



Staff Report

Board of County Commissioners Approved

File #: 18-1227A, **Version:** 1

Agenda Date: 9/13/2018

Subject:

Change Order No. 1 to the contract with American Facility Services, Inc. for requirements of janitorial services at various County buildings.

Recommended Action:

Approval of Change Order No. 1 with American Facility Services, Inc. (AFS) for requirements of janitorial services at various County buildings.

Contract no. 167-0450-B (JJ) annual increase in the amount of \$892,547.16 for a revised contract total value of \$14,536,340.00 and a revised annual amount of \$2,907,268.00 effective through June 30, 2023.

Strategic Plan:

Create a Quality Workforce in a Positive, Supportive Organization

1.3 Make workforce safety and wellness a priority

Deliver First Class Services to the Public and Our Customers

5.2 Be responsible stewards of the public's resources

5.3 Ensure effective and efficient delivery of county services and support

Summary:

Change Order No. 1 provides for janitorial services at four (4) new locations and an increase to services at five (5) current locations. New facilities include the Lealman Community Campus (Lealman), St. Pete-Clearwater International Airport (PIE), Sheriff's Office North District Station, and the newly constructed joint-use jail facility that houses the Sheriff's Office purchasing warehouse and Real Estate Management (REM) Facility Operations.

Lealman, the North District Station and the joint-use jail building are provided janitorial services as specified in the current contract retroactive to July 1, 2018. Services for PIE are provided as specified in the Scope of Work for PIE, starting October 1, 2018. Animal Services, Emergency Medical Services, Botanical Gardens, and the Public Safety Campus will increase janitorial services from five (5) to seven (7) days per week retroactive July 1, 2018. Brooker Creek (Keystone Road buildings) eliminates night cleaning services and adds day porter services, retroactive July 1, 2018.

Background Information:

On March 20, 2018, the Board of County Commissioners approved the award of bid to AFS for County-wide janitorial services.

Since contract award, three (3) buildings totaling approximately 132,000 square feet have been added to the REM portfolio, including the Lealman Community Campus; a new leased location for the Sheriff's North District Station in Dunedin; and a joint-use jail facility.

PIE's janitorial services are currently provided by temporary cleaning staff with a contract expiration of September 30, 2018. Services provide twenty-four (24) hour, seven (7) days per week, and three (3) shifts per day and combines the work currently provided by the temporary janitorial service, as well as providing occasional services such as floor stripping or polishing. The price also includes all janitorial and paper supplies for the department. AFS provides like services at Sarasota's airport, who have given satisfactory reviews to PIE staff.

Fiscal Impact:

Approved sixty (60) month expenditure not to exceed:	\$10,073,604.20
Annual increase due to change Order No. 1	\$892,547.16
Total term increase due to Change Order no. 1:	<u>\$ 4,462,735.80</u>
Total estimated expenditure not to exceed:	\$ 14,536,340.00
Revised estimated annual amount not to exceed:	\$2,907,268.00

Funding is derived from the operating budgets of requesting departments.

Staff Member Responsible:

Andrew W. Pupke, Director, Real Estate Management
Thomas R. Jewsbury, Director, Airport
Joe Lauro, Director, Purchasing

Partners:

N/A

Attachments:

Service Order Quote - Additional Pinellas Locations
Service Order Quote - Lealman Campus
Quote/Scope of Work - St. Pete Clearwater Airport



August 14, 2018

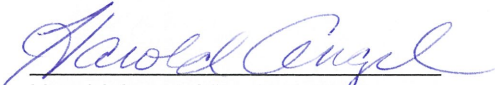
JANITORIAL SERVICES PRICING QUOTE FOR

Pinellas County

Monthly pricing to provide Level A cleaning (5 days per week) to the following locations:

LOCATION	SF	Yearly Cost/SF	Monthly	Yearly	5 year
Sheriff's North Station	19,000	\$1.08	\$1,710.00	\$20,520.00	\$102,600.00
Sheriff's Purchasing Warehouse	22,598	\$1.08	\$2,033.82	\$24,405.84	\$122,029.20
Sheriff's Facility Services	12,100	\$1.08	\$1,089.00	\$13,068.00	\$65,340.00

- All cleaning will be done per contract #167-0450-B (JJ) specifications
- American Facility Services will supply all cleaning equipment and chemicals


Harold Angel, Vice President

1325 Union Hill Industrial Ct., Suite A
Alpharetta, GA 30004
770-740-1613



August 13, 2018

To: Kimberly M. Circello

Re: Lealman Campus (LCC)

JANITORIAL SERVICES PRICING QUOTE FOR

Pinellas County

Monthly pricing to provide Level A cleaning (5 days per week) to the Lealman Campus

22,430 SF @ \$0.095/SF = \$2,130.85 per month

Day Porter Service, 1 person, 40 hours per week @ \$16.00/hour = \$2,560.00 per month

Service Level C cleaning for the gymnasium – 15,400 SF @ \$0.06/SF = \$924.00 per month

Total: **\$5,614.85** per month

- All cleaning will be done per contract #167-0450-B (JJ) specifications
- American Facility Services will supply all cleaning equipment and chemicals

Harold Angel, Vice President



July 10, 2018

PRICING PROPOSAL FOR

St. Pete - Clearwater International Airport

Monthly pricing to provide full 24 hour, 7 days per week, 3 shifts per day janitorial services at the airport.

Base Year 10/1/18 9/30/19	Option Year 1	Option Year 2	Option Year 3	Option Year 4
\$58,000.00	\$58,000.00	\$58,000.00	\$58,000.00	\$58,000.00

Project work beyond the attached specifications or additional labor will be billed as follows:

Carpet Extraction: \$0.18 per square foot

Strip and Wax Floors: \$0.20 per square foot

Additional Man Hours: \$14.00 per man-hour

- Pricing includes all paper supplies, plastic liners, and soap
- Pricing includes service at the Sheriff's Hanger twice per week
- Pricing includes service at the Maintenance Facility three times per week
- All cleaning will be done per the attached specifications
- American Facility Services will supply all cleaning equipment and chemicals


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CLEANING SPECIFICATIONS

1. Scope of Work

The Provider shall provide all labor, management and supervision, expertise, materials, equipment, chemicals and supplies, and incidentals required to perform custodial / janitorial cleaning services at the Airport and related facilities as described in these Technical Specifications. Such custodial / janitorial cleaning is referred to below as the "Work."

2. Performance Standards

- A. The Provider shall perform all of its obligations in accordance with the Technical Specifications, and in a professional and business-like manner so that janitorial cleaning and maintenance services are performed in a timely and uninterrupted fashion. The Provider shall use its best efforts to coordinate its activities with and adjust these activities to meet the needs and requirements of the Airport and to perform its activities so as not to annoy, disturb, endanger, unreasonably interfere with or delay the operations or activities of the Airport.
- B. Services hereunder will be provided twenty-four (24) hours per day, seven (7) days per week, including holidays, without exception. The Provider will work the following shift hours:

FIRST SHIFT 7:00 A.M. to 3:30 P.M.

SECOND SHIFT 3:00 P.M. to 11:30 P.M.

THIRD SHIFT 11:00 P.M. to 7:30 A.M.

- C. The Provider shall perform routine cleaning, as outlined in the Technical Specifications, twenty-four (24) hours per day, on all three (3) shifts, with particular emphasis on the first and second shifts.
- D. The Provider shall perform detail routine cleaning and Project Cleaning, as outlined in the Technical Specifications, primarily on the third shift. Some Project Work may also be required on the first and second shifts and must be approved by the Airport.

3. Provider's Organizational Structure

- A. Provider shall designate in writing, a Representative at the corporate headquarters level whose responsibility includes monitoring Provider's compliance with the terms and conditions of the Janitorial Services Agreement and assuring adequate support for Provider's operations thereunder at the corporate level.
- B. Provider's organizational structure shall include an on-site Job Manager, an on-site Quality Control Administrator, janitorial shift supervisors, and janitorial cleaning and project employees to perform the Work. Provider shall use its best effort to retain and continue the assignment of the key management personnel to the Airport.
- C. Provider agrees to provide and review with the Airport an updated organizational chart at least three (3) working days before any significant change occurs in either the management reporting relationships or the staffing of the Provider's operation.

- D. If the Airport has any concerns respecting Provider's performance or perceives any other difficulty with accomplishing the Work, the Provider's corporate level representative responsible for monitoring the Work shall meet with the Airport within three (3) working days after a request for a meeting, to discuss and determine the appropriate action needed to respond to or address the conditions or circumstances giving rise to the Airport's concerns.

4. Provider's Personnel

- A. The Provider will abide by all state and federal regulations on wages and hours of its employee's including, but not limited to the Florida Human Relations Act, the Federal National Labor Relations Act, the Federal Fair Labor Standards Act, the Federal Civil Rights Act of 1964, as amended, and the Americans with Disabilities Act.
- B. The Provider shall require all prospective employees to show proof of citizenship, or proof from the United States Immigration and Naturalization Service of valid entry permits and/or work permits, and that they are legal aliens eligible to be employed in the United States.
- C. The Provider shall maintain a drug-free workplace within the meaning of the Florida Drug-Free Workplace Act. No employee shall be hired by a Provider for work on Airport's premises prior to such employee having tested negative for drugs. Such drug test results shall be available to the Airport. In addition, existing employees of the Provider must be subject to drug testing by the Provider upon reasonable suspicion of drug use.
- D. The Provider shall instruct its personnel that no gratuities shall be solicited or accepted for any reason whatsoever from the tenants, customers or other persons at the Airport.
- E. A valid Florida driver's license (commercial driver's license, if applicable) is required of all personnel operating motor vehicles or motorized equipment on roadways in or around the Airport. Each of the Provider's motor vehicles or carts brought onto the Airport's premises shall have the Provider's business name and/or logo prominently displayed on the doors of such vehicles.
- F. The Provider shall maintain a list with the Airport showing the names and addresses of all employees and the positions of said employees who perform the duties outlined in the Service Provider Agreement.

5. Uniforms

- A. The Provider shall furnish and maintain uniforms and a uniform service for all employees as follows. The service shall be at no expense to the employee except as indicated herein.

