

## **JANITORIAL SERVICE SPECIFICATIONS**

### **A. SCOPE OF SERVICE**

The janitorial service provider shall provide all personnel, equipment, tools, materials, supervision, and other items and services necessary to perform the janitorial (housekeeping) services as described in the specifications detailed herein. The required result is to maintain the facility(s) in such a manner as to provide a clean, healthy and safe work environment for occupants of state lease office building(s).

The specifications have been developed to establish the minimum level of janitorial (housekeeping) services required by the Department of State (DOS).

### **JANITORIAL SPECIFICATIONS**

Services to be performed five (5) days a week (Monday thru Friday) unless otherwise prior approved by office manager/supervisor.

#### **I. DAILY SERVICES: MONDAY THRU FRIDAY**

##### **A. ROOM CLEANING**

Office Areas, File Rooms, Libraries, Conference Rooms, etc.

1. Empty waste receptacles and remove waste to designated area.
2. Wash or damp wipe, inside and outside, all waste receptacles presenting a soiled or odorous condition.
3. Replace liners when torn or soiled.
4. Dust mop all non-carpeted floors. Damp mop all spills.
5. Thoroughly vacuum all carpeted floors including corners, and underneath partitions each and every day. (Refer to Section VII - "General Definitions" for quality of care expected.)
6. Spot clean all carpeted areas.
7. Remove all mats and runners and clean floor area underneath. Clean all mats and runners by best means. Replace all mats and runners.
8. Clean and disinfect drinking fountains.
9. Clean and polish all entrance glass.
10. Move all lobby chairs and clean floor area underneath and replace chairs in proper place.

##### **B. RESTROOMS**

1. Clean and sanitize all units. Clean pipes beneath all sinks.
2. Clean mirrors and counters and polish chrome.
- \*\*3. Refill dispensers. (See below Section VI – “Responsibility for Replenishable Supplies”).
4. Empty and disinfect all sanitary napkin receptacles.
5. Sweep and damp mop floors with a germicidal solution paying special attention around washbowls, toilets and urinals.
6. Empty waste receptacles.
7. Clean switch, door and kick plates.
8. Maintain floor traps free of odor.

## II. WEEKLY SERVICE

### A. ROOM CLEANING

Office Areas, File Rooms, Libraries, Conference Rooms, etc.

1. Dust high and low, including clocks, all surfaces on which dust gathers.
2. Clean all cleared desk and counter top areas with approved desk/counter cleaner.
3. Remove all cobwebs, clean baseboards.
4. Clean and buff all hard surfaced floors.
5. Clean by most appropriate means all lobby furniture. Wash thoroughly all children's furniture and fiberglass/vinyl furniture.

### B. RESTROOMS

1. Clean partition walls and doors with germicidal solution, making sure to thoroughly rinse.
2. Clean and buff floors, with special attention to grouting, corners of floor, baseboards, and stalls.
3. Spot clean walls around sinks, waste receptacles, behind urinals and toilets.
4. Dust radiators, grills, ledges, etc.

## III. MONTHLY SERVICE

### A. ROOM CLEANING

Office Areas, File Rooms, Libraries, Conference Rooms, etc.

1. Dust/vacuum window hangings and upholstered furniture.

2. Clean all carpeted areas of heavy traffic showing noticeably greater soil than general area.
3. Spot clean walls, doors, etc., removing all cobwebs, fingerprints, smears and stains.
4. Clean partition glass.
5. Vacuum exposed air bars and heating outlets.
6. Vacuum all upholstered chairs and fabric partitions.

B. RESTROOMS

1. Wash with germicidal solution entrance doorways, ledges, etc.

C. WINDOWS - MONTHLY

Wash all exterior windows inside and outside (weather permitting).

Note: Window cleaning which requires the erection of scaffolding must be contracted separately and is not made part of this specification; however, windows reachable by stepladder are included.

V. SEMI-ANNUAL SERVICE

Schedule to be set up with office manager/supervisor at beginning of a service period. Any deviation from established schedule must be pre-approved by office manager/supervisor.

