

# **Specification Guide for Janitorial Services**

## **General**

A. Janitorial cleaning services shall be provided on a **three day per week schedule** unless it conflicts with standard services provided by the Lessor to other tenants, or as circumstances may warrant for more cleaning days. All janitorial cleaning shall be performed between the hours of 8:00 a.m. and 4:00 p.m., Monday through Friday, or by appointment scheduled in advance, with each recruiting service. The Contractor shall notify the designated Military Service Representative(s) (MSR) of any deviation to the previously agreed upon appointment and schedule an alternate appointment for cleaning. **No keys, passwords, PINs, or entry codes to Government leased facilities are to be provided to Contractors under any circumstances.**

B. The MSR shall unlock doors for the Contractor and shall be physically present and visible in the facility during all cleaning at the scheduled appointment time. The MSR shall be present in the facility a minimum of 15 minutes prior to the scheduled appointment time and wait a maximum of 30 minutes beyond appointment time for the Contractor to arrive for cleaning, after which time the Contractor shall be deemed to have not met the appointment. It should be noted that in multi-service stations, if the Contractor is actively working in another Service's area, the MSR should not leave or mark this as a no-show and should make arrangements with the Contractor on site to complete cleaning as soon as practicable. **A no-show by the Contractor shall be reported immediately via the military chain of command to the Real Estate POC and must be recorded on the janitorial checklist.** If the MSR is a no-show (fails to be available to open the facility a maximum of 30 minutes beyond appointment time) the contractor will not make up that day's cleaning and shall report to clean on the next scheduled appointment time with no penalty assessment. The contractor shall immediately report a no-show by MSR(s) to the Real Estate POC. No cleaning shall be accomplished on Federal Holidays. If a Federal Holiday occurs on one of the regularly scheduled cleaning days, the Contractor shall perform the cleaning on the next business day. The Contractor shall ensure that cleaning services occur at least twice per week.

C. If an office is going to be vacated for a period of four (4) weeks or more for reasons such as recruiter assignment rotation, the appropriate military service representative must notify the USACE district representatives.

D. Separate appointments shall be made for all periodic carpet cleaning at a time that will allow for ample time for damp carpets to dry without undue traffic from normal business activities. It is recommended that the carpet cleaning be accomplished late in the day on Friday to allow drying time. The Contractor will not be responsible for moving furniture or any items left on the floor. **Prior to scheduled cleaning, the Services should remove all items from the floor, except heavy furniture items, to maximize the effectiveness of carpet cleaning.** A MSR must be physically present during carpet cleaning.

E. The Janitorial Service Checklist (see enclosed) shall be posted in each Service space and common areas. The checklist shall be completed by the Janitorial Contractor and signed at the completion of each week's cleaning. The MSR will also sign signifying that the specified work has been completed in a satisfactory manner. This checklist shall be used by the Contractor. **Do not sign off in advance of anticipated completed work.**

F. The Contractor shall provide all necessary labor, transportation, tools, materials, equipment, and supplies required to perform services. All cleaning procedures and treatments shall be accomplished in accordance with the manufacturer's directions and/or listed specifications and industry standards applicable to the Professional Cleaning and Restoration Industry. **The Contractor shall use environmentally friendly products for all maintenance and cleaning. For disinfection of high-touch surfaces, at minimum, Contractor must use alcohol solutions with at least 70% alcohol. Most EPA-Registered household disinfectants and Clorox disinfecting wipes are allowed.** Use of recycled materials is highly encouraged.

G. The following table of services should be used as a guide and bid form in obtaining janitorial services for recruiting facilities in compliance with above guidance:

## SCHEDULE OF JANITORIAL SERVICES

<u>SERVICE ITEM</u>	<u>DESCRIPTION</u>	<u>STANDARD</u>
<b>Trash Removal</b> (3x weekly)	Empty all trash/waste baskets from all offices, common areas and restrooms and remove all trash from the facility for pick up in dumpster or provided service at the facility. Replace liner in each trash receptacle. Removal includes any accumulated full bags that are no longer in the waste baskets.	Provide and replace, each visit, 100% recycled trash can liners.
<b>Vacuuming</b> (3x weekly)	Vacuum all carpets and hard surfaced floors, upholstered furniture, window sills, restroom facilities, entryways, common areas, and storage closets to remove all dust, debris, cob webs and visible particles including edges of carpets and baseboards and spot clean stains as needed with chemical cleaner.	Vacuum with a beater brush/ crevice hose type machine with a filtration system which minimizes airborne dust particles, (ideally a HEPA filter vacuum).
<b>Hard Surface Cleaning</b> (3x weekly)	Damp mop all ceramic, tile, or vinyl tile areas with an appropriate chemical cleaner. All non-carpeted floors shall be cleaned and maintained in accordance with the Performance Work Statement.	All common areas must be cleaned to the same standards.
<b>High-Touch Surface Cleaning</b> (3x weekly)	<b>Disinfect all high-touch surfaces (e.g. countertops, doorknobs, door handles, light switches, handles, toilet levers, sink handles, water fountain buttons, door entry keypads, door phone systems, fixtures)</b>	<b>Clean/wipe down surfaces with disinfectant. If surfaces are dirty, they shall be cleaned using a detergent or soap and water prior to disinfection. For disinfection, at minimum, alcohol solutions with at least 70% alcohol, and most EPA-Registered household disinfectants and Clorox wipes are allowed.</b>
<b>Restrooms</b> (3x weekly)	Disinfect all restroom fixtures with environmentally friendly <b>antibacterial</b> chemical disinfectant clean and disinfect all floors, toilets and sinks so no encrustation or water rings are present. Furnish restroom supplies as required.	Clean with earth friendly antibacterial disinfectant all surfaces, floors and fixtures and replace paper products with 100% recycled toilet paper and paper towels; and environmentally friendly soap, etc., as needed.
<b>Miscellaneous Cleaning</b> (3x weekly)	Includes removal of finger prints or smears on glass entrance doors and interior glass in between window cleanings and surfaces that are highly noticeable including furniture or doors.	Use cloth with cleaner to remove smears, fingerprints, smudges, etc.
	Drinking fountain – clean and disinfect all porcelain and polished metal surfaces, including the cabinet, percolator orifices and drains. The drinking fountain shall be free from stains, spots, smudges, scale and obvious soil.	Clean with antibacterial, environmentally friendly disinfectant all hard surfaces and fixtures
<b>Dusting</b> (Once per Month)	Dust all surfaces, including: chairs, desks, cabinets, furniture, window sills, blinds, to include mini blinds baseboards, woodwork, HVAC vents, light fixture lens, or any surface where dust may collect and is visible to the eye.	Dusting with a damp/chemical treated cloth is required.
<b>Clean Glass Surfaces</b> (Once per Month)	All interior and exterior window surfaces (weather permitting 38 degrees or above) must be cleaned inside and out with an appropriate cleaner leaving no streaks, working around window stenciled signage that may be present.	Clean all windows with appropriate cleaner to streak free as weather permits, including wiping off sills, inside and outside, being careful not to damage blinds, LED lights, and safety window films which may be present.

**Note:** Exterior windows can be cleaned with an appropriate chemical cleaner **that is wet, non-abrasive, without strong solvents or alcohol, and has a pH value between 3.0 and 11.0; a cloth or sponge can be used. Do not use pressure washing to clean.** Interior windows with fragment retention film should not have anything other than water/soap (baby shampoo is recommended for cleaning windows with fragmentation film).

<b>Wash Trash Receptacles</b> (Once per Month)	Dirty trash containers shall be washed inside and out and shall be odor free.	Use soap and water or acceptable chemical cleaner to remove any build up and smell.
<b>De-scale Toilet Bowls and Urinals</b> (Once per Month)	Toilet bowls and urinals shall be de-scaled in order to remove any accumulated hard deposits.	After de-scaling, the entire surface shall be free from streaks, stains, scale, scum, urine deposits, mineral deposits and rust stains.
<b>Change HVAC Filters</b> (Once per Quarter)	Change filter in HVAC unit in the office.	Use of MERV 6-8 filters or better is mandatory.
<b>Clean HVAC Intakes</b> (Once per Quarter)	Clean HVAC return, diffuser and grilles.	Contractor shall ensure removal of all dust, dirt and other buildup.
<b>Carpet Cleaning</b> Twice per year; (April & October) or as scheduled in advance <b>Must be performed after normal working hours.</b>	Only the high performance hot water extraction systems commonly called "Steam Cleaning" be used. High traffic areas and troublesome spots should be pretreated. The process consists of spraying a chemical cleaning solution with water into the pile and using a powerful vacuum, recovering the solution and soil into a holding tank. Should only be done by a truck mounted unit outside the facility with only the hose and wand brought inside. <b>No "Rug Doctor Machines" or similar type of machine is acceptable for use.</b>  Caution: Water/Steam Temperatures should never exceed 120°F. Do not allow foot traffic on the carpet until it is dry. Place fans on wet areas during cleaning and allow carpets to dry as long as possible. Complete procedure with a thorough pile lifting.	Professional Carpet Cleaners who use hot water extraction who are rated and certified by the "Institute of Inspection Cleaning and Restoration Certification (IICRC) at 800-835-4624 with the "Master Cleaner" certification/designation.  Add a certified "ScotchGard" treatment to aid in preventing further soiling in high traffic or troublesome areas to keep the appearance of the carpet in between cleanings. Spot cleaner should be applied prior to general cleaning
<b>Clean Light Fixtures</b> (Once per year in October)	Globes, reflectors, covers, diffusers, and plastic side panels shall be removed and washed. After cleaning and reassembling, light fixtures shall be free of bugs, dirt, dust, grease and other foreign matter.	Contractor shall clean light fixtures in conjunction with an already scheduled cleaning appointment.
<b>Emergency Cleaning</b> (As needed)	Cleaning services include any work identified in paragraph 12 of Performance Work Statement.	The Contractor shall respond within a half day, if at all practicable. The Contractor shall perform Emergency Cleaning required due to broken or leaking pipes, sinks, toilets, or other occurrences requiring immediate corrective action to restore an area to its normal state of cleanliness and appearance.
<b>Re-lamping</b> (As needed)	Replace all burned out and blinking light bulbs, fluorescent tubes, ballasts and starters as needed and required. Some offices may have special lighting (i.e. track lighting or spot lights)	Use of energy efficient Light Emitting Diode (LED) Lamps and Tubes (LED T8 lamps that are ballast compatible or equivalent) will be used. Bulbs shall match wattage and color of other bulbs in the office (ensure all bulbs are the uniform color temperature of cool white). Replace as required. <b>Contractor MUST ensure that LED tubes and lamps used are compatible with the existing ballast hardware.</b>

