

Appendix A

**STATEMENT OF WORK
FOR
CUSTODIAL SERVICES**

**University Housing & Dining Services
Residential Maintenance & Facilities
December 18, 2006**

**STATEMENT OF WORK
FOR
CUSTODIAL SERVICES**

1. DESCRIPTION OF SERVICES. The contractor shall provide all management, tools, equipment and labor necessary to ensure that custodial services are performed at UHDS facilities in a manner that will maintain a satisfactory facility condition and present a healthy, clean neat and professional appearance. The contractor shall ensure cleaning is performed to improve the total environment of the facilities.

1.1. BASIC CLEANING SERVICES. The contractor shall accomplish all cleaning tasks to meet the requirements of this Statement of Work (SOW) and the Service Delivery Summary (SDS). The contractor shall perform tasks in accordance with the minimum cleaning tasks, frequencies, standards and procedures which are detailed in Appendix A thru F.

1.1.1. Maintain Floors. All floors, except carpeted areas, shall be swept, dust mopped, damp mopped, wet mopped, dry buffed, and spray buffed, as needed, to ensure they have a uniform, glossy appearance and are free from dirt, debris, dust, scuff marks, heel marks, other stains and discoloration, and other foreign matter. Baseboards, corners, walls & wall/floor edges shall also be clean. All floor maintenance solutions shall be removed from baseboards, furniture, trash receptacles, et cetera. Chairs, trash receptacles, and other moveable items shall be moved to maintain floors underneath these items. All moved items shall be returned to their original and proper position.

1.1.2. Remove Trash. All trash containers shall be emptied and returned to their initial location. Boxes, cans, papers placed near a trash receptacle shall be removed. Any obviously soiled or torn plastic trash receptacle liners shall be replaced. The trash shall be deposited in the nearest outside trash collection container. Trash receptacles shall be left clean, free of foreign matter, and free of odors.

1.1.3. Empty and Clean Public Ashtrays and Urns. The Contractor shall empty all public ashtray urns. Clean ashtrays to remove ashes, odor, and stains. Clean all public urns and replace sand. Urns shall be cleaned when necessary to maintain clean appearance.

1.1.4. Clean Interior Glass/Mirrors. Clean all interior glass, including glass in doors, partitions, walls, display cases, directory boards, et cetera which are under seven feet from the floor. After glass cleaning, there shall be no traces of film, dirt, smudges, water, or other foreign matter.

1.1.5. Clean Drinking Fountains. Clean and disinfect all porcelain and polished metal surfaces, including the orifices and drain, as well as exterior surfaces of fountain.

Drinking fountains shall be free of streaks, stains, spots, smudges, scale, and other obvious soil.

1.1.6. Clean Stairways. All floor surfaces shall be cleaned in accordance with paragraph 1.1.1 or 1.1.7, as appropriate for floor covering. Grease and grime shall be removed from stair guards, handrails and baseboards/cove base. Contractor shall remove all marks, dirt, smudges, scuffs, and other foreign matter from adjoining stairwell walls to provide or maintain a clean, uniform appearance.

1.1.7. Vacuum Carpets. Vacuum carpeted areas (trim minor raveling carpet prior to vacuuming). After vacuuming, the carpeted area shall be free of all visible dirt, debris, litter and other foreign matter. Any spots shall be removed by carpet manufacturer's approved methods as soon as noticed. All tears, burns, and raveling shall be brought to the attention of the UHDS building services manager. Area and throw rugs are included and expected to receive this same service.

1.1.7.1. Spot Clean Carpets. Spot clean or shampoo dirty carpets daily. Spot cleaning is applicable to areas two square feet or less.

1.1.8. Vacuum and Clean Floor Mats. Vacuum and clean interior and exterior floor mats. After vacuuming or cleaning, mats shall be free of all visible lint, litter, soil and other foreign matter. Soil and moisture underneath mats shall be removed and mats returned to their normal location.

1.1.9. General Spot Cleaning. Perform spot cleaning on a continual basis. Spot cleaning includes, but is not limited to removing, or cleaning smudges, fingerprints, marks, streaks, spills, et cetera, from washable surfaces of all walls and ceilings, partitions, vents, grillwork, doors, door guards, door handles, panic-bars, kick-plates, light switches, temperature controls, and fixtures. After spot cleaning, the surface shall have a clean, uniform appearance, free of streaks, spots, and other evidence of soil.

1.1.10. General Dusting and Furniture. All horizontal surfaces must be dusted or cleaned to eliminate dust collection. Furniture will be free of dust, dirt and debris and maintained in original arrangement.

1.1.11. Lamping. Check inoperative lights, replace with proper bulb or florescent tube. Clean lens, diffuser and shade at time of bulb/tube replacement. Report broken or missing lens, diffuser and shades. EXIT lights and stairwell lights are Fire/Life safety equipment, report deficiencies with an "URGENT" priority code. Contractor will sign a hand receipt for special tools to remove light covers. Tool replacement will be at contractor's expense.

1.1.12. Natural Wood Surfaces. All natural wood surfaces will be clean and maintained IAW best industry practices.

1.2. BASIC RESTROOMS CLEANING SERVICES. The contractor shall accomplish all cleaning tasks to meet the requirements of this SOW and the Service Delivery Summary (SDS).

1.2.1. Clean and Disinfect. Completely clean and disinfect all surfaces of sinks, toilet bowls, urinals, lavatories, showers, shower mats, plumbing fixtures, saunas, partitions, dispensers, doors, walls, ceilings, mirrors and other such surfaces, using a germicidal detergent. After cleaning, receptacles will be free of deposits, dirt, streaks, and odors. Disinfect all surfaces of partitions, stalls, stall doors, entry doors, (including handles, kick-plates, ventilation grates, metal guards, et cetera), and wall areas adjacent to wall mounted lavatories, urinals, and toilets. Clean all drains, remove hair and other foreign debris.

1.2.2. De-scale Showers, Toilet Bowls and Urinals. De-scaling shall be performed as often as needed to keep areas free of scale, soap films, and other deposits. After de-scaling, surfaces shall be free from streaks, stains, scale, scum, urine deposits, and rust stains. Restroom floor drains will be treated monthly with a bio-enzyme product to keep drain clear and prevent odors. Drain baskets/grates are cleaned daily.

1.2.3. Sweep and Mop Floor. After sweeping and mopping, the entire floor surface, including grout, shall be free from litter, dirt, dust and debris. Grout on wall and floor tiles shall be free of dirt, scum, mildew, residue, et cetera. Floors shall have a uniform appearance without streaks, swirl marks, detergent residue, or any evidence of soil, stain, film or standing water. Moveable items shall be tilted or moved to sweep and damp mop underneath. Floors shall be stripped, scrubbed, waxed, sealed, et cetera as necessary to maintain sanitary conditions and a clean, uniform appearance.

1.2.4. Stock Restroom Supplies. Contractor shall ensure restrooms are stocked sufficiently so that supplies including soap and hand sanitizer for the dispensers do not run out. Supplies shall be stored in designated areas. No overstocking shall be allowed. If supplies run out prior to the next service date, contractor shall refill within 4 hours of notification.

1.3. PERIODIC CLEANING SERVICES.

1.3.1. Strip, Scrub, Seal, and Wax Floors. Strip, scrub, seal, and wax floors as necessary to maintain a uniform glossy appearance. A non-skid wax is required. A uniform glossy appearance is free of scuff marks, heel marks, wax build-up, and other stains and discoloration.

