supplies (towels, soap, napkins, etc.)
 - b. Trash containers will be emptied and clean liners inserted.
 - c. All deodorizers will be maintained, to include wall mounted units sprayers, toilets & urinals.
 - 2. Cleaning of Sanitary Receptacles:
 - a. All sanitary receptacles will be clean, both inside and outside, and contain a new liner.
 - b. All sanitary receptacles will be free of spots, stains, and finger marks.
 - c. All sanitary receptacles will be free of odors.
 - 3. Cleaning of Toilet Room Fixtures:
 - a. All porcelain surfaces of wash basins, toilets, and urinals will be free of dust, dirt, water spots and stains.
 - b. All stainless fixtures and surfaces will be free of stains and build-up.
 - c. The wall surfaces will be free of spots and smears.
 - d. All toilet seats will be left in raised position after cleaning. They will be free of spots and stains, and the seat hinges will be free of mold.
 - e. The plumbing fixtures will be free of mold and water stains.
 - 4. Cleaning of Supply Dispensers, Deodorizers, Tile Walls, Stall partitions, Urinal partitions, Doors, Shelves, Mirrors and Floors:
 - a. All supply dispensers will be clean and free of finger marks and watermarks.
 - b. All shelves and shelf brackets will be free of gum, dust, fingerprints, water stains, smudges and other soil.
 - c. All mirrors should be free of streaks, smudges, water spots, dust, and lipstick smudges. The mirrors appearance should not be cloudy.

- d. Walls, stall partitions, and doors will be free of hand marks, dust, pencil marks, lipstick smudges, water streaks, mop marks and mold.
 - e. Floors (especially in corners) will be mopped nightly and will be free of dirt and dust, gum, grease, black marks, loose paper, water, mop stains and string. Particular attention should be given to area under urinals.
5. All floor drains shall be flushed weekly and odor free.

F. Wall Cleaning

1. Wall Washing:

- a. There will be no streaks or spots remaining on the neither walls nor signs of overlapping.
- b. There will be no smudges or spots at that point where cleaning of the lower and upper halves of the wall overlap.
- c. No water will have been spilled on floor or furnishings.
- d. Wall will be uniformly clean.
- e. Woodwork on doors, windows, and moldings will be clean.

2. Furniture Replacement: All furniture, pictures and other furnishings moved during the wall washing operation will be returned to their original position.

G. Floor Cleaning

1. Preparation for mopping: (Refer to facility manager or tenant when working in sensitive areas which may reflect closed/locked doors, laboratories that have a “no entry light”, animals in the process of being transferred through corridors, etc.):

- a. Cleaning solutions, where used, will have been mixed thoroughly and in the proportions specified without undue spillage of either solution or rinse water.
- b. Proper precautions will be taken to advise building occupants of wet and/or slippery floor conditions. Yellow caution signs will be set up on any wet floor area.
- c. The space to be mopped will have been properly prepared for the mopping operation by sweeping the floor area as necessary and otherwise clearing of visible debris.

2. Floor Mopping:

- a. The mop work will be performed in such a manner as to properly clean the floor surface. Care is to be taken to see that the correct type and mixture of cleaning solution, if required, has been used. Proper extraction methods will be used to eliminate residue buildup