**In the event of a no-show by the cleaning Contractor, the normal cleaning daily items may be deducted from any amounts due and owing under this contract.**

SCAN & EMAIL Checklist at end of each month to the following POCs: COE POC, Phone Number, and assigned territory										JANITORIAL CHECKLIST FOR FACILITIES												
										Address _____												
										Recruiting Station ID: _____												
MONTH/YEAR _____	CALENDAR DATES:																			NOTATE "RATING" AND ANY COMMENTS ON THE QUALITY OF THE WORK BELOW.		
SERVICES TO BE PROVIDED:	FREQUENCY REQUIRED	M	T	W	T	F	TOTAL	M	T	W	T	F	TOTAL	M	T	W	T	F	TOTAL			
TRASH REMOVAL & CHANGE LINERS *	3X - Week																					
VACUUM ALL FLOORS & UPHOLSTERED FURNITURE																						
DAMP MOP ALL HARD SURFACE FLOORS																						
CLEAN & DISINFECT ALL REST ROOM FIXTURES AND FLOORS **																						
CLEAN AND DISINFECT WATER FOUNTAIN, AND WIPE DRY																						
SPOT CLEAN ENTRANCE DOOR & INTERIOR GLASS TO REMOVE FINGERPRINTS & SMEARS																						
CLEAN & DISINFECT ALL HIGH-TOUCH SURFACES (HANDLES, KNOBS, BUTTONS, KEYPADS, SWITCHES)																						
FURNISH RESTROOM SUPPLIES	As Required																					
SPOT CLEAN CARPETS																						
REPLACE LIGHT BULBS AND TUBES (FLUORESCENT OR LED) FOR LIGHT FIXTURES (RELAMPING)																						
CLEAN GLASS SURFACES (EXT & INT) INSIDE & OUT	1x - Month							To be accomplished on the first week of the Month														
DAMP DUST ALL SURFACES****																						
WASH/DISINFECT ALL TRASH RECEPTACLES																						
DE-SCALE TOILET BOWLS & URINALS																						
CLEAN HVAC RETURN, DIFFUSER & GRILLES	4x - Year	Insert Date when last provided						To be accomplished ONCE each quarter in MAR, JUN, SEP and DEC					Insert Date if provided this month									
CHANGE HVAC FILTERS																						
SHAMPOO ALL CARPETS, REMOVING ALL DIRT AND NON-PERM SPOTS OR STAINS***	2x - Year	Insert Date when last provided						To be accomplished TWICE each year in APR & OCT					Insert Date if provided this month									
CLEAN LIGHT FIXTURES	1x - Year							To be accomplished ONCE each year in OCT														
HIGH DUSTING/CLEANING																						
Contractor Representative Name certifying that ALL required tasks were completed for each week (Please Print)													NOTE: JANITORIAL CONTRACTORS MUST WEAR IDENTIFICATION BADGES AT ALL TIMES WHILE CLEANING THE MILITARY FACILITIES.									
Military Service Representative Name concurring that ALL required tasks were completed for each week (Please Print)																						
* Change waste basket liners as necessary	RATING LEGEND: S - Satisfactory U - Unsatisfactory		M - Marginal I - Insufficient (Supplies)										RECRUITER IN CHARGE _____									
** No rust, encrustation or water rings shall exist																						
*** Steam clean if required to remove																						
**** Damp dust in accordance with the PWS																						
FORM UPDATED 4/30/2020												SIGNATURE _____										