1.3.2. Clean Interior Windows. Clean glass surfaces that are over seven (7) feet high and resident room glass surfaces (e.g., mirrors). After surfaces have been cleaned, all traces of film, dirt, smudges, water and other foreign matter shall be removed from frames, casings, sills, and glass.

1.3.3. Clean Exterior Windows. Windows are the glass surfaces that are an integral part of the outer wall of the building. Window screens shall be removed, cleaned, and replaced as needed. After the window has been cleaned, exterior frames, casings, sills, and glass shall be free of all traces of film, dirt, smudges, water and other foreign matter.

1.3.4. Clean/Shampoo Carpets. All carpets shall be cleaned in accordance with standard commercial practices. A heavy-duty spot remover may be required in heavily soiled areas. After shampooing, the carpeted area will be uniform in appearance and free of stains and discoloration. All cleaning solutions shall be removed from baseboards, furniture, trash receptacles, chairs and other similar items. Chairs, trash receptacles, and other items shall be moved to clean carpets, and returned to their original location. Carpet will be shampooed at least annually, during Spring Break. At least twice annually carpet will be extracted, during Winter break and Summer term.

1.4. EMERGENCY OR SPECIAL EVENT CLEANING SERVICES. Upon notification, the contractor shall perform emergency, “task bid” or special event cleaning required in any building, area, or room covered under this contract. The contracting officer shall order cleaning services through issuance of a delivery/work order for the appropriate and required work task(s). Contractor shall begin emergency work, as determined by the contracting officer, within one hour of notification, which may be verbal. The contracting officer or designated representative will notify the contractor as soon as a special event requirement is known, but no less than 24 hours prior to the event. Completion schedule shall be determined jointly for each delivery order.

2. SERVICE DELIVERY SUMMARY. The contractor service requirements are summarized into performance objectives that relate directly to mission essential items. The performance threshold briefly describes the minimum acceptable levels of service required for each requirement. These thresholds are critical to mission success.

Performance Objective	SOW Para	Performance Threshold
<p><u>Basic Cleaning Services.</u> Floors, baseboards, corners and wall edges are free of dirt, dust and debris. Trash is empty. Plastic liners are in good condition. Trash containers are free of odors and visible dirt. Trash is emptied into outdoor trash collection container. Outside ash containers are emptied and free of ashes, odors and stains. Glass and mirrors have no traces of film, dirt, smudges, or water. Drinking fountains are disinfected and free of streaks, stains, spots, smudges, scale and other deposits. Stairways are free of dirt, debris, marks, smudges, scuffs and other foreign matter. Carpets are free of dirt, debris, litter and other foreign matter. Dust is not visible.</p>	1.1.	Not to exceed 5 customer complaints per month.

<p>Laundry machines are clean and free of soap, smears, dust and debris including the surrounding area. Furniture and counters/ cabinets will be clean and free of dirt, dust & debris and kept in original arrangement.</p>		
<p><u>Basic Restrooms Cleaning Services.</u> Restrooms are disinfected and free of dirt, deposits, streaks and odors. Showers & shower curtains are disinfected and free of soap films, scum and other deposits. Toilets and urinals are disinfected and free of scale, stains, scum and other deposits. Floors are free of litter, dirt, dust and debris. Supplies are adequate until next service. Drains are clean and free of hair and other foreign material; water in drain traps maintained to keep area odor free. Minor stoppages cleared, all others reported.</p>	1.2.	Not to exceed 5 customer complaints per month
<p><u>Periodic Cleaning Services.</u> Floors have a glossy uniform appearance free of scuffmarks, heel marks, wax build-up, and other stains and discoloration. Windows are free of film, dirt, smudges, water, and other foreign matter. Carpets are free of stains and discoloration. Vents and diffusers kept clean and free of foreign material.</p>	1.3.	Not to exceed 5 customer complaints for the (monthly) reporting period.
<p><u>Emergency, “Task Bid” or Special Event Cleaning Services.</u> Ordered services meet the requirements of paragraphs 1.1 and/or 1.2 as appropriate.</p>	1.4.	Delivery/work order will not be considered complete and invoices not processed for payment until all deficiencies are resolved.
<p><u>Deep Cleaning Services</u> Contracted services meet the requirements of paragraphs 1.1, 1.2, 1.3 & 4.4 as appropriate.</p>	1.1, 1.2, 1.3	Delivery/work order will not be considered complete and invoices not processed for payment until all deficiencies are resolved.
<p><u>Quick Clean Services</u> Services meet the requirements of paragraphs 1.1, 1.2 & 4.4 as appropriate.</p>	1.1, 1.2.	Delivery/work order will not be considered complete and invoices not processed for payment until all deficiencies are resolved.

3. OWNER FURNISHED PROPERTY AND SERVICES.

Consumable supplies and light bulbs are owner furnished contractor installed (OFICI). See Appendix C.

UHDS is interested in an alternate bid from the contractor. Contractor furnishes all consumable supplies listed at Appendix C.

4. GENERAL INFORMATION.

4.1 Facilities. The following student housing facilities at Oregon State University are included in this custodial contract:

<u>Hall</u>	<u>Serviced Area</u>	<u>Occupancy</u>	<u>Date of Construction</u>
Bloss Hall	23, 127/61,224 sf	322	1972
Buxton Hall	28,889/49,393 sf	283	1961*
Callahan Hall	27,156/61,447 sf	355	1963
Cauthorn Hall	20,555/48,256 sf	284	1957
Finley Hall	29,519/64,397 sf	357	1966
Halsell Hall	14,931/64,197 sf	206	2002
Hawley Hall	20,203/46,022 sf	208	1959**
McNary Hall	29,076/60,734 sf	319	1962***
Poling Hall	21,753/48,753 sf	258	1957
Sackett Hall	58,005/96,821 sf	325	1947
Weatherford	37,739/68,399 sf	295	1928****
West Hall	18,019/45,753 sf	205	1960*****
Wilson Hall	27,000/60,120 sf	333	1963

The Hall occupancy, serviced area and date of construction information are provided to assist in determination of the scope of the custodial services required. Serviced area is broken down into two groups: Academic year serviced area/Deep clean serviced area (in that order).

Notes: * Renovated 2001, ** Renovated 1999, *** Renovated 1996, **** Renovated 2004, ***** Renovated 1997

4.2 Regular Use

UHDS Residence Halls are used throughout the year with the highest concentration of use occurring between 15 September and 15 June, the academic year (actual dates vary according to the academic calendar). Use of the Halls at these times is seven days per week, twenty-four hours a day.

One or two of the Halls are continuous occupancy buildings, used for accommodation of enrolled students and special academic programs throughout the year, including vacations, term break periods, and summer. Continuous occupancy Halls are also used for temporary housing and early arrival housing between terms. Special provisions will need to be developed for cleaning these Halls.

Except for the continuous occupancy Hall(s), all other Halls are closed, for regular use, at Thanksgiving Break (4 - days), Winter Break (generally 2 - 3 weeks), Spring Break (1 - week) and the Summer (3 - months).

