

**DEPARTMENT OF TECHNOLOGY, MANAGEMENT AND BUDGET (DTMB)  
DTMB MANAGED BUILDINGS  
BASELINE SERVICES**

Contact DTMB's Customer Service Desk (517-373-6227) to report any problems.

<b>JANITORIAL SERVICES</b>				
Generic office building services shown below. Specific building services (Tenant paid and DTMB paid) can be seen in Janitorial Contract #071B1300115 for period 12/1/2010 thru 11/20/2014 at <a href="http://www.michigan.gov/documents/buymichiganfirst/1300115_339730_7.pdf">http://www.michigan.gov/documents/buymichiganfirst/1300115_339730_7.pdf</a>		Frequencies		
<b>General Services</b>		Daily	Weekly	Monthly
<b>1.</b>	<b>Office Cleaning</b> (Note: The days office cleaning is to occur will be determined by the Facilities Supervisor.) <ul style="list-style-type: none"> <li>• Vacuum carpet, sweep &amp; damp mop hard surface floor if applicable.</li> <li>• Remove spots/stains from carpet</li> <li>• Empty waste receptacles</li> </ul>		<b>1x wk</b>  <b>2x wk</b>	
<b>2.</b>	<b>Restrooms</b> <ul style="list-style-type: none"> <li>• Close restrooms</li> <li>• Empty waste receptacles</li> <li>• Fill dispensers</li> <li>• Dust</li> <li>• Clean and disinfect waste receptacles, sinks, toilets, and urinals</li> <li>• Dust mop</li> <li>• Clean glass and mirrors</li> <li>• Clean and disinfect wall around toilets and urinals, stall and entry doors, and partitions between toilets, urinals and sinks. Also perform any obvious spot cleaning.</li> <li>• Damp mop (Note: Damp mops used in restrooms are not to be used for non-restroom areas.)</li> <li>• Vacuum carpet if applicable</li> <li>• Maintain floor drain(s)/traps free of odors</li> <li>• Service restrooms as requested by Facilities Supervisor</li> </ul>	<b>1x day</b>		
<b>3.</b>	<b>Drinking Fountains</b> <ul style="list-style-type: none"> <li>• Clean, disinfect and wipe dry</li> </ul>		<b>3x wk</b>	
<b>4.</b>	<b>Lobbies and Corridors</b> <ul style="list-style-type: none"> <li>• Empty trash/recyclable paper pick up</li> <li>• Remove carpet runners, clean floor and replace runners</li> <li>• Vacuum carpet and runners</li> <li>• Dust mop</li> <li>• Damp mop or machine scrub</li> <li>• Maintain clean glass – includes entrance doors</li> <li>• Completely dust fixtures – includes ledges, edges, shelves, exposed pipe, furniture, partitions, door-frames, etc.</li> <li>• Damp wipe all non-upholstered furniture, tables &amp; counter areas</li> <li>• Vacuum upholstered lobby furniture</li> </ul>		<b>3x wk</b>	<b>1x mo</b>
<b>5.</b>	<b>Wall/Partition Cleaning/Washing</b> <ul style="list-style-type: none"> <li>• Spot cleaning – including light switches</li> </ul>			<b>1x mo</b>

		Frequencies		
	<b>General Services</b>	Daily	Weekly	Monthly
6.	<b>Dusting Building Wide</b> <ul style="list-style-type: none"> <li>• Thoroughly</li> </ul>			<b>1x mo</b>
7.	<b>Stairway Cleaning, Including Those in Parking Ramps</b> <ul style="list-style-type: none"> <li>• Vacuum/dust mop and/or damp mop – <b>non winter</b> – (Apr 1 – Oct 31)</li> <li>• Dust</li> <li>• Clean with disinfectant and wipe dry handrails and doorknobs</li> <li>• Spot clean walls and glass</li> <li>• Vacuum/dust mop and/or damp mop designated areas  <b>Winter</b> – (Nov 1 – Mar 31)</li> </ul>		<b>1x wk</b>          <b>2x wk</b>	
8.	<b>Elevator Cleaning</b> <ul style="list-style-type: none"> <li>• Clean door guide tracks</li> <li>• Dust, damp wipe and wipe dry handrails, cab walls, doors</li> <li>• Vacuum carpet</li> </ul>		<b>3x wk</b>	
9.	<b>Store rooms/janitor closets – thoroughly clean</b>			<b>1x mo</b>
10.	<b>High Use Areas</b> Special attention must be given to the areas listed below. Both schedules and duties will be conducted as indicated. The Facilities Supervisor reserves the right to schedule the activities listed in this section. Cleaning to include: vacuum carpet, sweep & damp mop hard surface floors, remove spots/stains from carpet and empty waste receptacles as applicable. <ul style="list-style-type: none"> <li>• Conference rooms</li> <li>• Clean drawing boards in conference rooms</li> <li>• Lunch/break rooms, coffee areas, vending machine areas, concession stands, lounges, recreation areas, computer rooms and adjacent office areas</li> <li>• Empty food barrels</li> <li>• Remove recyclable paper – includes Rapid Copy Centers</li> <li>• Pick up trash from Rapid Copy Centers</li> <li>• Clean tables and counter tops</li> </ul>		<b>2x wk</b>	
11.	<b>Variable Procedures</b> <ul style="list-style-type: none"> <li>• Emergency stain/gum removal from carpet</li> <li>• Empty exterior ashtrays/trash receptacles and clean all general areas including entrances <ul style="list-style-type: none"> <li>○ <b>Winter</b> (Nov 1 – Mar 31)</li> <li>○ <b>Summer</b> (Apr 1 – Oct 31)</li> </ul> </li> <li>• Entry leaf removal/sweeping fall season</li> <li>• Wash and disinfect all waste receptacles (inside &amp; out) which present a soiled or odorous condition</li> <li>• Replace waste receptacle liner soiled or worn</li> </ul>		<b>As needed</b>          <b>1x wk</b> <b>3x wk</b>          <b>1x wk</b> <b>(more if needed)</b>	<b>1x mo</b> <b>(more if needed)</b>          <b>2x mo</b> <b>(more if needed)</b>