- in seams and discoloring of grout. Wet floor areas will be clearly visible with yellow caution signs.
- b. All mopped areas will be clean (free of dirt, streaks, mop marks, strands, etc.) and properly rinsed. If required dry-mopping is to be performed to present an overall appearance of cleanliness.
 - c. Walls, baseboards and other surfaces will be free of water marks, scars or marks from the cleaning equipment striking the surfaces and splashing from the cleaning solution and rinse water.
 - d. Care will be taken throughout the mopping operation to prevent the cleaning liquids and equipment from coming into contact with electric outlets located in the floor areas or baseboards.
3. Preparation of Floor Area for Scrubbing, Rinsing and Waxing: (Refer to Facility Manager when working in sensitive areas which may reflect closed/locked doors, laboratories that have a “no entry light”, animals in the process of being transferred through corridors, etc.):
- a. Before the application of the wax or polymer all cleaned surfaces will be wiped dry.
 - b. The scrub work will be performed in such manner as to properly clean the floor surface with care taken to see that the proper cleaning solution is used. Cleaning solutions will be mixed thoroughly in the specified proportions without undue spillage of either solution or rinse water.
 - c. The floor area will be free of dirt, dissolved wax particles, cleaning material residue, streaks and mop strands presenting a thoroughly cleaned area
 - d. Walls, baseboards, furniture bases, areas inaccessible to the machine which are cleaned by means of deck scrubbing brushes, and other surfaces will be free of watermarks, marks from the cleaning equipment, and splashing from the floor cleaning solutions.
 - e. Proper precautions will be utilized to inform the building occupants of wet and/or slippery conditions during the scrubbing operation. Yellow caution signs will be set up at any wet or slippery area.
4. Stripping and Waxing:
- a. The required type of non-skid wax will be applied to the appropriate surfaces in accordance with the best operating practices. Wax shall not be applied to rubber floors.
 - b. The wax will be applied thinly, uniformly and evenly in such a manner as to avoid skipping areas. The area will be allowed to properly dry before polishing. Contractor will ensure waxed or polished areas are not too slippery or hazardous maintaining an appropriate coefficient of friction as determined by OSHA standards.
 - c. Walls, baseboards, furniture, and other surfaces will be free of wax residue and marks from the equipment. Covering for wall

protection will be used in areas where paneling or cloth fabric is found.

- d. The waxed area will be free of streaks, mop strand marks, skipped areas and other evidence of improper wax application.
- e. **Floors will be stripped and waxed every 6 month necessary to maintain a uniform glossy appearance.**

5. Buffing:

- a. The waxed or damp-mopped surface shall be dry to the touch before buffing.
- b. Baseboards, furniture and equipment will not be disfigured or damaged during the buffing work.
- c. The finished area will be polished to an acceptable, uniform luster and free of extreme highlights from the brushes of the machine.

6. Furniture Arrangements in Waxed Areas:

- a. All rug edges will be replaced to their proper position.
- b. All moved furniture and office equipment will be returned to their original position.
- c. Care will be exercised to avoid damage to building and/or office equipment during movement of the furniture, etc.

7. Operation of Machinery:

- a. The mechanized equipment will be operated only by authorized personnel having sufficient instruction as to its proper and efficient operation. Notification to facility manager and lab technicians will be necessary before the machine is plugged-in.
- b. The machine and other equipment will be checked and readied for work in a careful and thorough manner.
- c. The scrubbing machine will be started and operated in a safe and reasonable manner.
- d. Equipment preventative maintenance, such as changing or topping off motor oil, will be accomplished in a safe environment.
- e. Proper care of the mechanical equipment will be exercised at all times during operation to avoid injury to personnel, damage to the building or equipment.

8. Computer Floors:

Special care will be taken in computer floor areas. Dry mopping and vacuuming shall be performed according to above standards. No water is to be used on computer floors. Note all secured areas will be by approval and entry from Facility Manager.

H. Waste Disposal:

Paper and Trash Collection/Removal and Disposal:

- a. All unused waste collection bags will be stored in the proper location.
- b. Cardboard boxes will be broken down and deposited in the trash storage room/recycle container.
- c. All blue recycle containers will be taken to the curb on a weekly basis.