There is a turnover of approximately 200 students in the Residence Halls during the academic year, cleaning of the resident room space is required between occupancy. This turn-over activity is particularly busy at the end of each academic term. Room changes normally occur during the end of the terms, however, planning for room cleaning throughout the term as a contingency activity must be considered.

4.3 Conference Use

Conference activity occurs in most residence Halls from mid-June through the mid to end of August. Some conference activity may also occur during the academic year, depending on space availability and program requirements. Conference custodial support is not covered under this contract.

4.4 General Information

a. Because the buildings are planned for occupancy 24 hours a day, it is essential that the required custodial services be completed IAW (In Accordance With) the terms and specifications of the contract between the hours of 8:00 am and 5:00 p.m., leaving the building well maintained and accessible/undisturbed at all other hours. This also applies to the Hall(s) used for the summer academic program.

b. If a Residence Hall is occupied and work is to be performed on the weekend, the established custodial service support hours (8:00 am to 5:00 p.m.) apply.

Note: Variations in these hours may occur during special times of the year in preparation for conferences/special academic programs/et cetera with prior coordination and approval.

c. **Daily cleaning applies to the five day, normal workweek, Monday through Friday.** Twice a week means Monday or Tuesday and Thursday or Friday. Three times a week means Monday, Wednesday and Friday. Actual schedules will be coordinated between contractor and UHDS.

d. The contractor is responsible for maintaining qualified staffing levels, at all times, to ensure that cleaning tasks in each building are completed IAW the terms and specifications of the contract at the specified performance level.

e. For reasons of privacy/courtesy, no custodians will begin working on any resident Hall occupied floor wing area (not including the lounges or kitchenettes) prior to 9:00 am, except in situations involving health or safety.

f. Nametags and uniforms are required to be worn by custodial personnel at all times. All contractor personnel are expected to maintain excellent personal hygiene, be neat & presentable, and be courteous to all residents and staff at all times.

g. Any and all damage to the building or its equipment noticed by contractor personnel will be reported daily by way of a written note left for the UHDS Building Services Manager or via a TMA iServiceDesk work request. Emergency repair requirements will be communicated immediately to the UHDS Residential Maintenance & Facilities, Work Reception office (phone number 737-2032/0927). Fire extinguishers must be maintained in a fully operational condition at all times. Evidence of use or tampering with fire extinguishers and equipment must be reported to the SERVICE CENTER/HALL DIRECTOR or UHDS Fire Prevention & Protection specialist immediately when discovered.

h. Contractor employees noticing any missing furnishings or equipment will report the missing item(s) to the assigned Service Center and the Hall Director(s), in writing.

i. Trash and debris from building to curb around the entire perimeter of each building is to be removed on a daily basis between 8:00 am and 9:00 am, this area is to be maintained and presentable at all times. Empty all exterior trash containers if half full or more, replace liner. There is no smoking within 30 feet of any UHDS building.

j. Recyclable or usable material is not to be removed from UHDS premises by custodial personnel unless approved by the Director of University Housing and Dining Services. Recyclables are collected by OSU Property Management. Recyclables not in recycle containers is considered trash and should be disposed of properly.

k. It is essential that custodial personnel be trained in "physical security," ensuring that areas in which they work are secure. For example, a student(s) room is always left locked and windows are closed/locked upon departure. Failure to do so creates the possibility of litigation based upon negligence. Blocking open fire doors is both a Fire/Life safety violation and a physical security issue.

l. Keys for areas to which the Contractor must have access will be furnished by University Housing and Dining Services with the understanding that lost keys will be replaced at the Contractor's expense. When re-key of a single lock or an entire building is required to restore security lost through negligence of Contractor's employees, the Contractor shall bear the total expense for new hardware plus labor for installation.

m. Contractor is expected to adjust building trash removal schedules to conform to the schedule of the trash & garbage disposal contractor.

n. These specifications are based upon the expectation for clean and presentable buildings at all times, which may necessitate the clean-up of additional messes (Note: Diversion from scheduled cleaning requires approval from the UHDS Building Services Manager, the only exception is for Health/Safety requirements in which case coordination

with the Building Services Manager will be attempted but the Health/Safety of residents will not be jeopardized for the sole sake of obtaining formal approval. Up to one man-hour per building per day for diversions is an adequate planning figure. The ability to react to these requirements is an essential part of the custodial service contract.

o. Summer deep cleaning will be performed between 1 July and 14 September.

p. During the period 16 June to 14 September, two Residence Halls are utilized for summer academic programs and will require sufficient staffing between 8:00 am and 5:00 p.m. during the normal Monday through Friday work week to perform all tasks at the required frequency IAW the contract technical specifications and standards. In addition the offices in Buxton & Hawley (ground floor, long wing of both buildings) need regular, continuous annual service.

q. Custodial requirements change at the end of Spring Term and prior to Fall Term.

Year-End room turn (end of Spring Term) - Room resident occupancy change cleaning is required for approximately 40 to 60 rooms within a 48-hour period to accommodate student residents attending summer term.

Conference Preparation (first week after Spring Term) – Twelve (12) Residence Halls cleaning and preparation for conference activity to occur within 5 working days.

Deep Cleaning – The deep cleaning of Residence Halls during the summer must be completed prior to Fall term opening. Deep Cleaning is to be scheduled in coordination with UHDS, in consonance with dates & times of other UHDS operational requirements.

UHDS is open to the following options for Deep Cleaning:

- (1) Cleaning is performed from the third week of August through the second week of September for all Residence Halls. Approximately half of the Halls will be available for cleaning during August. No contract cleaning requirements from end of conference preparation through mid-August except for full-time Halls and the Administrative offices in Buxton-Hawley.
- (2) Cleaning continues in all Halls during summer at academic year requirement, deep cleaning is performed from the third week of August through the second week of September for all Residence Halls.
- (3) Deep cleaning is performed from the week following Conference preparation week through the second week in September. Contractor will be provided one week per Residence Hall to deep clean the entire building. Conferences will occupy other Residence Halls. The week prior to Residence Hall opening for Fall Term each Hall will receive a general “touch-up” cleaning.

Conference Preparation “Quick Clean”

All Resident rooms - “Trashed-out”, wipe down all furnishings and vacuum carpet, clean/extract if unsanitary, wipe down blinds, ensure they are operational, report any required repairs.

All hallways – Spot clean walls, vacuum carpet, extract if unsanitary.

Bathrooms - Clean and sanitize, restock paper products & soap and exchange shower curtains.

All common areas:

Lounges – “Trashed-out,” wipe down furnishings and ledges, vacuum carpet, extract if unsanitary.

Main lobby – Dust and damp mop floor, remove any and all garbage.

Kitchens – “Trashed-out,” wipe everything down, clean appliances & mop floor.

Center stairs and fire stairs - Sweep/vacuum and damp mop center /fire stairs.

Ensure all lights in building are operational, change any burned-out bulbs and report any malfunctioning fixtures.

r. Custodians will evacuate the building according to Fire Evacuation Plans whenever a fire alarm sounds. All new or temporary custodians are to be instructed in the proper evacuation procedures IAW the building Fire/Emergency Evacuation Plan.

s. During the academic year, the Contractors’ Custodial Services Account Manager and Supervisor will attend Partnering sessions and Support Staff meetings which are held to discuss building/neighborhood needs, problems and issues relevant to the residents, cleaning and operations of UHDS facilities.