A. ROOM CLEANING

Office Areas, File Rooms, Libraries, Conference Rooms, etc.

1. Shampoo or steam clean carpets
2. Clean light fixtures lens.

VI. SUPPLEMENTARY TASKS

-----NONE-----

\*\*RESPONSIBILITY FOR REPLENISHABLE SUPPLIES:

- |                     |           |   |
|---------------------|-----------|---|
| a. Paper towels     | ___by DOS | <u>  X  </u> by janitorial service provider |
| b. Toilet tissue    | ___by DOS | <u>  X  </u> by janitorial service provider |
| c. Hand soap        | ___by DOS | <u>  X  </u> by janitorial service provider |
| d. Plastic liners   | ___by DOS | <u>  X  </u> by janitorial service provider |
| e. Sanitary napkins | ___by DOS | <u>  X  </u> by janitorial service provider |

\*\*\*ALL CLEANING SUPPLIES ARE TO BE PROVIDED BY THE JANITORIAL SERVICE PROVIDER.

VII. GENERAL DEFINITIONS

The following definitions outline minimum acceptable standards for the activity to be performed.

A. Sweeping and Damp Mopping

1. Dust mopping must be performed with a treated mop. After sweeping and damp mopping operation, all floors must be clean and free from strings, bristles and dirt streaks.
2. Leave no dirt in corners, behind radiators, under furniture, behind doors, on stairs or landings. Leave no dirt where sweepings were picked up.
3. Leave no dirt, trash, or foreign matter under desks, tables or chairs.

B. Wet Mopping and Scrubbing

1. The floors must be properly prepared, thoroughly swept to remove visible dirt and debris, wads of gum, tar and foreign substances from the floor surfaces.
2. Upon completion of the wet mopping or scrubbing, the floor must be clean and free of dirt, water streaks, mop marks, strings; properly rinsed and dry mopped to present an overall appearance of cleanliness.
3. All surfaces must be dry and corners and cracks clean after the wet mopping or scrubbing.
4. Chairs, wastebaskets and other similar items must not be stacked on desks, tables or windowsills, nor used in place of stepladder.
5. All furniture readily movable by one person and intended to be moved frequently must be moved during all floor cleaning operations and replaced in original positions upon completion.
6. Baseboards, walls, furniture and equipment must in no way be splashed, disfigured or damaged during these operations, but rather left in a clean condition.

C. Wet Mopping

1. At the stated frequencies, floors must be damp mopped and buffed between regular waxing operations. Prepare the floor by sweeping to remove all visible dirt and debris.
2. The floor area will then be damp mopped and machine buffed to a polished appearance with a high-speed buffer.

D. Rugs and Carpeting

1. After vacuuming, leave all rugs clean, free from dust balls, dirt and other debris. Prior to vacuuming, broom all edges not reached by vacuum. Leave nap on all carpeting lying in one direction.
2. Perform vacuuming, steam cleaning and shampooing with commercial grade equipment only.

#### E. Dusting

1. Do not move dusting residue from spot to spot, but remove directly from the areas in which dirt lies by the most effective means appropriate; treated dusting cloths or vacuum tools.
  - a. Leave no dust streaks.
  - b. Leave corners, crevices, molding and ledges free of dust and cobwebs.
  - c. Leave no oil spots or smudges on dusted surfaces caused by dusting tools.
2. Horizontal surfaces include, but are not limited to, counter tops, file cabinets, tables, coat racks, etc. Telephones, etc., must be lifted and dusted under. Do not disturb work papers.
3. Dusting high and low includes, but is not be limited to, partition tops, pictures, chair rungs, etc.
4. Window hangings are either Venetian blinds or drapes. Dust Venetian blinds. Lightly vacuum drapes.

#### F. Damp Wiping

This task consists of using a clean damp cloth or sponge to remove all dirt spots, streaks, from walls, glass and other specified surfaces and then drying to provide a polished appearance.

1. The wetting solution must contain an appropriate cleaning agent.
2. When damp wiping in toilet areas, use a multi-purpose disinfectant/deodorizer.