- B. All uniforms shall be submitted to the Airport for approval before commencement of work under the Service Provider Agreement and are subject to continual approval by the Airport throughout the term of the Service Provider Agreement. In addition, the Provider is specifically prohibited from utilizing any uniform styles that closely resemble the approved uniform(s) for any other Provider or tenant at the Airport.
- C. The uniform service must include a minimum of six (6) complete sets of uniforms and must be equal to, or better than, the uniform service provided by the Airport for Airport Maintenance employees. The uniform service will include all laundering, repairs, pressing, replacement, spot removal and insignia embroidering or fastening and name tags. The Provider's employees must wear the uniform in an acceptable standard fashion. Provider's employees must wear a freshly-laundered uniform daily. Uniforms that are soiled, stained, torn, disheveled, or in any way ill-fitting or unsightly, must be replaced by the uniform cleaning service at no expense to the employee. However, employees will not be exempted from replacement or repair resulting from employee's acts of negligence, vandalism, or disrespect and abuse of the uniform.
- D. The uniform shall have identification insignia and a name badge of a type and style, which must be approved by the Airport and the Provider's employees must wear only the approved uniform and I.D. badge and insignia at all times while working at the Airport. The basic uniform will be white trousers and white, front buttoned, collared shirt with the Provider's identification or logo on the right sleeve, the American Flag Emblem on the left sleeve, and the name tag securely fastened on the upper left front side of the shirt. White shoes and white socks will be standard for all of the Provider's custodial employees. The employee shall be responsible for supplying his or her own shoes and socks. The shoes and socks must be neat, clean and in good repair at all times when the employee is working on the Airport. The Project Workers shall wear the same uniform combination, however the shirts, pants, shoes and socks shall be a darker color approved by the Airport. The Job Manager and Quality Control Administrator shall wear generally accepted business attire.
- E. Failure of an employee to wear the approved uniform in a proper manner during work hours will be cause for the Airport to require removal of that employee from Airport property. Male employees must wear their uniform top tucked into the pants in a suitable manner, and shall also wear a matching white belt furnished by the uniform provider. Female employees shall wear a smock-type top, evenly hemmed along the bottom of the blouse, and shall not be required to tuck the top into the trousers. Hats will be allowed for any employee that wishes to wear one, but it must be white in color with the logo of the Provider on the front, and be neat and clean and worn in the proper manner. Employees wishing to wear a sweater shall be issued an appropriate sweater of a style and color to be approved by the Airport and conforming to the identification requirements for uniform shirts. No unapproved garments shall be allowed to be worn over or wrapped around the uniform.
- F. Employees assigned to work at curbside and along the street shall be issued a bright orange reflective safety vest to wear. This vest shall be worn on the outside of any other clothing worn by the employee at all times while working these areas.
- G. Employees assigned to work outside shall be issued a winter jacket of a color to be approved by the Airport and conforming to the identification requirements for uniform shirts.

6. Obligations of the Airport

Airport shall furnish the Provider, at the Airport's sole cost and expense, with all utility service generally available in the terminal complex and required by the Provider to perform its obligations and functions under this Agreement. Telephone, fax, and computer e-mail and internet service shall be at the Provider's expense.

7. Breaks and Break Rooms

- A. Provider's employees in uniform are prohibited from loitering in the terminal complex while at lunch, on breaks, or when not actually engaged in performing janitorial cleaning work.
- B. A nonexclusive area for use as a lunch room and area for Provider's employees to take designated "breaks" at the scheduled time or times.
- C. Provider will be fully responsible to ensure that all such break rooms/lunch rooms are kept clean and neat at all times.
- D. Provider shall instruct its employees to use the break/lunch room whenever practical in order to minimize loitering in the terminal complex by Provider's employees. Breaks and lunches shall be staggered, as coordinated by the shift Supervisors, to ensure cleaners are on duty in public areas of the terminal at all times.

8. Office, Locker Room and Storage Space

- A. Airport will furnish the Provider, at the Airport's sole cost and expense, a reasonable amount of office, employee locker room and storage space and janitorial closets for the storage of Provider's supplies and the equipment required to perform the Work in such locations in the terminal complex as the Airport shall determine, in the exercise of its sole discretion. All such space is provided to Provider in "as is" condition. At the termination of the Agreement, all such space shall be returned to Airport in the same condition as when received, reasonable wear and tear excluded.
- B. The Provider shall store all supplies, materials and equipment in storage areas and janitorial closets. The Provider shall bear all risk of loss, damage or theft of any supplies and equipment stored in such space. The Provider agrees to keep these areas neat and clean at all times and to comply with all applicable regulations, codes and airport regulations regarding to storage.

9. Communication between the Airport and the Provider

- A. The Airport shall designate the Owner's Authorized Representative (OAR) for this Service Provider Agreement to manage the day-to-day activities of the Provider. The OAR shall be the primary point of contact for the Provider's Job Manager and Quality Control Administrator.
- B. The OAR shall answer any questions which may arise as to the quality of work performed, the manner of performance, the rate of progress of the work and the acceptability of chemicals, supplies, tools and equipment furnished by Provider.
- C. The OAR shall also respond to questions which may arise as to the Airport's interpretation of these Technical Specifications including, but not limited to, the Scope of Services, cleanliness standards and Airport's satisfaction with the level of Provider performance under the Service Provider Agreement.

- D. If the Provider disagrees with OAR's determination regarding any question or issue, the Provider may request the matter be submitted to the Facilities Department for final determination.

10. Keys

- A. Prior to the commencement of the Service Provider Agreement, the Airport will issue to the Provider the terminal complex keys needed to access the areas where Provider will be required to perform the Work.
- B. Provider shall be responsible to maintain positive control of such keys at all times and shall:
 - 1) Not permit keys to be taken off Airport property
 - 2) Keep keys out of the sight and reach of the public
 - 3) Keep a written daily log of persons furnished with keys
 - 4) Keep keys not in use in a securely locked box furnished by the Provider
- C. The Provider shall not permit any individual the access to or have keys that will permit access to sensitive areas, such as locked rooms or restricted areas where confidential data, materials, supplies, or equipment is located, until the Airport determines that permitting access by such individual to such sensitive area will not be contrary to Airport's interests. In making such determination, the Airport must be satisfied that the appropriate background checks have been completed with respect to such individual and that there is no other information, instruction, rule or regulation which would reasonably prohibit access to a sensitive area by such individual.
- D. At the beginning of each shift, Provider may issue keys only to those employees with proper security clearance. All keys shall be collected and accounted for at the end of each shift.
- E. Provider shall promptly report any lost or missing keys to Airport and shall be responsible for the reasonable cost to install new locks or to replace the keys.
- F. Provider shall return all terminal complex and related airport facility keys in its possession to the Airport at the end of the Service Provider Agreement.

11. Safety and Job Training Program

- A. The Provider shall provide each employee engaged in the performance of the Work under this Service Provider Agreement with the initial and recurrent training needed to safely and competently perform the Work hereunder.
- B. The Provider shall maintain as a part of each employee's employment record a training record for that employee. The training record shall show, at a minimum, the employee's name, date of employment, and the type and date of each training class attended. A transcript of the training records shall be made available to the Airport upon request.
- C. All such employee training shall be furnished at Provider's expense. Provider shall give the Airport a schedule of training classes (before the training is to take place). The OAR will supply Provider with a room (when available), material regarding Airport rules

and regulations and procedures for presentation of such information to Provider's employees. The OAR may attend such classes to monitor content.

- D. At a minimum, each employee shall receive training in the following areas as soon as practical after employment or when new procedures, methods, equipment or chemicals have been introduced.
- 1) General orientation, areas of Provider's responsibility
 - 2) Introduction to Provider's assignment areas
 - 3) Chemical usage and safety precautions to include the Material Safety Data Sheets (MSDS).
 - 4) Tools and equipment, operations and general safety
 - 5) General Airport procedures, security, ID badges, keys, assisting passengers
 - 6) Restroom cleaning and disinfecting
 - 7) Common mistakes
 - 8) Floor care and maintenance
 - 9) Safety issues, compliance with OSHA ACT of 1970
 - 10) Blood-borne pathogen safety program
 - 11) Owner's recycling program
 - 12) The AOA driver's course (as applicable)
 - 13) Airport Emergency procedures

12. Cleaning Supplies and Materials to be furnished by the Provider

- A. The Provider shall be responsible for furnishing and maintaining at the terminal complex an adequate stock of all required cleaning supplies and materials necessary to perform the Work.
- B. All cleaning products and chemicals used in performing the Work under this Service Provider Agreement shall meet the Airport's minimum standards and shall conform to and be used in strict compliance with all federal, state and local environmental and safety laws and regulations.
- C. All approved cleaning chemicals must have:
- 1) An original label on the containers.
 - 2) A label or brochure which contains instructions for use for each type.
 - 3) A copy of OSHA Form 20 Material Safety Data Sheet, or equivalent, for all chemicals used in the performance of the Work. A copy of OSHA Form 20 shall be provided to Owner.

Provider shall maintain on file, a copy of the chemical specifications for each chemical used in Performing the Work. The chemical specifications shall contain safety warnings and safety instructions.

D. The Provider shall not use products containing ammonia, chlorine, bleach, or powdered cleansers without the prior written permission of the Airport.