4.5 Safety/Environmental protection.

1. Contractor will ensure all contract personnel are familiar with Bio-Hazard response IAW University (Facilities Services - Environmental Health & Safety) published procedures, and health/safety requirements IAW industry standards
2. Contractor will provide UHDS a listing of all chemicals, accompanied with Material Safety Data Sheets (MSDS), used by contractor personnel in all UHDS facilities prior to bringing chemicals on site.
3. It is the policy of UHDS to support environmental protection measures. Preference will be given to affordable “Green” (environmentally friendly) cleaning agents.
4. Contractor personnel will become familiar and comply with the building emergency evacuation plan.

4.6. QUALITY CONTROL/QUALITY ASSURANCE. The contractor shall develop and maintain a quality control program to ensure custodial services are performed in accordance with commonly accepted commercial practices. The contractor shall develop and implement procedures to identify, prevent, and ensure non-recurrence of defective services. As a minimum the contractor shall develop quality control procedures addressing the areas identified in paragraph 2, Service Delivery Summary. Quality Control and Quality assurance are two separate but complimentary programs which require different personnel from different levels of the contract management team to

implement. The contractor is expected to conduct several forms of quality assurance monitoring, e.g., random sampling inspections, customer feedback, trend analysis and third-party audits. A formal review of the Quality Control/Quality Assurance program will be conducted at least quarterly. Key metrics will include at least the following: (a) cost per square foot per type space, (b) customer satisfaction trend analysis, (c) quality control inspection log trend analysis, (d) custodian training and productivity data.

4.7. QUALITY ASSESSMENT. UHDS will periodically evaluate the contractor's performance in accordance with the Quality Assessment Surveillance Plan. The UHDS Quality Assessment program and Contractor Quality Control/Quality Assurance Program will be coordinated to ensure a supportive relationship exists.

4.8. OWNER REMEDIES. Remedies for perceived or actual non-performance will be penalty deductions for all work not performed. Note: in the event the missed work is not a daily task it may be possible for the contractor to make up the work prior to the next scheduled service. This determination will be made by the UHDS Building Services Manager. If there is an apparent trend of unsatisfactory service over any given three month period of time the following progression of remedies will be followed.

1. UHDS will ask contractor to provide an "internal audit" using corporate assets to review the contracted services, evaluate contractor performance and make formal determination with respect to accepted industry standards, best practices and provide a detailed set of recommendations/conclusions. (Fresh-Eyes Program)

2. If the internal audit does not provide satisfactory results UHDS may elect to hire an independent consulting firm (acceptable to both parties) for the purposes of conducting an external audit. The audit team will be charged with reviewing the custodial services contract, evaluate contractor performance and a make formal determination with respect to accepted industry standards, best practices and provide a detailed set of recommendations/conclusions. If the conclusions demonstrate contractor is performing to normal industry standards UHDS will bear the cost of the external audit. If the conclusions demonstrate contractor is not meeting the terms and conditions of the contract the contractor will bear the cost of the audit.

3. In the event neither of these options results in satisfactory performance by the contractor the contracting officer shall follow the established Contract Terms and Conditions, for contractor's failure to perform satisfactory services or failure to correct non-conforming services.

4.9. HOURS OF OPERATION. Residence halls are available for routine servicing from 0800 – 1700 Monday through Friday.

4.10. SECURITY REQUIREMENTS.

Identification badges/uniforms: Contractor will ensure uniforms and identification badges conform to current OSU policies.

Key Control: Contractor will comply with the UHDS Key Control, Standard Operating Procedure (SOP)

Building Security: Exterior doors are to be kept locked at all times. Blocking open exterior doors is not permissible unless there is work on-going in the immediate

area. Contractor will immediately report any problems with exterior door functionality. Contractor personnel are not authorized to enter an occupied resident room in a residence hall without the express authorization of the Associate Director, UHDS or authorized representative.

Background Checks: Background checks are required for all contractor personnel prior to being employed on-site.

Drug Screening: A contractor drug screening program is highly encouraged.

4.11. PERFORMANCE OF SERVICES DURING A DECLARED DISASTER.

UHDS expects contractor will continue regular services for all operational facilities. Excess custodial effort will be diverted to emergency support requirements as determined by the OSU Care and Shelter Coordinator.

4.12. SPECIAL QUALIFICATIONS.

Contractor will ensure a sufficient percentage of the total workforce has blood borne pathogen clean-up training in order to respond to emergency calls and deal with daily tasks.

Contract personnel must be able to communicate emergency conditions/situations to residents/staff and emergency service providers in English.

4.13 GREEN SEAL CERTIFICATION.

Contractor will obtain "Green Seal Certification" within 1 year of award of contract.

4.13. PARTNERING AGREEMENT.

A partnering agreement between UHDS and the contractor is required to ensure joint cooperation and a sound partnership for all parties involved in the execution of this contract. Partnering is the creation of an owner-contractor relationship that promotes achievement of mutually beneficial goals. It involves an agreement in principle to share the risks involved in executing the contract and to establish and promote a nurturing partnership environment. Representatives from each organization will participate in developing the partnering charter. Suggested representation is the UHDS Associate Director, the UHDS building services manager, UHDS Residential Life representatives, the OSU contract administrator, the contractor's district manager, account manager and the contractor's supervisor/quality control person. This group is responsible for developing a formal partnering agreement that will be signed by all parties involved. The agreement should contain as a minimum: specific goals to be reached and a list of objectives to reach the goals, a set of metrics to evaluate the objectives, a frequency for meetings to review the metrics, and a charter to execute the terms of the agreement.

5. EXHIBITS

- A. Estimated Workload Data/Task Frequency List**
- B. Maps and/or Site Plans**
- C. Owner Furnished Property/Services/Equipment**
- D. Custodial Work Standards**
- E. Basic cleaning-Related Terms and Definitions**
- F. Task/Standards/Procedures/Values**

EXHIBIT A**ESTIMATED WORKLOAD DATA**

General Administrative/Residential Areas
CATEGORY I - Minimum Frequency Standards
Basic Services

(These frequencies are minimums--the contractor may perform more frequently, at no additional cost to owner, if required to maintain level of service.)

TYPE	Space SF	M	T	W	TH	F	PERIODIC SERVICE S	Between Term & As Needed
Administrative offices (Common areas only)	3,123	X	X	X	X	X	Annual	Between Term
Student Rooms	377,986						Annual	Between Occupancy
Main Floor Lounges	22,924	X	X	X	X	X	Annual	Between Term
Floor Lounges	28,972	X	X	X	X	X	Annual	Between Term
End Stairs	20,975	X		X		X	Annual	Between Term
Janitorial Areas							Monthly	
Study Rooms	3,610		X		X		Annual	Between Term
Recreation Spaces	7,871	X	X	X	X	X	Annual	Between Term
Building Exterior		X	X	X	X	X		
Windows (exterior)							Annual	
Windows (interior)							Weekly	Between Term
Window Covering (Vertical Blinds)							Annual	As Needed
Resident Director/Faculty Apartment	8,727						Annual	Between Occupancy
Floor Covering							Quarterly	Between Term
Trash Service	3,318	X	X	X	X	X		Sunday Morning

EXHIBIT B**MAPS AND/OR SITE PLANS**

Maps and Floor Plans reflect the work areas and layout of the facilities to be cleaned by the contractor. Updated drawings reflecting any changes will be made available to the contractor prior to contract implementation.