		Frequencies		
	<b>Periodic Services</b>	Quarterly	Semi or Bi-Annual	Annual
1.	<b>General Tasks</b> <ul style="list-style-type: none"> <li>• Clean air bars and vents</li> <li>• Clean partition and interior glass</li> <li>• Dust/clean baseboards</li> <li>• Dust/clean blinds, curtains, window treatments</li> <li>• Vacuum fabric upholstered furniture</li> <li>• Thorough wall/partition vacuuming and washing, as renovations require</li> </ul>			1x yr
2.	<b>Intensive Floor Care</b> <ul style="list-style-type: none"> <li>• Spray buff finished hard floors, removing scuff marks</li> <li>• Scrub restroom floors</li> <li>• Clean carpet in high traffic areas</li> <li>• Clean carpet runners/mats</li> <li>• Scrub stairwell floors</li> <li>• Top strip and refinish floors</li> <li>• Strip and refinish all hard surface floors</li> </ul>	4x yr	3x yr 3x yr 2x yr	12x yr  1x yr 1x yr

<b>NON-JANITORIAL SERVICES</b>	
1.	<b>Building Access</b> <ul style="list-style-type: none"> <li>• Provide secure access to buildings through monitoring, locking equipment, electronic access and/or physical presence.</li> </ul>
2.	<b>HVAC/Electric/Plumbing/Lighting</b> <ul style="list-style-type: none"> <li>• Maintain office environment average core temperature between 70 and 76 degrees if building systems allow. Deviations will be corrected in a timely manner.</li> <li>• Respond to "hot/cold" calls within four hours. Repairs will be handled within a timely manner.</li> <li>• Provide HVAC service Monday through Friday from 8:00 a.m. to 5:00 p.m.</li> <li>• Correct plumbing and electrical problems and/or leaks reported to the Customer Service Desk (517-373-6227)</li> <li>• Replace lighting bulbs or tubes as needed</li> </ul>
3.	<b>Landscape Maintenance</b> <ul style="list-style-type: none"> <li>• Mow and trim grass areas and control weeds as needed to maintain a clean and groomed appearance</li> <li>• Pick-up litter and debris as needed</li> </ul>
4.	<b>Loading Dock</b> <ul style="list-style-type: none"> <li>• All deliveries are picked up at the dock by the tenants</li> <li>• Tenants provide a list of authorized personnel/phone numbers to the building's Facilities Supervisor</li> <li>• The Facilities Supervisor creates a master list of authorized personnel/phone numbers and posts at the dock so vendors can notify tenants of deliveries</li> <li>• DTMB will assist the loading/unloading if a fork truck is needed</li> </ul>
5.	<b>Modular Furniture</b> <ul style="list-style-type: none"> <li>• Provide design services for five work stations or less</li> <li>• Tenant is responsible for renovation labor and materials costs</li> </ul>
6.	<b>Painting</b> <ul style="list-style-type: none"> <li>• Routine maintenance/repair painting</li> <li>• Emergency repair, touch-up, special painting available through the bill-back process. Contact the Customer Service Desk (517-373-6227)</li> </ul>
7.	<b>Parking</b> <ul style="list-style-type: none"> <li>• Provide and maintain employee and visitor parking for most DTMB-owned and managed buildings</li> </ul>
8.	<b>Pest Control</b> <ul style="list-style-type: none"> <li>• Inspections vary by building depending on use. Cafeterias and concession stands inspected weekly; machine and storage rooms quarterly, and office areas as needed.</li> <li>• Provide application treatment as required</li> <li>• Contact the Customer Service Desk (517-373-6227) for any pest problems</li> </ul>

<b>NON-JANITORIAL SERVICES</b>	
<b>9.</b>	<b>Porches/Stairways/Sidewalks</b> <ul style="list-style-type: none"> <li>• Keep areas clear and free of obstructions</li> <li>• Provide snow removal and de-icing</li> </ul>
<b>10.</b>	<b>Reasonable Accommodation</b> <ul style="list-style-type: none"> <li>• Raise and lower work surfaces</li> <li>• After Tenant has had an ergonomic study performed: <ul style="list-style-type: none"> <li>○ DTMB provides adjustments identified in the ergonomic study</li> <li>○ The Tenant is responsible for the cost of adjustments that require new parts</li> </ul> </li> </ul>
<b>11.</b>	<b>Signage</b> <ul style="list-style-type: none"> <li>• Provide common area, exterior and parking ramp signage</li> <li>• Tenant program area signage - Tenant completes a DTMB689a and submits it to the building's Facility Supervisor <ul style="list-style-type: none"> <li>○ The Tenant is responsible for the cost of the signage and DTMB provides the installation</li> </ul> </li> </ul>
<b>12.</b>	<b>Space Renovations</b> <ul style="list-style-type: none"> <li>• The Tenant works with the building's Facility Supervisor to complete and submit a DMB-123 that identifies the requested changes</li> <li>• Tenant is responsible for design, product, and labor costs</li> </ul>
<b>13.</b>	<b>Window Repair and Replacement</b> <ul style="list-style-type: none"> <li>• DTMB is responsible for window repair and replacement unless the damage is caused by contractor, tenant or vendor negligence</li> </ul>