E. Cleaning Products Required:

The Provider shall furnish the following types of cleaning products to be used in the Work, including, but not limited to, the following:

- 1) Acid-type bowl cleaner - for use in de-scaling and disinfecting toilet bowls and urinals. This cleaner must be able to remove soil, rust, lime scale and uric encrustation as well as to disinfect and deodorize the toilet bowls and urinals under normal conditions.
- 2) Carpet cleaning and spot removal chemicals - suggested manufacturer's care instructions for use in regularly cleaning and removing spots and stains. These products must be capable of removing oil and water-based stains including lipstick, oil, grease, soda, coffee, tea, wine, and shoe polish.
- 3) Germicidal detergent - for use in cleaning restrooms, drinking fountains, and other areas which offer conditions conducive to the growth of micro-organisms, and where risks of cross-infection exist. A single product of synthetic detergent and germicide compound designed for general cleaning and disinfecting in one (1) operation is recommended.
- 4) Glass cleaner - primarily for use on windows, mirrors and other glass surfaces, to spot clean and wash glass and certain other synthetic surfaces where slight spotting or streaking would be detrimental to the appearance of the area. The recommended cleaner should be a concentrate, which is mixed with water before using.
- 5) Graffiti Remover - primarily for use in removing vandalism marks from washable surfaces such as graffiti from walls, partitions, doors or other surfaces. Provider's employees must be advised to use extreme caution when using this type product so that it does not damage the surface being cleaned.
- 6) Gum remover - a small, specialized can of "Gum Remover" used primarily to remove chewing gum and other sticky substances from carpet and upholstered furniture.
- 7) Lotion-type cleanser - a nonabrasive disinfectant cleanser for the cleaning of porcelain surfaces and for general maintenance use to remove hard-to-remove soil from walls, furnishings, fixtures, etc. No powdered-type cleanser may be used as such products are normally too abrasive and tend to damage the surfaces on which they are used.
- 8) Neutral detergent - liquid concentrated compound suitable for wet cleaning on both painted and unpainted surfaces where hard or soft water prevails for use on wood, rubber, asphalt tile, porcelain stone tile, marble, concrete floors and other surfaces. This product must be an effective soil remover for use when mopping, wall washing, spot cleaning of synthetic furniture coverings, etc.

- 9) Soap and scum - remover, primarily for use to remove body oils, soap scum, mold and mildew, hard water deposits, and rust stains in shower rooms and wash rooms.
- 10) Spray-buff solution - a ready-to-use, water based emulsion cleaner and polish used for the spray buffing of polished floors. It must be intended for use on and not be detrimental to, sealed or finished wood surfaces, asphalt tile, porcelain stone tile, linoleum, rubber, vinyl composition, and sealed concrete surfaces. The product must restore gloss and remove scuff and heel marks.
- 11) Stainless steel cleaner and polish - for use on stainless steel and other unpainted metal surfaces to remove soil from polished metal surfaces and to reduce the smudging and soiling of such surfaces. Provider's employees should be advised that the application of too much polish would tend to leave the surface with an oily appearance, will attract soil, and show evidence of smudges more readily.
- 12) Upholstery shampoo - for use on all fabric furniture located throughout the terminal complex.
- 13) Steam cleaning chemicals - for use when using steam-cleaning machinery.

The Provider shall utilize an approved automated chemical dispensing system for at least the primary cleaning products listed above, to include the Germicidal Detergent, Glass Cleaner, Neutral Detergent, and Spray Buff solution. The automated chemical dispensing systems should be located in readily-accessible janitorial closets or in the Provider's office area. Approved chemical dispensing systems include those manufactured by SC Johnson, 3M, and Butcher's.

13. Routine Supplies and Materials Furnished by the Provider

- A. The Provider will furnish the following proper items to be used in performing the Routine Work:
 - 1) Paper towels for dispensers
 - 2) Toilet tissue and toilet deodorizer
 - 3) Hand soap for dispensers
 - 4) Sanitary napkin bags
 - 5) Trash receptacle liners for large and small receptacles
 - 6) Disposable commode seat covers
 - 7) Urinal screens incorporating deodorizer tablets
 - 8) Sanitary napkins and tampons
 - 9) Baby changing table covers.

- B. All items above will be procured by Provider and stored in authorized storage rooms.
- C. Provider will be responsible for keeping an inventory of materials and supplies required to ensure an adequate supply of such products is always on hand to meet requirements.

14. Hand Soap and Paper Product Dispensers - Restroom Fixtures

- A. Airport will supply all hand soap and paper product dispensers.
- B. Any defective or damaged dispensers or restroom fixtures which are not operating properly will be reported to the Airport's Facilities Department.

15. Accident/Incident/Damage Reports

- A. Provider shall promptly notify Airport of any incidents or accidents arising out of the performance of this Agreement involving property damage or personal injury. Notice must include an assessment of any damage or injury, which may result from such action.
- B. Provider shall promptly complete any report forms required by Airport describing the incident or accident.
- C. Provider shall be responsible for all claims arising out of any such incident or accident as provided in the General Conditions.

16. Waste Removal

- A. All collected trash must be transported by the Provider to area(s) designated by the Airport.
- B. All debris generated in performing the Work will be removed as directed by Airport during each shift by Provider.
- C. Provider shall be responsible to police and clean the designated trash disposal area following each trip to deliver and dispose of trash, and activate the compactor. The Provider shall notify the Airport's Facilities Department any time the compactor(s) are approaching maximum capacity or are not functioning properly.
- D. Sharps containers shall be taken to an area designated by the Airport OAR for delivery to the ARFF disposal area.

17. Lost And Found

Provider shall ensure that all articles found by its employees are turned in to the Owner's LOST AND FOUND DEPARTMENT or its agent in charge of such articles no later than the end of each shift.

18. Communications Equipment - Cell Phones and Radios

- A. The Provider shall furnish cell phones to be used by the Job Manager, Quality Control Administrator, Duty Supervisor, Project Workers and Crew.
- B. Provider shall furnish the Airport with all cellular and direct connect contact numbers, some of which will be published in the airport's internal telephone directory to enhance customer service. Provider shall exercise reasonable care in the operation and use of

the radios, and shall promptly repair or replace any defective or non-functional radios or cellular service plans at Provider's expense.

19. Provider's Quality Control Program

- A. Provider shall establish, provide and maintain an effective Quality Control Program, acceptable to the Airport.
- B. Provider's Quality Control Program shall be administered by a separate Quality Control Administrator. The quality control administrator must have the Airport to take immediate remedial or corrective action when the Airport's cleanliness standards are not met.
- C. Provider, subject to approval by Airport, may make revisions to its Quality Control Program, following prior written notice specifying the details of the changes, which Provider deems necessary to maintain an effective level of quality control.
- D. Quality Control Program shall contain, at a minimum, the following items:
 - 1) Facility and Operational Inspection Program(s).
 - 2) Communication procedure with the Airport's OAR.
 - 3) Documentation of quality control activities
 - 4) Means for initiating corrective action when Airport's cleanliness standards are not being met.
 - 5) Any additional elements to the Quality Control Program that the Provider deems necessary.
- E. At any time during the term of this Agreement or any extensions of such term, if in the Airport's opinion, Provider's Quality Control Program is not effective in that some or all of the services provided by the Provider fail to conform to the Airport's cleanliness standards, the Airport in its sole discretion and in addition to any other remedies which may be provided under this Agreement, may require Provider to suspend any part or all of its operations hereunder until Provider takes appropriate corrective action.

20. Inspection Programs

- A. Quality control inspections and surveillance (announced and unannounced) shall be the responsibility of the Provider. Inspections shall be performed daily by Provider's quality control administrator to ensure continuing compliance with Agreement requirements.
- B. All inspections shall be documented by the Provider using inspection forms developed by Provider in cooperation with Airport and include, at a minimum, an evaluation of the routine and project cleaning work performed within the prior twenty-four-hour period.
- C. Provider shall maintain a daily record of all inspections performed by Provider's quality control personnel. These daily inspection reports shall provide factual evidence that continuous quality control inspections have been performed and shall, at a minimum, include the following:
 - 1) Identify inspection conducted-locations, items and times

- 2) Results of inspections
 - 3) Location and nature of defects found if and
 - 4) Remedial or corrective actions taken or proposed
 - 5) Compliance with the technical specifications
 - 6) Overall cleanliness rating
- D. Inspection reports must be reviewed and signed by the Quality Control Administrator to indicate that the work described in each daily inspection report has been satisfactorily completed. A legible copy of all completed inspection reports will be forwarded to the Airport's OAR at the beginning of the next day, or as otherwise requested.

21. Quality Control Activities

- A. Provider shall also inspect and maintain records of inspection for the following items:
- 1) Equipment-conditions, operations and operating techniques, appearance and cleanliness
 - 2) Cleaning solutions, compliance with specifications on site
 - 3) Training records
 - 4) Administration and review of the Quality Control Program
 - 5) Environmental and safety compliance
- B. Provider shall maintain all daily inspections and quality control records on site for a minimum of one hundred twenty (120) days.

22. Corrective Action

- A. Provider's Quality Control Program shall indicate the appropriate action to be taken when an area or item is deemed, or believed, to be out of compliance.
- B. The requirements for corrective action shall include both general requirements for operation of Provider's Quality Control Program as a whole and for individual items of work contained in the technical specifications.
- C. Provider's Quality Control Program shall detail how the Provider will re-inspect those areas where corrective action is needed to assure that remedial action has in fact been taken.

23. Communication with Airport's OAR

Provider shall keep on file and furnish the Airport each day a report, which includes the following:

- A. A list of the names of all personnel present for work during the current shift, showing shift-by-shift the positions filled by each person in the overall-cleaning program.

- B. The positions and areas covered on a shift-by-shift basis.
- C. A list of ongoing projects that began, were completed, and inspected by quality control staff the previous day.
- D. Information that the Provider and OAR or designee(s) have exchanged information on a daily basis to assure that both Provider and Airport identify those areas that need to be cleaned.

24. Scavenging

The Provider shall develop, implement and maintain adequate procedures including termination to ensure that no contract employee(s), including subcontract employees, scavenge any items from any Airport buildings or properties or tenants.

- A. The Provider's cleaning employees will come to the APD Office after finish of shift and/or prior to leaving Airport Property Provider personnel shall be subject to inspection by the Airport Police Department of uniforms bags, pockets or other types of carry items that they are removing from the property. This will be in effect during or after each shift worked.
- B. Cleaning carts and their contents shall be subject to random inspection on SMAA property by APD.

25. Provider's Technical Qualifications

The Provider shall be currently and properly licensed as a janitorial services company, directly and actively engaged in furnishing commercial janitorial services at similar sized and/or complex facilities to those included in the Service Provider Agreement and with sufficient technical expertise, equipment, supplies, and personnel to properly service the facilities specified herein.