Floor Plan	Facility Number	Description (Include category)	Gross Square Feet
X	0198	Bloss Hall	84,755
X	0111	Buxton Hall	61,488
X	0192	Callahan Hall	72,698
X	0114	Cauthorn Hall	58,397
X	0196	Finley Hall	85,897
X	0204	Halsell Hall	75,254
X	0119	Hawley Hall	58,558
X	0190	McNary Hall	72,549
X	0112	Poling Hall	57,657
X	0096	Sackett Hall	161,487
X	0115	West Hall	67,029
X	0191	Wilson Hall	73,105
X	0109	Weatherford Hall	105,090
	0199	College Inn (Inactive)	120,000

Floor Plan	Facility Number	Cooperative Houses Description (Include category)	Gross Square Feet
	0194	Avery Lodge	12,229
	0026	Azalea House	10,912
	0195	Dixon Lodge	11,514
	0220	Oxford House	12,016
	0116	Heckart Lodge	13,893
	0118	Reed Lodge	13,628

Floor Plan	Facility Number	Dining Centers Description (Include category)	Gross Square Feet
	0197	Arnold Center	29,500
	0113	Marketplace West	30,000
	0193	McNary Center	33,600

EXHIBIT C**OWNER FURNISHED PROPERTY/SERVICES/EQUIPMENT**

<u>Consumable Supplies</u>	<u>Historical Annual Use</u>
Toilet paper	
Regular Rolls	370 Cases (96 rolls/case)
Large Rolls	74 Cases (12 rolls/case)
Paper towels (Public Bathrooms only)	75 Cases (12 bundles/case)
Trash can liners	
24 x 24	54 Cases (20 rolls/case)
33 x 40	77 Cases (12 rolls/case)
43 x 48	84 Cases (8 rolls/case)
Liquid hand soap (Public Bathrooms only)	15 Cases (12 packages 27oz ea/case)
Hand Sanitizer	130 Cases (12 packages 27oz ea/case)
Toilet seat protectors	
¼ Fold	32 Cases (32 packages/case)
½ Fold	17 Cases (32 packages/case)

Other Owner Furnished Items

Trash containers
 Floor (Walk-off) Mats
 Shower Curtains
 Vacuum cleaner belts & bags (for resident use)
 Trash dumpsters (primarily for trash chutes)
 All light bulbs and fluorescent tubes (including shower cabin lights)

Custodial Closets and a Storage/Break room are provided in each facility except for Halsell Hall where only custodial closets are available.

Key Station and Training room space is provided in Sackett Hall.

EXHIBIT D

Custodial Work Standards

1 Routine Work Standards. The Contractor shall perform each routine work task in accordance with the standards listed below.

1.1 Remove Trash. All trash containers of any type and size shall be emptied and returned to their original positions. Bulky items such as rolls of plans or cardboard boxes that are placed by trash containers and clearly marked as trash shall be removed. The Contractor shall clean spills and foreign substances from all surfaces of the trash container. Plastic bags (liners) shall be replaced in all trash containers after each servicing. Trash and rubbish shall be emptied into a designated dumpster or receptacle in a way that will prevent littering adjacent areas. The Contractor shall clean up any spill or litter generated by Contractor work operations. Upon completion of Trash Removal, all trash containers and the areas adjacent to trash containers shall be free of trash, spills, foreign substances; a clean, new trash can liner shall be placed in the container; and all trash shall be placed into the designated dumpster.

1.2 Clean Ash Trays and Receptacles. Ashtrays, cigarette stands, sand urns, butt cans, and other receptacles shall be emptied and wiped clean. Accumulations of ashes, butts, and foreign material shall be removed from smoking stands and sand urns. The Contractor shall replace discarded sand. Upon completion of this task all surfaces of ash trays and receptacles shall be uniformly clean, without spots, streaks, or smoking material residue; sand urns shall be clean and free of smoking material, and filled with clean sand.

1.3 Vacuum Carpeted Floors and Rugs. The Contractor shall vacuum all carpeted floors and rugs by removing all surface litter, dust, gum, tar, foreign substances, and embedded grit from surfaces including those adjacent to and under furniture, fixtures, trash cans, entrance mats, runners, in corners, abutments, baseboards, stair steps and risers, and on hard surface floors, stairs/landings, stages, and elevators. Carpeted floors and rugs include floor runners, area rugs, carpet entrance mats, and installed carpet. After they have been vacuumed, the carpeted floors and rugs shall be free of all detectable soil, embedded grit, litter, and spots.

1.3.1 The Contractor shall vacuum all carpeted floors and rugs with a vacuum cleaner equipped with a beater bar. The Contractor shall return to original positions all furniture and equipment moved during vacuuming.

1.4 Sweep Non-carpeted Floors. The Contractor shall dust mop and/or sweep all non-carpeted floors by removing all soil, including dust, dirt, litter, gum, tar, and other substances, from all non-carpeted floor surfaces including those adjacent to and under furniture, fixtures, trash cans, entrance mats, runners, in corners, abutments, baseboards, stair steps and risers, and on hard surface floors, stairs/landings, stages, and elevators. All floors, including areas beneath movable objects smaller than desks or filing cabinets,

shall be swept. The entire floor surface, including in corners and around wall projections, shall be left clean and free of all soil, streaks, footprints, and spots caused by spills.

1.4.1 The Contractor shall dust mop all non-carpeted floors except stair steps and landings and other unsealed concrete floors or stone floors. The Contractor shall return to original positions all furniture and equipment moved during sweeping.

1.5 Clean and Service Rest Rooms. The Contractor shall perform the following items in order to complete cleaning and servicing restrooms (includes locker rooms and showers where present):

- Remove trash IAW paragraph 1.1
- Clean mirrors
- Sweep non-carpeted floors IAW para 1.4
- Wet mop non-carpeted floors with a germicidal detergent and IAW paragraph 1.13
- Machine scrub floors that cannot be completely cleaned by wet mopping with a germicidal detergent
- Spot clean and mop IAW paragraph 1.11
- Fill towel, toilet paper, and soap dispensers IAW 1.6
- Clean and disinfect all surfaces of fixtures and toilet and bath accessories
- Clean and disinfect all surfaces of partitions, stalls, stall doors, and wall areas adjacent to wall mounted lavatories, urinals, and toilets
- Damp clean and disinfect all interior and exterior surfaces of toilet bowls, urinals, lavatories, showers, showerheads, dispensers, soap dishes, and other such surfaces
- Damp clean and disinfect all surfaces of shower curtains and doors
- Damp clean and disinfect all exterior surfaces of lockers
- Flush cleaning chemicals through the traps daily to reduce accumulation of scale
- Clean and disinfect interior and exterior surfaces of sanitary napkin receptacles, and replace plastic bag liner with a new liner
- Clean and flush floor drains with germicidal detergent, following by a second flushing with clean rinse water
- Clean wall and ceiling vents and air-intakes, removing lint and dust

The Contractor shall use quaternary ammonium germicidal detergent, or approved (by owner) alternate products, to clean and disinfect all surfaces of restrooms except mirrors. The Contractor shall descale toilet bowls and urinals. After descaling, the entire surface shall be free of streaks, stains, scale, scum, detergent residue, mineral deposits, and stains. Acid type bowl cleaner shall not be used on floors, walls, nor any surfaces other than inside toilet bowls and urinals. Chrome plated or stainless steel hardware shall be cleaned with a non-abrasive cleaner. Upon completion of cleaning and servicing restrooms, trash shall have been removed; all surfaces of restrooms shall be disinfected and there shall be no streaks, stains, marks, detergent residue, dirt accumulations, mold, fungus, mineral deposits, or soiling on any surface; and dispensers shall be full.