#### G. Miscellaneous

1. Ash receptacles are either ashtrays, sand or dry receptacles. Contents of ash receptacles must be disposed of in a safe manner. Clean sand by sifting out and disposing of debris and replacing and replenishing sand in urns.
2. Rubbish removal from a central location is the responsibility of the Lessor. Janitorial service provider must bag all waste material and place inside containers provided for that purpose.
3. Restroom units consist of washbowls, toilets and urinals. Clean and sanitize each unit by washing, inside and outside, with a germicidal solution. Leave seats in a raised position.
4. IF SO MARKED ON PAGE 4, the janitorial service provider is responsible for the purchase and supply of sanitary napkins and dispensers. All profits from the sale of such items would belong to the janitorial service provider.

- H. All hazardous conditions, such as burned out lights, loose railings, etc., must be reported by janitorial staff to the office manager/supervisor.

VIII. GENERAL PROVISIONS

A. MATERIALS, TREATMENTS, ETC.

1. The janitorial service provider must supply all cleaning supplies needed in fulfilling this contract. This includes cleaners, finishes, etc., for the treatment of the various types of flooring (see attached "Maintenance Recommendations for Armstrong Step-Master Flooring"), carpeting, furniture, etc. Use only such materials as are recommended and approved by the appropriate manufacturer.
2. The janitorial service provider's prime responsibility is to protect owner's property at all times, and to use only such materials and treatments as will enhance appearance of flooring, etc., and preserve the surface against deterioration.
3. The janitorial service provider must submit a complete list by brand names and product numbers of all supplies to be used in fulfilling these services. An acceptable substitute must be immediately furnished for any rejected item.

B. MECHANICAL AND OTHER EQUIPMENT

1. All power equipment used such as floor machines, vacuum systems and all other equipment must be commercial grade. Right is reserved by the Department of State to accept or reject these items.
2. The Department of State will furnish an area when necessary, for storage of janitorial service provider's equipment and supplies.
3. The janitorial service provider will be held solely responsible for all items stored on the premises.

IX. SPECIAL PROVISIONS

- A. Keys to the building will be furnished by the Department of State. Any such keys must not be duplicated.
- B. The janitorial service provider must maintain a secure environment while cleaning the facility. No one is allowed into the facility other than those individuals responsible for performing janitorial services. The contractor must lock the building when leaving (see "D" below).

C. HEALTH, SAFETY, AND ENVIRONMENTAL PROTECTION

The janitorial service provider shall conform to all applicable Federal, State and local laws, and to the requirements of these specifications. In performing janitorial work in a Department of State facility, the janitorial service provider shall:

Take all reasonable steps and precautions to prevent accidents and to

preserve the health and safety of visitors, contractor personnel, and State personnel performing or in any way coming into contact with the performance of this contract;

Take all reasonable precautions to prevent the release of hazardous chemicals into the environment; and

Take such additional precautions as the office manager/supervisor may reasonably require for health, safety, and environmental protection.

1. Damage Reports. In all instances where State property or equipment is damaged, the janitorial service provider shall submit to the office manager/supervisor a full report of the facts and extent of such damage--verbally and in writing within 24 hours of the occurrence.
2. Accident Reports. The janitorial service provider shall comply with State of Michigan, OSHA and other regulatory agency requirements for record keeping and reporting of all accidents resulting in death, trauma, or occupational illness. The janitorial service provider shall provide a verbal report to the office manager/supervisor and a written follow-up report to the office manager/supervisor within 24 hours of occurrence.
3. Chemical Spills. The janitorial service provider shall maintain an established plan that addresses incidental and emergency spills of any chemicals brought on-site.
4. Hazard Communications. The janitorial service provider must maintain two, update Material Safety Data Sheet (MSDS) files on-site; one placed in the office manager/supervisors office and the second in the janitorial service providers Janitor's Closet. Refer to Section I – "Right to Know (Act 80 of 1986)" of these specifications.