26. Performance of Services

The Provider, in accomplishing the work described in these specifications, will adhere to the following procedures:

- A. The Job Manager and Supervisors shall be responsible for and ensure strict Service Provider Agreement compliance at all times. The Manager shall fully support and comply with the Airport's Computerized Maintenance Management System (CMMS) system, or work order telephone system at all times and shall promptly notify the Airport of any needed repairs or damages to fixtures, building and appurtenances. Each Manager/Supervisor shall personally complete and document facility and restroom inspections evaluation throughout and at the end of their shift or duty period. These reports shall be available for review by the Airport at all times and shall be forwarded to the OAR for review by the end of each day.
- B. In order to achieve proper Service Provider Agreement coverage, the Provider shall provide the required janitorial personnel and complete routine janitorial duties as outlined by the Airport in the Janitorial Routine Work Plan. All additional assigned Airport CMMS work orders shall be incorporated into that day's Routine Cleaning work or Special Projects work schedule, completed and returned properly filled out, to the Airport's OAR in a timely manner. Assigned personnel shall be completely trained, properly supervised and shall be technically qualified to safely and efficiently provide the services included within the scope of the Service Provider Agreement. The Provider shall make every effort to retain the same janitorial personnel on daily job assignments so

they will be thoroughly familiar with the areas and procedures for accomplishment of the Work.

- C. Provider's personnel and any subcontractor to the Service Provider Agreement shall not solicit or accept, for any reason whatsoever, any gratuity from the passengers, tenants, customers, or other persons using the premises. Further, all items of value found by Provider personnel or any subcontractor during the performance of duties under the Service Provider Agreement shall be immediately turned into the Airport's Police Department. The Job Manager and each Supervisor shall be responsible for ensuring that these policies are thoroughly understood by each employee and strictly enforced at all times.
- D. Provider, Provider personnel, and any subcontractor to the Service Provider Agreement shall not sit down, take breaks, or otherwise loiter in any public area of the Airport while on duty, or off duty in uniform.
- E. The Provider will, within sixty (60) days after the Notice-To-Proceed, prepare for the Airport's review and acceptance, a comprehensive training program syllabus covering all phases of the Janitorial requirements and individual job responsibilities of the Service Provider Agreement. Each employee shall complete an initial training program as outlined in the syllabus and at minimum, complete annual refresher training on the duties, responsibilities and technical aspects of their job. The Provider shall keep accurate records of each employee's initial and on-going training.
- F. Damages caused by the Provider's or subcontractor's personnel through abuse, neglect, or misuse of equipment or supplies and considered other than normal wear and tear shall be reimbursable to the Airport or others by the Provider.
- G. The Airport may adjust the quantities and cycles of work along with the number of man-hours specified herein to ensure that the work is performed properly and on a regular basis with relatively equal time lapses between cycles. The Airport's Representative will work with the Provider to plan Routine Cleaning work schedules and Special Projects work in such a way that it achieves maximum coverage and is uniformly distributed throughout the year.
- H. The Provider shall respond immediately to all "emergency" calls by the Airport. All emergency calls completed by the normally assigned staff shall be at no additional cost to the Airport.
- I. The Job Manager, Quality Control Administrator, and shift Supervisors, including fill-in Supervisors, shall be capable of clearly speaking, understanding, reading and writing in English while performing in these capacities.

27. Records and Reports

- A. The Provider shall furnish at their cost, and use a minimum of two (2) fully automated, personal computers to accommodate (PC) based janitorial maintenance, accounting and other programs as necessary to keep records and data; provide internet access and e-mail communication capability with the Job Manager and Quality Control Administrator, and to produce documents, reports and invoices pertaining to its activities at the Airport. All documentation shall be in such detail as to permit the Airport to ascertain the Provider's full compliance with all the requirements of the Service Provider Agreement and all applicable laws. The Provider shall furnish the Airport copies of any such documentation upon request. All data and records shall become the property of the Airport at the conclusion of the Service Provider Agreement.

- B. The Provider shall provide computer generated reports, invoices and documentation as listed herein or otherwise requested to the Airport. From time to time additional documentation, reports or changes to their content may be required. The Provider shall furnish the required information as soon as possible but, in all cases within thirty (30) days of the request unless otherwise agreed in writing by the Airport.
- C. Records and Reports – The Provider shall establish, provide and maintain, at a minimum, the following items:
 - 1) Web-based access to system by Airport for the purposes of viewing current staffing and reports.
- D. Daily Report - to include incidents, problems, facilities outages or malfunctions and any other unusual occurrences noted during the previous day.
- E. Required Weekly Reports:
 - 1) Job Manager's Report to include:
 - a) Manager's time - to include some third shift coverage weekly.
 - b) Quality control administrator's shifts and time.
 - c) Vacation, seminars/trade shows scheduled or attended.
 - d) Personnel Status - to include position turnover and incidents.
 - e) Complaints to include: who from, how handled, and recommendations.
 - f) Manager's daily shift inspection summary to include deficiencies noted and action taken.
 - 2) Special Projects Progress Report to include:
 - a) Those projects assigned and estimated percent of completion.
 - b) If behind schedule, the steps to be taken to ensure completion on time.
 - c) Any supply, machinery or personnel problems that may impact future scheduling.
 - d) Recommendations for needed project work, new projects, or procedural changes for Airport evaluation.
 - 3) Monthly Documentation:
 - 1) Special Projects Invoices
 - 2) Prepare and submit monthly invoice(s) ending on the last day of a regular week (or pay period, as applicable) nearest the end of the month. These invoices, along with corroborating records, will be submitted to the Airport for review.
 - 3) Provide copies of invoices for materials and supplies to be provided to the Airport.
 - 4) Monthly Invoices - Submit the monthly invoice no later than the tenth day of each month for the preceding month. These invoices, along with corroborating records, will be submitted to the Airport's representative for review.

28. Equipment and Supplies

- A. No goods, merchandise or material shall be kept or stored by the Provider at the Airport which are explosive or hazardous; and no offensive or dangerous trade, business or occupation shall be carried on therein or thereon. Nothing shall be done in the performance of the Service Provider Agreement, which will increase the rate of or suspend any insurance policy or coverage of the Airport.
- B. Provider certifies that all materials, equipment, etc., used in the performance of the Service Provider Agreement meet all Occupational Safety and Health Act (OSHA) and applicable environmental requirements.
- C. The Provider shall furnish all equipment, tools, materials and supplies including toilet tissue, toilet seat covers, plastic liners, paper towels, sanitary napkins, white sand, and hand soap. Descriptions and/or suitable brand types are indicated for many of the equipment items, chemicals and materials to be used by the Provider. The brands and models specified are recommended for use; however, the Provider may submit a proposed equal substitute to the Airport for consideration and approval.
- D. A complete list of cleaning materials, supplies and equipment to be used by the Provider shall be submitted to the Airport prior to beginning work. The list must show generic-type, brand name, model number (if applicable), product name (if applicable) and catalog number. In the case of cleaning chemicals, a copy of the Material Safety Data Sheet must be provided.
- E. Original invoices from Manufacturer or Distributor for supplies utilized at the Airport shall be furnished along with the monthly management fee to Accounts Payable.
- F. All equipment shall be new at the beginning of the Service Provider Agreement and shall be maintained in good, clean, totally functional operating condition at all times throughout the term of the Service Provider Agreement, as approved by the Airport.
- G. The Provider is responsible for the safety of its employees, other Airport employees, the public and the protection of property regarding any claims related to the equipment and supplies furnished under the terms of the Service Provider Agreement.
- H. Liquid cleaning supplies shall be purchased in one-gallon plastic containers, unless otherwise approved by the Airport. The container shall be properly marked with the EPA-approved label, including all warnings and antidote requirements. The plastic containers shall not be reused. All containers used on janitorial carts must contain proper labeling and warning cautions. Provider shall be assessed a penalty of fifty dollars (\$50) per occurrence for failure to comply with this provision.

APPENDIX A

STANDARD PROCEDURES FOR ROUTINE CLEANING

Included herein are standard procedures to be followed by the Provider in the performance of the Routine Cleaning duties.

1. PROCEDURE 1 - CLEAN INTERIOR PUBLIC AREAS [First and Second Shifts]

- A. Use a long-handled yarn wick dust mop to sweep dirt and dust from the tile floors, and use long-handled dust pan and broom to pick-up any trash dropped on floors, stairways, elevators, and escalators.
- B. Empty waste receptacles and replace torn or soiled plastic liners. Clean the outside of the unit if any soil is evident.
- C. Spot-clean spills or water accumulation using the appropriate technique. Large spills or water accumulation, i.e., those where the clean-up effort would substantially impact the passenger flow or would in any way put passengers at risk, will be blotted dry to prevent a slipping hazard and will be mopped up, or if on the carpet, referred to the designated spotter and/or third shift for detail cleaning. If the spill, due to its nature, e.g., paint, must be fully treated immediately, the area must be isolated from the public using barricades approved by the Airport during treatment and drying.
- D. All first and second shifts custodial personnel assigned this procedure will be equipped with the necessary chemicals and equipment for gum removal, and it will be their responsibility to find and remove gum at all times.
- E. Spot-clean glass windows or partitions as needed. Spot clean all vertical and horizontal surfaces as needed.
- F. Remove all debris from seats, tables and floor at seating units, taking care that the material is abandoned before removing.
- G. Police interior planters. Remove debris and clean and dust tops and sides as needed.
- H. Report items requiring mechanical maintenance to the Shift Supervisor or Crew Leader.
- I. Other duties as assigned.

Note: Custodial personnel shall be polite and helpful to the public at all times.

2. PROCEDURE 2 - PUBLIC RESTROOM AREAS [Day and Evening Shifts]

- A. Empty waste receptacles. Pick up any litter.
- B. Replace any disposable plastic liners which are soiled or torn.
- C. Supply and re-stock toilet paper, towels, toilet seat covers, feminine napkins, tampons and hand soap, as needed.
- D. Clean soiled basins, toilets, or urinals, with cloth and cleaner disinfectant solution in plastic spray-bottle. Dry toilet seats with cloth; Use lotion-type cleanser on heavy soil.