1.6 Clean and Fill Dispensers. Clean and disinfect, then fill towel, toilet paper, hand sanitizer and soap dispensers. The Contractor's supplies shall conform with existing types of dispensers. Upon completion of cleaning and filling dispensers, all dispenser surfaces shall be clean, free of all soil and streaks, disinfected with quaternary ammonium germicidal detergent, or approved (by owner) alternate products, and full.

1.6.1 The Contractor shall ensure hand sanitizer is available in common area bathrooms and soap is available in public bathrooms.

1.7 Clean and Service Kitchens and kitchenettes. The Contractor shall perform the following items in order to complete cleaning and servicing kitchens and kitchenettes:

- Remove trash IAW paragraph 1.1
- Vacuum rug and carpeted floors IAW paragraph 1.3
- Sweep non-carpeted floors IAW para 1.4
- Clean drinking fountains IAW paragraph 1.8
- Spot clean and mop IAW paragraph 1.11
- Wet mop non-carpeted floors with a germicidal detergent and IAW paragraph 1.13
- Machine scrub floors that cannot be completely cleaned by wet mopping with a germicidal detergent
- Fill towel, toilet paper, and soap dispensers IAW 1.6
- Clean and disinfect all surfaces of fixtures and accessories
- Flush cleaning chemicals through the traps daily to reduce accumulation of scale

1.7.1 The Contractor shall use quaternary ammonium germicidal detergent, or approved (by owner) alternate products, to clean and disinfect all surfaces of kitchens and kitchenettes, including cabinets, basins, counter tops, tables, walls, dispensers, all exterior surfaces of appliances, and all floor surfaces.

1.7.2 Upon completion of cleaning and servicing kitchens and kitchenettes, trash shall have been removed; all surfaces shall be disinfected and there shall be no streaks, marks, detergent residue, dirt accumulations, or soiling on any kitchen or coffee room surface; and dispensers shall be full.

1.8 Clean Drinking Fountains. The Contractor shall remove all soil, mineral deposits, streaks, and smudges from the drinking fountains and cabinets, and disinfect all porcelain and metal surfaces including the orifice and drain. The Contractor shall remove soil and dust from air vents. Upon completion of cleaning drinking fountains, the entire drinking fountain shall be clean, disinfected, and free of any soil, mineral deposits, streaks, detergent residue, and debris.

1.9 Clean Entrances. Porches, platforms, docks, ramps, steps, and risers of entrances shall be cleaned and policed for the removal of dirt, mud, trash, and litter. The Contractor shall clean the exterior walls in entrance areas, up to seven feet from the top of the entrance floor surface. The Contractor shall also clean items such as mats, surfaces

under mats, and foot scrapers. All glass doors and glass panels adjacent to glass doors shall be cleaned. Upon completion of cleaning entrances, all entrance surfaces and entrance mats shall be clean and free of any soil, streaks, and debris; and mats shall be replaced to their original positions.

1.10 Clean Chalkboards and Marker boards. The Contractor shall dry -clean all chalkboards and marker boards. In no instance shall the Contractor use water on a chalkboard or marker board. Upon completion of cleaning chalkboards and marker boards, the writing surface shall have a uniform appearance with no marks, streaks, or excess dust; the chalkboard and marker board tray and erasers shall contain no excess chalk or marker dust; and the floor underneath and the walls adjacent to the chalkboard or marker board shall have no traces of chalk or marker dust. A manufacturers approved white board cleaner/conditioner may be used on markerboards.

1.11 Spot Clean and Spot Mop. The Contractor shall remove smudges, finger prints, gum, marks, or streaks from washable surfaces of carpeted and non-carpeted floors, walls, partitions, columns, glass surfaces, doors, door hardware, door glass, elevators, stairways, hand railings, mirrored surfaces, furniture, fixtures, and appliances. Germicidal detergent shall be used in rest rooms, locker rooms, food service areas, and drinking fountains. The Contractor shall spot clean or mop to completely remove soil, spills, mud, footprints, fingerprints, and any other foreign substance that cannot be removed by sweeping or vacuuming. The Contractor shall clean Plexiglas surfaces with a soft cloth and Plexiglas cleaner. The Contractor shall clean and polish wood surfaces with a soft cloth and wood polish, using no water or detergents. Upon completion of spot cleaning and spot mopping, all floor surfaces shall be ready for vacuuming or sweeping in accordance with paragraphs 1.3 and 1.4; and washable surfaces of carpeted and non-carpeted floors, walls, partitions, columns, glass surfaces, doors, door hardware, elevators, stairways, hand railings, mirrored surfaces, furniture, fixtures, and appliances shall be free from smudges, finger prints, gum, marks or streaks.

1.12 Clean and Restock Custodial Closets and Storerooms. The Contractor shall clean custodial closets to the same standards as described in paragraph 1.7. In addition, the Contractor shall leave an extra supply of toilet paper, hand towels, hand soap, hand sanitizer and both large and small plastic bags, adequate to prevent depletion of these supplies, in the facility (coordinate location with the Resident Director), before the next routine servicing. The Contractor shall store these supplies and any Contractor furnished items in an orderly and safe manner, insuring proper ventilation of cleaning materials. Upon completion of cleaning and re-stocking custodial closets, all closet surfaces shall have been disinfected with no detectable streaks, marks, detergent residue, dirt accumulations, or soiling; and closets shall be amply stocked with supplies.

1.13 Wet Mop Non-carpeted Floors. The Contractor shall wet mop non-carpeted floors by applying a water/detergent solution to loosen and suspend soil, removing the soil, and rinsing the floor surface. Before mopping the Contractor shall sweep the entire floor surface and move all furniture smaller than desks or filing cabinets. The Contractor shall remove all soil and stains from the entire area including stairs. Rest rooms, kitchens, and

kitchenettes shall be wet mopped with germicidal detergent solution. Upon completion of wet mopping, the floor shall have a uniform appearance with no streaks, swirl marks, detergent residue, or any evidence of soil. There shall be no splash marks or mop streaks on furniture, walls, or baseboards; nor mop strands remaining in the area. All expended cleaning solutions and materials shall be properly disposed of in the appropriate location or receptacle without creating soiling. All furnishings shall be replaced to original positions.

1.13.1 The Contractor shall machine scrub floor surfaces that have soiling which cannot be removed through wet mopping.

1.13.2 Synthetic (poured) Floors. The Contractor shall wet mop and vacuum floors with a synthetic covering. Abrasive cleaners or pads, oils, grease turpentine, and petroleum solvents shall not be used on these floors. Upon completion of Wet Mopping and vacuuming, synthetic floors shall be free of dirt, hair, body oils, soap accumulation and any debris.

1.13.3 Weatherford and Halsell Hall VCT. The contractor shall identify a suitable method for cleaning VCT flooring in Weatherford and Halsell hall that limits water contact with VCT. Traditional stripping methods will result in water damage, i.e., glue failure, sub-flooring (particle board) expanding and tiles dislodging and cracking.