#### D. BUILDING LOCK UP

The janitorial service provider must lock and secure the building each night when leaving. Lock up procedures before leaving building, consist of:

1. Turn off bathroom exhaust fan
2. Turn off all interior lights
3. Check and lock all entrance doors, gates or any other excess to the building.
4. Properly set security alarm system (where applicable)

In locations that include a security alarm system, the janitorial service provider must also properly set the security alarm when leaving the building. Any cost incurred from a security service or local police for false alarms caused by failure of the janitorial service provider to properly set the security alarm will be the responsibility of the owner/lessor.

Fees charged to respond to a false alarm or because the security alarms were not set will be charged to the owner/lessor and deducted from the next month's rent payment.

#### E. HOURS OF WORK

Work hours of janitorial service provider must be between the hours of 6:30 P.M. and 7:30 A.M., except **Wednesdays, hours after 8:00 P.M.**

The facility will be cleaned each state working day. One year equals 249 state workdays.

Disruptive activities such as carpet extraction, floor stripping and waxing, etc. shall be done as scheduled in agreement with the office manager/supervisor.

The janitorial service provider will not be required to perform janitorial services on State Holidays unless requested by the office manager/supervisor to perform such services. State Holidays include but not limited to: New Year's Day, Martin Luther King Jr. Birthday, Presidents' Day, Memorial Day, Independence Day, Labor Day, Veterans Day, Thanksgiving Day (2 days) Christmas Eve, Christmas Day and New Year's Eve. For specific dates, contact the office manager/supervisor.

#### F. INSPECTION AND CORRECTION OF DEFICIENCIES

1. Performance evaluations will be given to the Lessor noting exception in performance to the required janitorial specifications. The Lessor will immediately notify the janitorial service provider of the reported performance exception(s).
2. The janitorial service provider must correct these deficiencies as follows:
  - a. Within 24 hours for any daily, weekly or monthly activity;
  - b. Within 48 hours for any activity listed as quarterly or semi-annual.
3. In the event the janitorial service provided by the Lessor is not satisfactory to the Department of State, the Department of State may provide janitorial service as described in these specifications and the Department of State rent will then be reduced by the actual cost of such replacement service.

#### G. CONFIDENTIALITY

The janitorial service provider shall be bound to confidentiality of any information its employees may become aware of during the course of performance of janitorial tasks.

#### H. LEIN AND OTHER SECURITY CHECKS

Upon request of the Department of State:

1. The janitorial service provider shall only appoint employees or prospective employees to work at the location if they have cleared the LEIN and other security checks, and do not have a felony conviction or misdemeanor drug offense.
2. The janitorial service provider shall obtain permission for LEIN checks of all prospective workers for the location. The permission slip is to include:
  - a) Employees Full Name
  - b) Social Security Number



- c) Date of Birth
- d) Michigan Drivers License Number or State ID Number
- e) Employee Signature

3. The janitorial service provider shall replace the janitorial worker assigned immediately at the Department of State's request if the janitorial worker is found with contraband in his/her possession.
4. The janitorial service provider shall maintain an adequate pool of trained and LEIN cleared relief personnel to substitute for absent regular employees.

#### I. RIGHT TO KNOW ACT (ACT 80 of 1986)

The "Right to Know Act" is intended to provide protection and information to employees who encounter hazardous substances at the workplace. To comply with this act it is necessary that you fulfill the following:

##### Labels

Labels on all incoming containers of hazardous chemicals must (1) clearly state the identity of the contents, (2) display appropriate hazard warning(s), (3) include first aid information, and (4) list the name and address of the chemical manufacturer, importer, or other responsible party.

##### Responsibility of Janitorial Service Provider

The janitorial service provider must comply with the requirements of Act 80 of 1986 with respect to the labeling of hazardous chemicals and the provision of Material Safety Data Sheets before such materials are introduced into the workplace. Otherwise, such materials will not be allowed on the premises.

##### Material Safety Data Sheets

Material Safety Data Sheets related to hazardous chemicals must be presented to the appropriate Department of State office manager/supervisor prior to the introduction of such substances into buildings housing agencies of the State of Michigan. It is recommended that the format of OSHA Form 174, dated September 1985, be used as a standard for Material Safety Data sheets.