- E. Clean spills with mop and cleaner-disinfectant solution.
- F. Use plumber's plunger to unstop any plugged toilet.
- G. Report any malfunctions noted to the Supervisor, Crew Leader, Manager or Airport's Facilities Department representative as appropriate.
- H. **At a minimum, each public restroom shall have Items A. through G. above accomplished before and/or after each flight at least two or three times per hour.**

3. PROCEDURE 3 – SIDEWALKS, PATIO and PET AREAS [Day, Evening, and Night shifts]

- A. Police all outside areas to include the service drive and front of terminal from plate glass to the opposite side of roadway and the crosswalks to the rental car curb areas.
- B. Police and sweep the first floor concourse, hallways, and walls.
- C. Empty all waste receptacles; wipe out soiled waste receptacles with treated or damp cloth. Replace any disposable plastic liners, which are soiled or torn. Clean sand urns and strain sand; replace sand as needed. Wash waste receptacles as necessary to remove any soil, inside or outside.
- D. Remove any litter, chewing gum or discarded boxes from sidewalks, streets, stairwells, and curb areas. Store discarded boxes in designated areas. Once per shift, transport discarded boxes to specified compactor.
- E. Dust benches, including brackets and legs underneath.
- F. Exterior Curb Areas *
- G. Replace bags and police immediate area around exterior pet relief stations.
- H. Push and remove standing water as needed.
- I. **Personnel assigned to Procedure 3 shall wear a bright orange reflective vest on the outside of all other clothing at all times.**

*Note: Caution must be used to avoid damaging skycap podiums and related equipment, baggage handling system components, expansion joints, caulking and sealants.

4. PROCEDURE 4 - RESTROOMS [Night Shift]

Daily:

- A. Empty waste containers into the waste bag on the cart. Transport to trash truck or staging cart at the end of each shift, or at another convenient time. Replace any disposable liners that are soiled or torn.
- B. Re-supply paper, napkins, tampons, towels and hand soap.
- C. Clean mirrors with glass cleaner in plastic spray bottle and clean soft cloth. Do not use paper towels.

- D. Clean basins, shelves, hardware, spot-clean partitions and walls with cloth or sponge wet with cleaner-disinfectant solution in plastic pail or in plastic spray bottle. Use lotion-type cleaner and cloth or sponge for removing stains or heavy soil, especially on basins. Rinse after use of cleaner. On walls and partitions, wipe dry with damp cloth to prevent streaks.
- E. Clean inside of bowls and urinals with bowl mop, using the cleaner-disinfectant solution from spray bottle or poured from plastic pail over the mop.
- F. Clean toilet seats and outside of toilets and urinals with cloth or sponge and cleaner disinfectant solution in plastic pail or from a plastic spray bottle. Wipe seats dry with cloth.
- G. Spot-clean stainless steel and chrome surfaces. Wipe dry first, and then use a cloth dampened with stainless steel cleaner.
- H. Wash waste containers as needed, or at least weekly.
- I. Remove trash from floor by sweeping with broom and picking up with dustpan.
- J. Mop floor, using cleaner-disinfectant solution in a mopping bucket. Pick up solution with wrung-out mop. Change water after each restroom. About once each week or as needed, the floors should be rinsed after mopping, using clear water. Clean all floor line grout using an approved cleaning solution and process.

WEEKLY:

- A. Clean underside of basins with cloth or sponge and cleaner-disinfectant solution. Clean hardware underneath, using cloth damp with stainless steel cleaner and then wipe dry.
- B. De-scale fixtures, using mild acid-type bowl cleaner, being certain to keep bowl cleaner inside of fixtures.

NOTE: Use plumber's plunger to unstop any plugged toilet. Report any stoppage or leaks that cannot be corrected immediately to your Supervisor or Crew Leader.

5. PROCEDURE 5 - ELEVATORS [Night Shift]

DAILY:

- A. Vacuum floors of carpeted elevator with beater-type vacuum. Spot-clean carpets to remove any soil, stain or gum. For tiled or stainless steel grate floors, sweep floors to remove any soil, stain, or gum.
- B. Clean door track with tank-type vacuum cleaner and wire brush as necessary. Also use broom and tank vacuum to clean next to wall where beating-type vacuum does not clean.
- C. Clean stainless steel elevator walls and elevator doors with clean white cloth. Spot-clean daily to remove marks and smudges and completely clean weekly. Use a small amount of stainless cleaner and polish on stainless steel surfaces, as needed and then rub dry.

WEEKLY:

- A. Vacuum carpets with pile brush and sweep and mop hard surface floors.

6. PROCEDURE 5 - PUBLIC AREAS (Night Shift)

DAILY:

- A. Remove cold material from ashtrays into waste receptacle or waste bag. Empty waste from waste receptacles into waste bag on cart. Wipe out soiled waste receptacles with treated or damp cloth. Replace plastic liners which are torn or soiled. Wash waste receptacle to remove any soil--inside or outside.
- B. Dust all windowsills, ledges and furniture tops, using a lightly treated cloth, dusting mitts, or small dust mop with short handle.
- C. Dust artwork with dusting tool.
- D. Clean smudges and soil from glass doors and windows, using glass cleaner in spray bottle and a clean cloth.
- E. Vacuum clean carpets. Use the large carpet vacuum with beater for open areas and medium duty pile lifter for more congested areas. Use tank-type vacuum under furniture and in places where other machines cannot reach.
- F. Spot-clean carpets to remove stains using an approved process and spot kit materials. Use recommended gum removing product to remove chewing gum.
- G. Dust mop porcelain stone tile and resilient floors with a dry dust mop, keeping the dust mop head on the floor at all times. Pick up soil from floor with dustpan. Vacuum dust mop head periodically to remove dust when a vacuum cleaner is available, or shake out into empty plastic bag, with mop head in the bag.
- H. Clean tops of water fountains with a few drops of lotion-type cleaner. Use a separate cloth for tops of water fountains. Wipe off with dry clean cloth. Clean lower panels with stainless steel cleaner and wipe dry.
- I. Report items requiring mechanical maintenance to the Supervisor or Crew Leader.
- J. Spot-clean finger marks and smudges on walls, door facings & doors. Use detergent solution in a spray bottle and a sponge. Rinse with sponge and clear water in plastic bottle, as needed.
- K. Rearrange furniture per the approved seating plan, where needed.

7. PROCEDURE 7 - CONCRETE STAIRWAYS, NONPUBLIC STAIRWELLS AND LANDINGS [Night Shift]

DAILY:

- A. Monitor to remove litter.
- B. Mop up any spills.
- C. Remove chewing gum with putty knife.

- D. Spot-clean doors. Use broom to knock down any cobwebs.

WEEKLY:

- A. Vacuum-clean treads with pack vacuum.
- B. Wash hand rails with cloth and detergent solution.
- C. Spot-clean walls and risers.
- D. EVERY 2 WEEKS OR AS NECESSARY: Mop stair treads.

8. PROCEDURE 8 - OFFICES, LOUNGE AND CONFERENCE ROOMS (Evening Shift)

DAILY:

- A. Empty and clean all ashtrays with a cloth.
- B. Empty all urns and waste receptacles. Wash out soiled receptacle with cloth and cleaner- disinfectant solution. Replace any disposable plastic liners which are torn or soiled.
- C. Dust cleared areas of furniture tops, shelves, sills and ledges. Use treated cloth or dusting mitts. (Dust vertical surfaces only weekly.) Dust clocks, pictures, including tops and decorative wood paneling on walls and doors.
- D. Spot-clean glass in doors and partitions. Use soft clean cloth and glass cleaner in spray bottle.
- E. Spot-clean doors, walls and furniture.
- F. Vacuum-clean traffic patterns in any carpets using a medium duty pile lifter vacuum and check for spot cleaning. **(Vacuum entire area weekly, including offices, using hose and wand attachments to get under furniture.)**
- G. Dust mop tile and resilient floors with dry dust mop.
- H. Arrange furniture.

TWICE WEEKLY:

- A. Mop resilient and/or tile floors with detergent solution. Rinse when needed with mop dampened with clear water. Mop up spills daily (only mop concrete floors weekly).
- B. Spray-buff scuffed, marked or dull resilient floors and then dust.

MONTHLY:

- A. Vacuum vents.

9. PROCEDURE 9 - HORIZONTAL SURFACES

Cleaning shall be accomplished at least twice per shift. Dust and spray clean all horizontal surfaces including, but not limited to, counter tops, ledges, window sills, planters, displays and monitors, consoles, information booths, tops of displays, removing all dust, dirt, adhered and impregnated matter.

10. PROCEDURE 10 - LIGHT FIXTURES

- A. Shall be accomplished as necessary on the third shift. Dust and remove all dirt and adhered and/or impregnated matters on interior and exterior surfaces.
- B. Shall be accomplished twice per shift. Dust and spot clean.

11. PROCEDURE 11 - STAINLESS STEEL SURFACES

- A. Clean and polish all stainless steel surfaces at least once per day on the third shift.

12. PROCEDURE 12 - TRASH AND ASH RECEPTACLES

- A. Shall be accomplished at least twice per shift. Empty, clean and dry, remove and replace with new plastic trash can liners any plastic liners which are torn or obviously soiled. The liners must be folded back over the rim of the receptacle. All waste receptacles, ash receptacles, and other trash containers shall be emptied and returned to their initial location.
- B. Boxes, cans, papers, etc., placed near a trash receptacle marked "Trash" shall be removed.
- C. Provider shall supply one (1) suitable vehicle to transport all trash to the compactor. Vehicle shall be Ford F-150 cab pickup truck (or approved equivalent vehicle) with oversized truck cap cover and removable bed liners capable of towing international garbage. F-150 pickup truck (or approved equivalent vehicle) shall have less than 20,000 miles and shall be similarly equipped and marked with Provider's logo on the doors. New vehicle shall mean recent model year with fewer than twenty thousand (20,000) service miles. The Provider shall be responsible for the cost of maintenance and fuel for these vehicles.

13. PROCEDURE 13 - BREAK ROOMS (OWNER'S OFFICES)

This shall be accomplished at least once per day on the third shift. Dust and spray clean all horizontal and vertical surfaces including, but not limited to: ledges, sills, desks, counters, file cabinets, credenzas, railings, partitions, columns, tables, counters, shelves, chairs, chair rungs, lamps, stands, consoles, enclosures, housing, baseboards, cabinets, vending machines, clean coffee pots, sinks, furniture, doors, walls, glass, etc. Clean and stock restrooms per standard restroom cleaning specifications. Vacuum all carpeted areas. Clean all hard surface flooring. Brush with a stiff brush and/or vacuum upholstered furniture, including under cushions where applicable to remove dust and debris. Collect trash and clean waste receptacles. Dust blinds and/or other window coverings. Perform high dusting as needed. Dust lights and fixtures. Clean all ceiling vents, diffusers and return air grills.