1.14 Spray Buff/Restore Vinyl Asbestos Tile & Vinyl Composition Tile. The Contractor shall spray buff all surfaces of VAT/VCT floors, with a floor machine, accessories, and spray buff chemical. Before buffing, the floor shall be swept, heel marks and other marks shall be removed. The floor surface shall be wet mopped and rinsed in accordance with paragraph 1.13. The floor finish in the spray buff chemical shall be the same type as that already on the floor. Chairs and other readily moveable items shall be moved. All spray buff solution shall be removed from baseboards and furniture. Upon completion of spray buffing, the entire floor shall have a uniform coating of floor finish and a uniform, glossy appearance; be free of scuff marks, heel marks, and stains; and all furnishings shall be replaced in their original positions.

1.15 Dust. Dust includes all surfaces up to and including seven feet from the top of the floor surface. The Contractor shall accumulate and remove dust, dry soil, lint, litter and cobwebs from the height of five feet and below to the floor surface. This includes, but is not limited to the structure, furniture and equipment surfaces, horizontal, vertical and under surfaces, corners, crevices, moldings, and ledges. In the process of dusting a desk, items on top of the desk such as letters, forms, literature, etc shall not be disturbed. Upon completion of dusting, all surfaces five feet from the top of the floor surface and below shall be uniformly clean, free of dust, dry soil, lint, litter, and cobwebs.

1.16 Clean All Vestibule Glass. The Contractor shall clean all glass in each vestibule, in accordance with the specifications and standards described in 2.2.4.

1.17 ADA accessible resident suites. The Contractor is required to provide cleaning of the ADA accessible suites at the end of each academic term. The Contractor shall coordinate with the building occupants and UHDS Building Services Manager to determine the best cleaning times.

1.18 Lamping. Check inoperative lights, replace with proper bulb or florescent tube. Clean lens, diffuser and shade at time of bulb/tube replacement. Report broken or missing lens, diffuser and shades. EXIT lights and stairwell lights are Fire/Life safety equipment, report deficiencies with an "URGENT" priority code. Contractor will sign a hand receipt for special tools to remove light covers. Tool replacement will be at contractor's expense.

1.2 Administrative Office Service. The Contractor shall provide custodial services in administrative office areas throughout the year. The Contractor shall coordinate with the UHDS Building Services Manager to determine the best times to clean the individual office spaces (annual cleaning requirement).

1.3 Routine Work Schedule. The Contractor shall provide the Contracting Officer with a Routine Work Schedule for service, following a mutually acceptable format, no later than 10 normal working days prior to Contract start date. In the absence of a Contractor schedule approved by the Contracting Officer, the latest UHDS revision of the schedule shall serve as the schedule of services; however, the Contractor's responsibility for timely submittal is not diminished. The Contractor shall avoid scheduling weekly work on State holidays.

1.3.1 The Contractor shall complete all required routine services in accordance with the Routine Work Schedule. UHDS may inspect the Contractor's work immediately following the times designated in the Routine Work Schedule.

1.3.2 UHDS reserves the right to designate the specific cleaning time for those building areas whose occupants require custodial services to be performed during a given time period. At any time during the Contract period, the Contracting Officer may give written notice of a change, addition, or deletion in the cleaning times specified. The Contractor shall adjust his Routine Work Schedule accordingly, and submit a revised schedule to the Contracting Officer, within five normal working days after receiving UHDS notification.

1.3.3 Contractor requests for alterations to the Routine Work Schedule shall be submitted, in writing, to the Contracting Officer, for approval, no later than five normal working days prior to the desired effective date. Alterations shall not become effective until approved by the Contracting Officer.

1.3.4 Work shall be scheduled and performed so that interference with UHDS business or personnel is minimized.

2 Project Custodial Work. The Contractor shall accomplish project custodial work listed in 2.1, in the building areas specified in this document. The Contractor shall coordinate all project work performance times with the building occupants.

2.1 Project Work List/Frequency. The Contractor shall schedule and perform each project work task at the frequencies listed below.

2.1.1 Perform one time per 12 month period:

Strip and scrub all non-carpeted floors; refinish with three to four coats of metal-linked polymer finish

Clean all interior glass

Clean all vertical blinds

Clean and polish all furniture and fixtures

2.1.2 Perform three times per 12 month period:

Refinish all non-carpeted floors with three to four coats of metal-linked polymer finish

Clean all carpets and rugs; by either water extraction method or by dry foam method, whichever is specified hereinafter

2.2 Project Work Standards.

2.2.1 Strip, Scrub and Refinish Non-Carpeted Floors shall be accomplished as follows.

2.2.1.1 Stripping shall consist of the complete removal, without damage to the floor surface, of all finish and/or sealer from all visible floor surfaces and from those floor surfaces that can be exposed by the removal of all non-fixed furnishings. Stripping shall also include the complete removal of all marks, scuffs, and stains. The stripping chemicals shall be in accordance with manufacturer's recommendation for the type of finish and/or sealer being stripped, and shall be used according to the manufacturer's directions. All floor surfaces to which stripper has been applied shall be thoroughly rinsed with clean water. If a mop is used to pick up the stripping solution, the area shall be rinsed at least twice.

2.2.1.2 Refinishing shall consist of the proper application of at least three coats of finish to all areas. The floor shall be completely cleaned, rinsed and dried, ready for refinishing. Sufficient finish shall be used to fully protect the floor surface and to present a uniform luster. After the finish has dried, the reflectancy shall be uniform and no streaks or swirls shall be visible. No stripping solution or finish shall remain on baseboards, doors, or other non-floor surfaces. All furnishings shall be replaced to original positions.

2.2.1.3 Machine scrubbing grouted tile floors such as ceramic tile or quarry tile: Apply an appropriate cleaning solution to all areas of the floor. Allow this solution to remain on the floor for three to four minutes. Operate a floor machine over all accessible floor areas and areas that can be reached by moving furnishings. Manually scrub areas that are

inaccessible with the machine. Remove the solution from the floor and rinse well with clean water. After scrubbing floors, all floor surfaces and grout shall be free of soiling, marks, stains, and free of chemical residue.

2.2.2 Refinish Non-Carpeted Floors. Refinishing non-carpeted floors shall require only one coat of floor finish but shall be otherwise accomplished in accordance with paragraph 2.2.1.2. In rooms provided with large area rugs, finish shall be applied to the exposed surface of the floor on all sides of the rug and back under the edge of the rug for approximately six inches.

2.2.3 Clean All Carpets and Rugs. When cleaning carpets and rugs, the Contractor shall clean carpet, rugs, carpet runners, and carpet mats. The dry foam cleaning method shall be used when it will thoroughly remove all streaks, stains, and spots. When the dry foam method is not sufficient or appropriate the water extraction method shall be used. Also, the Contractor shall use the water extraction method after a carpet or rug has been dry foam cleaned.

2.2.3.1 General. Aluminum discs or stiff, heavy neutral color or white paperboard shall be placed under legs of furniture or other equipment to avoid staining until the carpet is thoroughly dry. The Contractor shall remove all tables, chairs, stands, coat racks, waste receptacles, and other similar portable items prior to or during the cleaning. The Contractor shall use antistatic chemicals in the complete process of cleaning carpets in rooms containing electronic equipment. All furnishings shall be replaced to their original positions upon completion. The Contractor shall treat cleaned carpeted surfaces with anti-static carpet treatment.