#### **Maintenance Recommendations for Armstrong Step-Master Flooring**

##### **Maintenance**

Smart maintenance programs consist of thorough dirt and grit control, removal of spills and stains and protection of the floor surface

Walk-Off mats, sweeping, mopping and vacuuming all help in the control of loose dirt and grit. Damp-Mopping, spot-cleaning and washing will remove most spills and stains.

**Proactive sealers, polishes/finishes are not recommended for Step Master.** They will fill the textured areas and cause a reduction in slip retardancy.

A recommended maintenance program is outlined below.

##### **Initial Maintenance After Installation**

1. Sweep (with a broom) or vacuum thoroughly.
2. Damp-Mop with a dilute-neutral detergent solution, carefully removing black heel marks and excessive soil.
3. DO NOT scrub or wash floor for at least five (5) days after installation.

**WASHING OR SCRUBBING BEFORE FIVE (5) DAYS COULD CAUSE ADHESIVE BOND PROBLEMS IF WATER PENETRATES THE TILE JOINTS.**

NOTE: Over time, Step Master's gloss will dull to an even matte finish. This is perfectly normal.

**Continuing Regular Maintenance**

1. Sweep (with a broom) or vacuum as necessary.
2. Damp-Mop as needed with a dilute neutral detergent solution. This will pick up the fine dirt that sweeping misses, as well as assorted spills and wet footprints. A light scrubbing with an automatic floor machine may also be performed.
3. When needed, wash or scrub with a neutral-detergent solution using an automatic floor machine (equipped with scrub brushes) or a single-disc floor machine (170 to 250 rpm) equipped with a scrub brush.

**DO NOT USE FLOOR MAINTENANCE PADS ON THIS PRODUCT.**

NOTE: The use of maintenance pads may reduce Step Master's slip-retardant features.

If cleaning manually, apply the cleaning and rinse water with nylon/ rayon mops. These mops minimize lint deposits. A stiff broom or deck brush will help to dislodge ground-in dirt.

## **Maintenance Recommendations for Armstrong Step-Master Flooring HEAVY-DUTY CLEANING**

1. Since floor sealers, polishes/finishes are not used on Step Master, stripping will not be required.

NOTE: High solvent content strippers (no-rinse and/or no-scrub) should not be used on Step Master.

2. Periodically, a heavy-duty cleaning/scrubbing may be performed using heavy-duty cleaners and a stiffer scrub brush. Rinsing is recommended after the use of heavy-duty cleaners.

Regular adherence to this type of maintenance program will assure a longer, more attractive life for the floor. Recognized quality name products should be used to ensure consistency of performance.

### **PROTECTION**

Static load limit is 125 psi. Floors should be protected from sharp-point loads. Recommendations for the selection of Armstrong Floor Protectors may be found in **ARMSTRONG ENGINEERED INSTALLATION SYSTEM, F-5081, Chapter X.**

NOTE: The extremely high forces exerted by stiletto or high-heeled traffic (dynamic loads of 1,000 psi or more) may visibly damage wood floors, resilient flooring and other commercial floor coverings. Armstrong will not accept claims for damage caused by stiletto or high-heeled traffic.

### **DO NOT SAND, DRY SCRAPE, BEADBLAST OR MECHANICALLY PULVERIZE EXISTING RESILIENT FLOORING, BACKING OR LINING FELT.**

These products may contain either asbestos fibers or crystalline silica, possible cancer and respiratory tract hazards by inhalation. Avoid creating dust. Smoking by individuals who have been exposed to asbestos fibers greatly increases the risk of serious bodily harm. Armstrong's Recommended Work Protection for the removal of Resilient Floor Coverings are a defined set of instructions addressed to the task of removing all resilient floor covering structures.

For detailed information on the removal of resilient flooring, please refer to **ARMSTRONG RECOMMENDED WORK PRACTICES FOR THE REMOVAL OF RESILIENT FLOOR COVERINGS, F-2822**