14. PROCEDURE 14 - CLOSETS – JANITORIAL

This shall be accomplished at least once per day on the third shift. Clean ceiling and ceiling vents. Clean doors. Pick up all litter and trash. Clean concrete floors and tile areas. Dust lights and light fixtures. Empty receptacles as needed. Clean all vertical surfaces. Discard non-usable containers, boxes and chemicals when no longer needed.

15. PROCEDURE 15 - COMPACTOR/TRASH HOLDING AREA

This shall be accomplished each time trash is taken to the compactor / trash area. Pick up trash. Clean concrete areas. Remove all impregnated matter. Remove all standing water from area. Activate compactor when trash is contained in the hopper unit.

16. PROCEDURE 16 - ESCALATORS

- A. This shall be accomplished at least once per day on the third shift. Clean stainless steel side panels, rubber moving hand railings, platform, steps and acrylic rail, adjacent walls, metal baseboard and grooves on steps and platform.
- B. Remove gum from treads/landing.
- C. Sweep and mop escalator "on/off" plates.
- D. Spray-clean the rubber handrails to remove dirt and grime. Dust and/or spray-clean the stainless steel and other horizontal or inclined surfaces, ledges, sills, etc.

17. PROCEDURE 17 - FIS FACILITY

- A. This shall be accomplished at least once per month. Remove tags and/or other adhesive backed labels, stickers, etc., from stainless steel and rubber surfaces of baggage carrousel.
- B. Clean baggage belts. Dust, clean with damp mop and mild cleaner, and/or vacuum tops of baggage belts.
- C. Clean exterior baggage transfer devices/conveyors and surrounding area, picking up all litter.
- D. Vacuum and clean carpet.
- E. Clean all horizontal and vertical surface areas to include all counters, podiums, checkpoints, partitions, displays, signage, etc. Clean all ceiling, lights, doors, furniture, glass, etc., as needed.

18. PROCEDURE 18 - INTERIOR PASSENGER BOARDING BRIDGES

Note: Provider is required to clean and monitor ALL passenger boarding bridges. . Provider is also responsible to insure work is accomplished to contract standards in a timely manner. Provider shall assign sufficient employees to insure standards are met.

- A. This shall be accomplished at least once per day on the third shift: Sweep, damp mop and/or vacuum loading bridge floors; clean ceilings, walls, hand rails, vertical surfaces, lights and light fixtures.
- B. Perform Spot and Stain removal NIGHTLY, or as necessary throughout the day, using approved spotting methods.
- C. Clean doors, door glass and exterior light diffuser. Detailed cleaning, without any over-spraying, of button/control panels and phones to remove all dirt, smudges and fingerprints.
- D. Clean carpets quarterly.

19. PROCEDURE 19. PARKING LOT TRASH CANS

Note: Provider is required to empty ALL trash cans as defined below.

- A. This shall be accomplished at least once per day on the third shift.
- B. Areas to include short term, long term, employee, and rental lots.

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APPENDIX B

SPECIAL PROJECTS

DESCRIPTION, FREQUENCY, AND GENERAL PROCEDURES **P-1 &**

P-2 CLEAN ELEVATOR CAB INTERIORS

ESTIMATED FREQUENCY: **P-1 – Monthly** (Terminal); **P-2 – Bi-Weekly**

1. GENERAL:

This project includes two (2) terminal passenger elevators and one (1) freight elevator maintained by the Airport located in the terminal building and one (1) passenger elevator located at the Facilities Building. Work is to be accomplished between 2300 and 0500 hours so the public is not inconvenienced. The stainless steel doors, ceiling and lighting units are completely cleaned and lightly oiled with food grade mineral oil. If necessary, the stainless steel is stripped using a high pH cleaner then re-oiled and buffed. The floor carpets are spot-cleaned or deep-cleaned using the rotary scrubber or extractor. Floor tile or steel grated floors are spot-cleaned, mopped and deep-cleaned using either the rotary scrubber and/or burnisher, as appropriate.

2. PROCEDURES:

- A. Using a backpack vacuum and a small stepladder, vacuum the upper portion of the car. Wipe down the ceiling grid with a damp cloth and the mild degreasing solution.
- B. Use a damp cloth dampened with neutral detergent solution to wipe down the floor indicator graphics.
- C. Polish stainless steel surfaces with a clean white soft cloth. Use a small amount of food-grade mineral oil to treat the stainless steel. Be sure to not leave any excess oil on the stainless steel. It may be necessary to strip the stainless steel from time to time; this work will be coordinated through the Contract Manager. This work will be scheduled no less than twice per year per elevator car.
- D. Vacuum the floor carpet. Clean in place using the extractor. Floor tile or steel grated floors are spot-cleaned, mopped and deep-cleaned using either the rotary scrubber and/or extractor, as appropriate.
- E. Vacuum the tracks, replace the ceiling panels and report any lights out or other problems to your Supervisor. If necessary, use wire brush to clean deep dirt or debris from tracks.
- F. Remove plastic ceiling tiles, wash, rinse, and clean as appropriate.
- G. Return the car to service.

P-3 & P-4 DEEP CLEAN ALL INTERIOR RESTROOM SURFACES

ESTIMATED FREQUENCY: **P-3 Bi-Weekly** (Public Use); **P-4 Monthly** (Common Use and Offices)

1. GENERAL:

This project is in addition to the daily routine cleaning of the restrooms and is part of an intensive cleaning and inspection program. It is constantly being evaluated in an effort to improve it. The project is scheduled once per week for each of the public restrooms, and once per month for each of the common use and office restrooms. A Kaivac Restroom Machine may be used to speed up this procedure.

2. PROCEDURE:

- A. Close the restroom in accordance with the approved Airport procedure.
- B. Remove all paper products e.g., toilet tissue, paper hand towels and toilet seat covers.
- C. Add phosphoric/citric acid de-scaler to urinals and commodes.
- D. Remove hand soap containers, open and inspect soap. Discard any soap which is discolored or does not have a clean fresh odor.
- E. Place rinsed empty soap container in a germicidal solution and allow to soak a minimum of ten (10) minutes, while other work is done.
- F. Sweep up any loose debris on the floor.
- G. Using a sponge mop and a mild degreasing solution, both sides of the supply and exhaust ceiling vents are to be cleaned and rinsed.
- H. Using a pump sprayer charged with a quaternary cleaning solution and starting at the baseboard, mist a section of wall and using a scrub pad lightly scrub the wall from the bottom up.
- I. Using the three-in-one automatic pump sprayer with the same solution and starting at the top, rinse the wall and allow to air dry.
- J. Flush commodes to remove de-scaler. Clean both sides of the seat with solution used on walls. Clean the rim, bowl and the area where the seat is connected to the fixture with a cream cleanser. Chromed flush valves should be polished using a clean white cloth. Clean under the bowl and where the fixture is bolted to the wall/floor by spraying, or with cream cleanser and a sponge as needed. Spray the entire fixture and allow to air dry. If necessary, return the restroom to service before the air drying can be accomplished, dry both sides of the seat, the rim and the flush valves with a clean white cloth. Leave the seat in its upright position.
- K. (Men's Restrooms Only): Flush the urinals to remove the descaler. Use a cream cleanser on the interior surfaces, the rim and underneath. Use a neutral detergent on the top and sides applied with a soft sponge. On chromed valves use only a clean white cloth to polish. Spray the entire fixture with the same solution used on the walls and allow to air dry. If the restroom must be returned to service before air-drying can be accomplished, dry the flush valve and top of the fixture with a clean white cloth.

- L. (Women's Restrooms Only): Remove the liner from the sanitary napkin disposal. Thoroughly clean exterior and interior surfaces of the unit using the proper chemical. Spray the fixture and surrounding area with the chemical and allow to air dry. When dry, reline the container with the proper liner.
- M. Clean the recess for the soap containers by scrubbing the area with a scrub pad and a quaternary cleaner. Care must be taken to get into all corners using a small brush. The area should be thoroughly dried before replacing soap containers.
- N. Clean partitions with the quat-cleaning solution and hand dry. The partitions should then be waxed using a high quality carnauba wax in a silicon carrier. The rail should be wiped down with a damp cloth and a quat solution. Chromed handles and accessories should be treated as above.
- O. Clean sink using cream cleanser in interior bowl only; do not scrub chromed strainer with cleanser. Clean the chromed valves as before, care must be taken to ensure that the area adjacent to the escutcheons is not allowed to discolor and at the same time that the finish is protected. Clean the underside of the sink and the P-trap assembly by spraying with the quat cleaner and wiping dry. Spray the topside of the fixture with the quat solution and allow to air dry. If the restroom must be returned to use before the air-drying can be accomplished, dry only the chromed handles and the front panel of the fixture.
- P. Remove the soap containers from the solution and allow to air dry.
- Q. Scrub all corners of the restroom floor with the scrub pad, including the area under the commodes. Scrub the main area of the floor with a rotary machine and a degreaser solution. Rinse the floor with clean water and mop up the residue. Mop the floor with a quat solution and allow drying. Pour mop water into the floor drain.
- R. Clean mirrors.
- S. Replace soap containers and fill to half capacity with approved soap.
- T. Replace/restock all paper products.
- U. Call Supervisor for final inspection and to report any deficiencies e.g., lights out, door malfunctions, etc.
- V. Open restroom to public.
- W. Chemicals required:
 - 1) Quaternary Cleaner
 - 2) Degreaser Solution
 - 3) Carnauba Wax
 - 4) Lotion Cleanser
 - 5) Phosphoric/Citric Acid Descaler
- X. Supplies required:
 - 1) Rubber Gloves
 - 2) Eye Protection
 - 3) Scrub Pads
 - 4) Sponges

- 5) Clean White Cloths
- 6) Stainless Steel Bucket
- 7) 40-Gallon Plastic Container
- 8) Sponge Mop
- 9) Paper Products
- 10) Hand Soap

Y. Equipment required:

- 1) Rotary Scrubber/Roto Wash Machine
- 2) Advance All-Purpose "Real Cleaner" multi-purpose restroom cleaner
- 3) Mop Bucket
- 4) Three-in-one automated Pump Sprayer
- 5) Scrub Pad Mounting Handle/Floor Squeegee

P-5 CLEAN INTERIOR SIGNAGE

ESTIMATED FREQUENCY: Four (4) Times/Year

This project is to clean ALL the interior signage. The reason for bidding "all" the interior signage is that the signs change both in position and number as airlines change. Each floor of the terminal has a considerable number of signs including the concourse with respect to color and general appearance.