2.2.3.2 Carpet Cleaning, Dry Foam Method. Dry foam shampooing of carpets shall consist of spot cleaning, vacuuming, shampooing, and re-vacuuming of carpeted areas. The shampooing shall be done using equipment, materials, and chemicals specifically designed for dry foam shampooing. The instructions provided by the manufacturer of the shampooing equipment shall be followed. Areas such as corners that are inaccessible to the machine shall be shampooed using foam from the machine and manual scrubbing devices. After shampooing and allowing sufficient drying time, the carpet shall be vacuumed following a pattern that will give the carpet pile a uniform appearance. Upon completion of dry foam cleaning, carpets shall be free of litter, materials such as paper clips and staples, soil, streaks, stains and spots; the pile shall be uniform; and furnishings returned to their original positions.

2.2.3.3 Carpet Cleaning, Water Extraction Method. Water extraction cleaning of carpets shall consist of spot cleaning, vacuuming, operation of the water extraction equipment, and re-vacuuming of all carpet. The carpet cleaning shall be done using equipment, materials, and chemicals specifically designed for water extraction cleaning. The water extraction equipment shall be operated over the entire carpeted area. The instructions provided by the manufacturer shall be followed. After operating the equipment and allowing sufficient drying time, the carpet shall be vacuumed following a pattern that will give the carpet pile a uniform appearance. Upon completion of water extraction cleaning,

carpets shall be free of litter, materials such as paper clips and staples, soil, streaks, stains, spots and embedded dirt; the pile shall be uniform; and furnishings returned to their original positions.

2.2.4 Clean All Interior Glass. Clean all interior glass shall include complete cleaning of interior side of all windows, glass in interior partitions, walls, doors, furniture, displays, and all other glass areas (includes both sides of glass), and glass frames, casings, and ledges. The Contractor shall remove paint drops or smears; steel wool shall not be used, but razor blades or broad knives are permissible. The glass shall be rinsed to remove any detergent residue. Plastic, polycarbonate or acrylic windows shall be cleaned with materials and cleaners specifically designed to be non-abrasive to the surface. Upon completion of cleaning interior glass, all glass areas shall be completely clean and free of water marks, detergent residue, stains, film, smudges, tape, tape residue, and streaks. Frames, casings, sills, ledges, and screens shall be free of soil, dirt, tape, tape residue, smudges, and splash marks. Splashed glass cleaner, drip marks, and all other types of soil streaks shall be removed from all adjacent surfaces, such as frames, casing, trim and sills, after each cleaning.

2.2.5 Clean All Vertical Blinds. The Contractor shall clean vertical blinds, including tapes and cords, to remove all dust, stains, soil, and smudges. Care shall be taken to prevent staining tapes or cords during the cleaning operations. Blinds shall not be removed for cleaning unless prior authorization is provided by the UHDS Building Services Manager.

2.2.6 Clean and Polish All Furniture and Fixtures. Clean and polish all furniture and fixtures shall be in accordance with paragraphs 2.2.6.1 and 2.2.6.2.

2.2.6.1 Clean Furniture. Remove all soil and dust from office desks, chairs, file cabinets, tables, stands, directories, and other furnishings. Wood doors shall also be considered furniture for this service item. Wood furnishings shall be cleaned and polished with a wood polish, using no water or detergents. The Contractor shall vacuum all cloth upholstered furniture, including under and between cushions. The Contractor shall clean upholstered furniture with an approved spot cleaner and detergent, to remove soil that cannot be removed by vacuuming. The Contractor shall clean synthetic covered furniture with vinyl cleaner. Upon completion of cleaning furniture and fixtures all surfaces of furniture and fixtures shall be free of dust, soil, smears, smudges, streaks, stains, and excess polish.

2.2.6.2 Polish Metal. The Contractor shall remove tarnish, clean, and polish: brass, stainless steel and non-ferrous metal push plates, kick plates, door hardware, name plates, protective and ornamental plates and flanges, railings, furniture, fixtures, and similar items. Upon completion of polishing metal, all metal surfaces shall be free of dust, soil, smears, tarnish, smudges, streaks, stains, and excess polish; and they shall be clean and bright.

2.3 Project Work Schedule. The Contractor shall coordinate with facility occupants for building availability to schedule Project Work performance dates and shifts. All project work items have designated frequencies and shall be scheduled at one time, on one schedule at the beginning of the Contract period, IAW paragraph 2.3.1. Work shall be scheduled and performed so that interference with UHDS business or personnel is minimized.

2.3.1 Project Work Schedule. The Contractor shall provide, in writing, to the UHDS Building Services Manager, for approval, a Project Work Schedule for all project work (listed in 2.1.1 and 2.1.2), for every area on Contract, within two weeks after Contract start date. The Project Work schedule shall list, by work type and location, the specific date(s) and shifts that project work shall be accomplished. The Contractor shall avoid scheduling work on State Holidays and in the last week of the Contract period.

2.3.2 The Contractor shall complete all required project services in accordance with the approved Project Work Schedule. UHDS may inspect the Contractor's work at any time during work performance and immediately following the work completion dates designated in the Project Work Schedule.

2.3.3 UHDS reserves the right to request changes in the Project Work Schedule needed to accommodate the UHDS mission. In addition, at any time during the Contract period, the Contracting Officer may give notice of a change, addition, or deletion in the areas specified for service. The Contractor shall adjust his Project Work Schedule accordingly and submit a revised schedule to the Contracting Officer, within two normal working days after receiving UHDS notification.

2.3.4 Contractor requests for alterations to the Project Work Schedule shall be submitted, in writing, to the Contracting Officer, for approval, no later than two normal working days prior to the desired effective date.

EXHIBIT E**BASIC CLEANING-RELATED TERMS AND DEFINITIONS**

The following definitions apply to all cleaning categories.

Clean: Free from dirt, debris, foreign matter, stains and impurities. Any size or number of spots, stains or foreign matter cannot be defined as clean.

Damp Mop: The removal of all dust, spots, and spills from entire hard floor surface areas using a squeezed damp mop.

Disinfected: Free from microorganisms.

Disinfectant: An agent that destroys or neutralizes the growth of microorganisms.

Extraction: The removal of grit, debris, spots, or dirt from deep within a carpet by using pressurized means of water and cleaning agent and a vacuum source to draw out the dirt and liquid.

Light Scrub (in terms of floor care): The removal of the first or second layers of wax by machine and cleaning agent, along with an application of one or two new coats of wax.

Sanitary: Hygienically clean. Free from bacteria and germs.

Spot Clean: The removal of area spots, stains or spills from carpeting or upholstery by use of extraction or a cleaning agent and brush or rag.

Spot Mop: The removal of specific spots or spills from hard floor surfaces using a squeezed damp mop.

Strip and Wax: The removal of all existing floor finish using alkali chemicals and the applications of several new coats of floor finish.

Sweep: The removal of loose dirt and debris from hard floor or outside hard surfaces by means of a broom or dust mop.

Vacuum: The removal of dust, dirt, debris, and foreign matter from any surface using a vacuum cleaner and appropriate attachments.