I. Building Exterior

1. Ash cans:
 - a. All ash cans will be emptied as needed.
2. Sidewalks, Plaza Areas and Atriums:
 - a. All exterior walkways will be free of trash, cigarette butts, etc.
 - b. Trash receptacles will be emptied regularly to prevent overflow.
 - c. Steps and walkways shall be free of dirt and sand.
3. **Picnic tables: All areas shall be clear of trash and wet wiped as necessary.**
4. **Benches and trash receptacles: Benches and trash receptacles shall be free of dirt, trash and dust. They must also be wiped down frequently to maintain appearance.**

II. CLEANING FREQUENCY

A. General Cleaning, Five Days per Week

1. Empty and clean all wastebaskets, sand cans, receptacles, etc.; damp dust or wet wipe and dry polish as necessary. (Liners will be placed in receptacles and wastebaskets and replaced as needed.)
2. Remove all trash and wastepaper to designated collection points. Bag trash and non-bag trash will be placed in designated area and removed nightly to the designated dumpsters.
3. No desk accessories or telephones shall be disturbed. However, all chairs will be dusted and replaced around desks and conference tables. Special care should be taken not to damage chair arms.
4. Drinking fountains will be cleaned and disinfected, and all exposed metal shall be polished and kept free of foreign matter. All walls and vinyl areas around drinking fountains will be kept free of fingerprints and other matter.
5. All glass doors, windows around front and rear entrances, and glass panels, including bright metal finishes and handrails, will be cleaned and polished on interior and exterior surfaces.

6. All tenants' entrance doors, frames, glass and adjacent metal will be cleaned and polished. Partition glass and glass cases will be spot cleaned to remove smudges and fingerprints.
7. Wash and polish all restroom mirrors, vanity shelves, deodorizers, bright work, dispensers, etc.
8. Clean and sanitize all restroom fixtures (toilet, wash basins, urinals, shower walls and floors) to be kept free of scale and mildew. Wash and sanitize top and underside of toilet seats and benches.
9. Refill soap, towel, and tissue containers and holders. No extra supplies or stock of any paper or other products shall be left on floors, counters or other surfaces. All products will only be kept within their appropriate containers.
10. Wipe down toilet partitions, counters and walls around wash basins.
11. Mop all restroom and shower room floors.
12. Empty and sanitize all receptacles and sanitary disposal containers.
13. All counter tops of wet bar areas will be wiped down nightly and sinks will be cleaned if free of dishes..
14. Empty trash.
15. Clean entrance mats nightly (mats furnished by Owner).

B. General Cleaning – Three Days a Week

1. All carpeting will be vacuumed and spot cleaned.
2. Mop and spray-buff hard surfaced floors.
3. Mop outside main lobby entrances.
4. Sweep outside loading dock truck area.
5. Dust, sweep and mop loading and service elevator area.
6. Dust with a clean damp cloth all horizontal surfaces (other than desks and areas noted by facility manager), enclosures, all other furniture, file cabinets, lockers, woodwork, window sills, etc.
7. All thresholds shall be cleaned and polished.
8. Wipe clean windowsills and other horizontal surfaces nightly.
9. All interior doors and partition panels will be cleaned to remove smudge marks, fingerprints, and dust, especially around lower portion of the doors and areas where body oils have saturated the doors from hand usage.
10. Marker boards and chalk trays will be cleaned only as requested and only by a Custodian upon specific instruction by Director/Facility Manager.

C. General Cleaning – Weekly

1. Vacuum upholstery.
2. Spray-buff all break room and copy room floors.
3. Machine scrub, wash and buff all resilient tile and concrete floors.
4. Wash down with disinfectant all ceramic tile walls, toilet partitions, ledges and sills in restrooms.
5. Clean all door glass and sidelights.

6. All vertical surfaces of desks, files, and other furniture will be dusted with clean cloth.
7. Paneled walls will be dusted with a clean cloth.
8. Restroom air supply and return grills will be thoroughly cleaned.
9. Loading dock will be hosed down, deodorized, and cleaned of all foreign matter.
10. Sweep and dust service elevator lobbies.
11. Clean all lobby furniture, remove fingerprints and smudges from metal and glass trim on furniture.
12. Dust all vented air supply grills in ceiling.

D. General Cleaning – Monthly

1. Dust all cabinets, files, chairs, chair rails, paneling, sills, trim and baseboards.
2. Dust pictures, frames and picture glass.
3. Dust exterior of lighting fixtures and air conditioning grills.
4. Venetian blinds are to be dusted or vacuumed.
5. Remove high cobwebs from all entry areas.
6. High dust and/or wash down all high-reach projections, ducts, pipes, ledges, etc. in loading areas and service areas.
7. Chair mats should be lifted as needed and areas underneath vacuumed monthly.