The signs are cleaned with a neutral detergent, which contains a small amount of isopropyl alcohol to prevent streaking and accelerate drying. No other treatments, such as wax or dust treatments are used on the signs, thus readability due to light reflection is not affected.

P-6 WASH INTERIOR WALLS

ESTIMATED FREQUENCY: Two (2) Times/Year

Walls shall be washed using a mild detergent solution and a sponge or sponge mop.

To clean the walls, use a solution of mild soap and cool water, applied with a sponge or soft bristle (nylon) brush, is effective in removing most minor and general surface soiling. Gently scrub the soiled area with the solution, then wipe clean with a wet sponge or soft cloth

For difficult soiling/stains, such as heel (shoe polish) marks, coffee, cola, pencil marks, etc., (Westley's Bleche Wite tire cleaner is generally available in major national discount department store chains such as Kmart, Target and Wal-Mart and at most retail auto supply stores).

The following method and precautions are advised:

1. Apply the solution to the soiled area and let it work for one (1) minute
2. Scrub the soiled area with a wet soft bristle brush.
3. Flood the surface with clean water.
4. Blot dry with a clean, soft cloth
5. Repeat if necessary. Be careful not to scrub too vigorously: this solution is powerful and can damage the finish. Some extremely stubborn stains may not be removable.

P-7 CLEAN PORCELAIN STONE TILE AND TERRAZZO FLOORS

ESTIMATED FREQUENCY: Monthly as described below

1. Nightly Cleaning
 - A. Dust mop floor with a clean dust mop (yarn wick type) to remove surface dirt.
 - B. Autoscrub floor with neutral cleaner and green, blue or pink scrub pad as appropriate.
 - C. Hand work stubborn stains and scuff marks using a neutral cleaner diluted with water.
 - D. Cold water rinse floor with autoscrubber, and allow floor to dry completely.
2. Burnishing
 - A. Dust mop floor with a clean dust mop (yarn wick type) to remove surface dirt.
 - B. Burnish floor with push behind or ride on high speed burnisher at frequencies described below.
 - C. Burnish High Traffic areas Nightly, Moderate traffic areas twice per week, and Low traffic areas Weekly)
3. Recoating and Stripping
 - A. Reapply approved floor finish to heavy traffic areas as needed.
 - B. Floor must be stripped semi-annually for high traffic areas, quarterly in moderate traffic areas, and annually in low traffic areas, or as needed when the deep scrub or recoat procedures no longer achieve desired results.
 - C. Floor stripping, deep scrubbing, and recoat procedures are as follows:
 - 1) Select suitable and management area based on an area phasing plan as coordinated with the Airport's representative.
 - 2) Prepare stripper solution according to label directions.
 - 3) Apply stripper solutions to completely remove old sealer and any finish coats. Work in small sections, allowing stripper solution to dwell on the floor ten-fifteen minutes. Do not allow stripper solution to dry on the floor. Where heavy buildup is present, re-wet the floor a second time to loosen finish before scrubbing.
 - 4) Using an autoscrubber with green pads, make one pass with pads down and squeegee up. Pads should be turned over and changed frequently. Brushes should be used if the tile is uneven or grouted.
 - 5) Apply cold, clear water with autoscrubber, brushes/pads down, squeegee up.

- 6) Apply cold, clear water with autoscrubber and pick up dirty solution with brushes/pads down, squeegee down, and vacuum on.
 - 7) Damp mop floor with cold, clean rinse water. Allow Floor to dry completely.
- 4. Apply Floor sealant/finish coat
 - A. Dust mop floor with a clean dust mop (yarn wick type) to remove surface dirt.
 - B. Use approved product with floor finish applicator to evenly distribute the floor sealant/finish in the selected area. Barricade and protect the product until completely dry.
 - C. Allow product to cure according to manufacturer's instructions prior to burnishing.
- 5. Approved Porcelain Stone Tile Floor Cleaning Products are as follows:
 - A. Stripper – 3M Rinse Free Floor Stripper
 - B. Floor Sealer/Finish – 3M TopLine Floor Coating
 - C. Blue Lightning neutral floor cleaner
- 6. Approved Porcelain Stone Tile Floor Cleaning Equipment is as follows:
 - A. Rider Scrubbers – Clarke Focus 0311K w/ I-Drive or approved equivalent, Clarke Battery Maintenance System, Amber Safety Light Kit, Scrub and Vac Kit, Armrest Kit, Front Headlight Kit
 - B. 26" Auto-Scrubber – Clarke Encore L2426 p/n 00952A or approved equivalent, Onboard Scrub and Vac Kit Clarke 10150A w/ Tote Bag
 - C. Electric Burnisher – Clarke 01264A or approved equivalent
 - D. 3M or approved equivalent metered Floor Sealant Applicators

P-8 CLEAN HIGH AREAS AND HVAC VENTS

ESTIMATED FREQUENCY: Three (3) Times/Year

This project involves cleaning high elevation items (twelve [12'] feet and above) in the main terminal and concourse, to include HVAC vents and returns, window sills, ledges, overhead sign barges, columns and support members, artwork, metal ticket counter overhangs and structural members, advertising displays, airport directories, flight information display system millwork, telephone banks, and all fixtures to include PA system speakers, light fixtures, signs, fire alarm enunciators, and other items which may collect dust, cobwebs, or related debris.

Due to the specialized nature of this Project, the Provider may be required to utilize a licensed and qualified subcontract vendor, with a minimum of three (3) years experience in performing high cleaning at a large commercial and/or industrial facility. Evidence of such qualifications, experience, and licensing shall be provided with the bid. The Airport may provide use of a suitable lift device upon completion of a training session in the use of same, along with the execution of a waiver of liability form suitable to the Airport. As an alternate, the Airport shall require the Provider or subcontractor to furnish suitable lift equipment to perform this

function and shall reimburse the Provider for the actual cost of the equipment rental or verified hourly rate for this equipment, as applicable.

The process must have the following properties:

1. Restore surfaces and/or fixtures to "like new" or "near new" appearance without leaving streaks.
2. Agents used must be safe for use on ceiling vents, light fixtures, and specified items, etc.

Provider will ensure proper protection for building fixtures and furnishings in the designated work area. Specific procedures for the cleaning procedure to be used will be submitted to the Airport for approval prior to issuance of a project work order for HVAC and high cleaning.

P-9 STRIP, OIL, POLISH ELEVATOR DOORS, WALLS AND JAMS

ESTIMATED FREQUENCY: Four (4) Times/Year

This project involves each of the two (2) terminals and one (1) freight elevator doors. Each elevator has a set of doors on each level of the terminal and each has stainless interior surfaces. In the main terminal, two (2) passenger elevators in the building serve two (2) floors with stainless steel doorways and frames. Facilities Building has one (1) elevator serving two floors.

This project consists of:

1. Stripping all residual mineral oil and other dirt from the surface of the stainless steel using a floor stripping solution. The Custodian assigned to this project is required to use rubber gloves and eye protection. Care must be taken to protect surrounding surfaces which may be damaged by the very high pH solution, e.g., aluminum.
2. The stainless steel is stripped in small sections, each of which is thoroughly rinsed and dried after stripping. A generous amount of food grade mineral oil is then applied to the entire surface of the door and frame with a clean white cloth and allowed to penetrate for approximately fifteen (15) minutes. The excess oil is then wiped away, and the door and doorway is buffed dry.

P-10 STRIP, OIL AND POLISH ESCALATORS

ESTIMATED FREQUENCY: Four (4) Times/Year

This project is for the two (2) escalators. The estimated frequency of cleaning is four (4) times per year per escalator.

The cleaning procedure necessitates shutting down the escalator. The work is done in small sections because of the need to protect the steps from the stripping agent used. The pH of this stripper is fourteen (14) and it would discolor the aluminum stair tread if it came in contact with it. The stripper effectively removes all soil and oil from the stainless steel and after complete rinsing is accomplished, the surface is clean and looks lustrous. If the metal did not have to be protected from body oils, etc., no further treatment would be required. In the case of the escalators however, a protective light coating of oil is added which serves to facilitate the easy removal of fingerprints and other dirt. Food-grade mineral oil has been found to be the most satisfactory agent for this purpose. The procedure calls for applying a generous coating of the mineral oil and buffing it until all the excess oil is removed. We have found that experience is the best "teacher" for learning this procedure and for this reason the Night Supervisors must all have personally

completed the project acceptably so they can teach all Special Projects employees assigned this job. The employees assigned to this task are required to wear eye protection and rubber gloves.

All finishes or machinery, which may be damaged by a high alkaline pH, e.g., aluminum or carpet, must be protected. Using a cloth dampened with a floor stripper solution, the stainless steel will be wiped down. There should be no dripping or running of the solution and the surface being treated. After a small area is wiped down with the solution, it must be rinsed thoroughly. Do NOT use a "no rinse stripper" for this work.

Buff the rinsed area dry with a clean white cloth and proceed to the next area taking care to overlap the previous area. When the entire stainless structure is cleaned, rinsed and dried, apply a generous amount of food-grade mineral oil to the structure. Dry and rub in the mineral oil being sure not to leave a residue of freestanding oil before returning the area to public access.

Chemicals required:

1. Non-ammoniated Floor Stripper
2. Food-Grade Mineral Oil
3. Supplies required:
 - a) Rubber Gloves
 - b) Eye Protection
 - c) Stainless Steel Buckets
 - d) Clean White Cloths

P-11 STRIP, OIL AND POLISH MISCELLANEOUS STAINLESS STEEL

ESTIMATED FREQUENCY: Four (4) Times/Year

This project covers the restroom stall partitions in the public restrooms, stainless steel doors and door kick plates throughout the terminal, trash receptacles located throughout the interior of the terminal, various paper towel, toilet paper, feminine product machines, and soap dispensing units in the restrooms, trash receptacles located within the restroom, ticket counter baggage conveyor stainless steel, oversized bag devices, FIS partitions stainless steel, access doors to the escalators, water fountains and some graphics both inside and outside the terminal.

The process used to clean the stainless steel is the same as detailed above in Project #10 above.

P-12 CLEAN AND RESTORE THE TERMINAL VINYL SEATING UNITS

ESTIMATED FREQUENCY: Four (4) Times/Year

There are approximately 1,000 vinyl seating total units throughout the terminal. The Project requires the seating units to be cleaned and treated four (4) times per year.

The detailed procedure is as follows:

1. The entire unit is washed with a mild de-greasing solution and is thoroughly dried.
2. The aluminum frame is treated with a silicon-based protectant and polished.

3. The vinyl seats and backs are cleaned according to manufacturers instructions with approved products.

P-13 CARPET CLEANING

ESTIMATED FREQUENCY: Monthly as described below

Carpet is a long-term investment and deserves a proper preventive maintenance program to protect and prolong its appearance retention.

1. Spot and Stain Removal

In order to maintain an even appearance level between scheduled Cleanings, it is important that spots and stains be removed on a daily basis.

The Provider shall be responsible for furnishing approved spotting kits, gum removal products, and the approved heavy grease and oil-based stain removal products as required items under the Routine Work part of the Service Provider Agreement.

2. Vacuuming

Daily vacuuming of high traffic areas should be performed and vacuuming of light traffic areas (office and conference rooms) should be done a minimum of two (2) times per week.

3. Carpet Cleaning

The Provider shall be responsible for directly performing the routine vacuuming, spotting and stain removal, and deep stain extractions portions of this project in support of the certified fixed frequency floor cleaning services.

P-14 CLEAN UPHOLSTERED FURNITURE

ESTIMATED FREQUENCY: One (1) Time/Year

This project is for the Airport's upholstered office furniture and traditionally has been done once per year over a three-day weekend to assure sufficient drying time for the furniture. The furniture is cleaned with an upholstery cleaner, a machine specifically designed for this type work. The machine uses the same chemical as the dry foam carpet cleaner. The machine dispenses a dry foam; i.e., a foam with a water content of between seven (7) and eleven percent (11%) which is enough water to facilitate the cleaning action of the chemical, but not enough to over-wet the upholstery.

The machine produces the dry foam and dispenses it through a hand-held machine powered rotary brush. The cleaning foam is worked into the fabric by the brush, then vacuumed out with a hand-held vacuum attachment, which is a part of the machine. The entire process takes about twenty (20) minutes for an upholstered chair.

P-15 CLEAN ASH/TRASH UNITS

ESTIMATED FREQUENCY: Three (3) Times/Year

The ash/trash units are to be cleaned inside and out. The top of the unit containing sand or other material used to accommodate smokers shall be emptied out and the smoking material shall be discarded. The top shall be washed inside and out using a soft brush and a mild

degreasing formula. The inside can shall be removed and cleaned both inside and outside and the outside shell shall be cleaned on all sides. The inside of the unit must be dry and no standing water shall be tolerated. The unit shall be assembled and refilled with clean sand or other approved filler.

P-16 CLEAN ALL PASSENGER BOARDING BRIDGES

ESTIMATED FREQUENCY: Monthly

The loading bridge floors are carpeted and are cleaned using the basic carpet cleaning procedures used elsewhere in the airport. The traffic is concentrated in a narrow area and the loading bridge can be regarded as an extended funnel or door area. This means that the carpet needs considerably more pile lifting and aggressive vacuuming to minimize the traffic lane phenomena where the carpet fibers become crushed in the center of the loading bridge. This pile lifting is to be performed by the Provider at least weekly, or more frequently as determined necessary by the Airport.

The walls of the loading bridges are laminated plastics. They are washed with a mild neutral detergent and allowed to air dry. The ceiling is a metal "pan" type ceiling, which is wiped down with a damp cloth and mild degreasing solution.

In addition to Project work, each bridge requires routine daily care, which consists of daily vacuuming, daily mopping of gutters and matted flooring, and edge work of approximately one hour per week per bridge and is not part of this project.

P-17 CLEAN ALL AIRSIDE AND LANDSIDE WINDOWS

ESTIMATED FREQUENCY: Four (4) Times/Year

Pressure-clean around all windows and under all overhangs. Wash all exterior windows, inside and outside, as well as both sides of interior windows on the first and second floor. On the third floor, clean interior of windows, exterior window cleaning will be completed by others.

P-18 CLEAN BREAK ROOMS

ESTIMATED FREQUENCY: Monthly

The break rooms are located in the Terminal building, Facilities, and PCSO hanger. The tables must be cleaned along with the chair seats and backs. The sink area and microwave shall be cleaned along with all counters and trash receptacles. The refrigerators shall be cleaned out once per month; notification of the date of cleaning shall be posted three (3) days prior to cleaning. Any containers of food or other items left in the refrigerator at cleaning time will be discarded. The break room at the Facilities offices shall be cleaned as needed and the work shall be coordinated with the Facilities Manager.

P-19 CLEAN EXTERIOR AIRLINE PODIUMS

ESTIMATED FREQUENCY: Monthly

The "Exterior Airline Podiums" are located at curbside check in. The podiums have a Corian top finish and storage areas. The Corian tops accumulate oil from contact with hands and forearms of both passengers and skycaps and vehicle exhaust fumes add to the oily deposit.

This project is scheduled once per month for all units. Each podium is to be cleaned on the top and outside using a degreasing chemical, rinsed and dried. During cleaning, special care must be taken to not over-wet the Corian with chemicals. . The area immediately surrounding the podiums

should also be policed for trash, gum, food or other forms of material that could draw rodents or insects.

P-20 PUBLIC AREAS (Night Shift)

DAILY:

1. Remove cold material from ashtrays into waste receptacle or waste bag. Empty waste from waste receptacles into waste bag on cart. Wipe out soiled waste receptacles with treated or damp cloth. Clean sand urns and strain sands; replace sand as needed. Replace plastic liners, which are torn or soiled. Wash waste receptacle to remove any soil inside or outside.
2. Dust all windowsills, ledges and furniture tops, using a lightly treated cloth, dusting mitts, or small dust mop with short handle.
3. Clean smudges and soil from glass doors and windows, using glass cleaner in spray bottle and a clean cloth.
4. Vacuum-clean carpets. Use the large carpet vacuum with beater for open areas and medium duty pile lifter for more congested areas. Use tank-type vacuum under furniture and in places where other machines cannot reach.
5. Spot-clean carpets to remove stains using carpet shampoo, neutral detergent or a special cleaner for solvents. Use Gum Remover to remove chewing gum. Spray from a close range (1-2 inches) until frost appears. Immediately chip or scrape off brittle gum with a dull knife blade or spatula (back end of spotter brush works very well). For thick lumps, direct spray to edge, then lift with dull knife blade.
6. Dust mop resilient floors with a wide-treated dust mop, keeping the dust mop head on the floor at all time. Pick up soil from floor with dustpan. Vacuum head periodically to remove dust, when a vacuum cleaner is available, or shake out into empty plastic bag, with mop head in the bag.
7. Clean tops of water fountains with a few drops of lotion type cleaner. Use a separate cloth for tops of water fountains. Wipe off with dry clean cloth. Clean lower panels with stainless steel cleaner and wipe dry.
8. Report items requiring mechanical maintenance to the supervisor.
9. Spot clean finger marks and smudges on walls, door facings and doors. Use detergent solution in a spray bottle and a sponge. Rinse with sponge and clear water in plastic bottle, as needed.
10. Rearrange furniture, where needed.

P-21 CLEAN TAXI HOLD AREA, TOLL BOOTHS AND OFFICE BUILDING

ESTIMATED FREQUENCY: Weekly

This project provides for the weekly cleaning of the Taxi Hold Area as well as the toll booths and office building utilized by parking management services contractor. Services to include sweeping and mopping the floors, detail cleaning of the restroom facilities, cleaning and dusting furniture and related vertical and horizontal surfaces. This project does not include regular removal of trash, replenishment of restroom supplies, or exterior facility cleaning at this time.

P-22 JANITORIAL MAN HOUR BANK-

ESTIMATED FREQUENCY: As Required

P-22 is an "all inclusive" janitorial, hourly rate, man-hour bank to supply extra janitorial man-hours on the first, second, and third shifts. The major uses of this man hour-bank are:

1. To supply extra labor on a short-term basis in response to unforeseen problems and studies.
2. To react to short-term increases in traffic, such as for a sporting event or a holiday.

The provisions of the Service Provider Agreement allow the Airport and the Provider the ability to react quickly to problems and establishes a predetermined, all inclusive, cost for extra work without the need to negotiate.

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SCHEDULE - SPECIAL PROJECTS

PROJECT NUMBER	DESCRIPTION	EST. ANNUAL QTY.
P-1	Clean Terminal Elevator Cab Interiors	Monthly
P-2	Deep Clean All Public Restroom Surfaces	Biweekly
P-3	Wash Interior Walls – Public Areas	Semi-Annually
P-4	Clean Tile Floors	Monthly
P-5	Clean High Surfaces, Fixtures & HVAC Vents	3 Times
P-6	Clean Public Restrooms Tile and Grout	Monthly
P-7	Strip, Oil, Polish Elevator Doors	Quarterly
P-8	Strip, Oil and Polish Escalators	Quarterly
P-9	Strip, Oil and Polish Miscellaneous Stainless Steel	Quarterly
P-10	Wash Light Diffusers Below 12 Feet	3 Times
P-11	Carpet Cleaning (as per specifications)	Monthly
P-12	Clean Upholstered Furniture	Annually
P-13	Clean Ash/Trash Units	Daily
P-14	Clean Passenger Loading Bridges	Monthly
P-15	Window Cleaning	Quarterly
P-16	Clean Break Rooms	Monthly
P-17	Clean Exterior Airline Podiums	Monthly
P-18	Public Areas	Daily
P-19	Terminal Front Sidewalk Buffing	Quarterly
P-20	Clean Taxi Hold Area	Weekly
P-21	Sheriff's Hangar	2 X per week
P-22	Maintenance Facility	3 X per week