E. General Cleaning – Quarterly

1. Dust and spot clean where necessary all vertical surfaces such as walls, partitions, ventilating louvers, and other surfaces not reached in nightly or monthly cleaning.
2. High dust (ladder required) all shelves, cabinets, light fixtures and other objects in tenant offices. Remove light lenses and clean lenses inside surface.
3. Clean exterior windows.
4. Wash desk floor mats.
5. Clean all air vents thoroughly.

F. Elevators Cleaning – Three Days per Week

1. Elevator carpet will be vacuumed daily, spot clean as required, and shampooed as needed. Elevator vinyl floors to be mopped as applicable.
2. Exterior doors and trim will be dusted. Fingerprints and smudges will be removed daily.
3. Fingerprints and smudges will be removed daily from interior metal doors and panels.
4. Ceiling/exhaust fans will be dusted weekly.
5. Elevator thresholds will be brushed clean and polished daily.

6. Service elevator will be cleaned daily after cleaning personnel have completed their work.

G. Floor Cleaning – Three Days per Week or as Stated

1. Hard Surface (granite not included):
 - a. Common areas: Sweep, wet mop and spray buff nightly, scrub and refinish monthly. Strip and refinish semi-annually.
 - b. Tenant areas: Dust mop and mop nightly, spray buff weekly, scrub and refinish monthly, strip and refinish quarterly.
 - c. Restroom floors: Strip and reseal quarterly, keep grout clean at all times.
 - d. Scrub and polish door thresholds weekly.
2. Concrete Floors
 - a. Dust mop daily, damp mop weekly and scrub and seal annually.
 - b. Police building stairwells weekly, wet mop quarterly, scrub and seal annually.
3. Wood Floors
 - a. Dust mop daily.
 - b. Spot mop for spillage daily.
 - c. Wax and buff floors according to manufacturer's instruction.
4. Carpet Floors
 - a. Vacuum thoroughly.
 - b. Spot removal as required.
5. Granite Floors/Terrazzo
 - a. Wet mop and buff nightly.
 - b. Wash and scrub weekly.
 - c. Grout will be kept clean and free of spotting at all times.
6. Outside Sidewalks
 - a. Police and sweep as required, spot clean spills or other foreign matter by spot mopping or scrubbing as needed.
 - b. Sweep and hose down monthly, per the Director's instructions, all landscaped park areas and benches.

III. SPECIAL RULES AND REGULATIONS

- A. No computer shall ever be unplugged. If lamps, etc. are unplugged said outlet may be used for vacuuming. Any unplugged items should be re-plugged and left as originally found. Notify Facility Manager when plugging in carpet washing and buffing machinery.
- B. Vending machines, refrigerators, microwave ovens, etc. in tenant spaces are not to be used by the cleaning crew. No eating is allowed in tenant space or common areas.
- C. Tenants' telephones may not be used by cleaning crew. Cleaning supervisor may use Management Office for business or emergency calls only.
- D. No radios or other personal property of tenants may be used by cleaning crew.
- E. Cleaning crew will work behind closed doors when possible. Contractor shall take all possible care to use vacuums at manufacturer's lowest noise output.
- F. Only employees of the cleaning contractor may be on premises. No friends, family members, including children, are to be allowed in the building or on the property.
- G. Cleaning contractor will not take applications or interview potential employees on the property without prior consent of owner and manager.
- H. Contractor shall perform all daily work Monday through Friday during normal business hours unless otherwise specified. Buildings requiring evening and weekend hours are noted in Section VI.
- I. Unless the tenant is in the office, cleaning personnel will turn off all lights and lock all lockable tenant and common area doors if found locked at commencement of work when cleaning is complete.
- J. **Special cleaning arrangements may need to be made for the CEO of Brooks office & lobby on a regular basis, that may not fall within the outlined schedule.**