

SCOPE OF WORK TECHNICAL SPECIFICATIONS

Cleaning Tasks/Frequency of Service

The tasks to be performed and their frequency are identified in the following charts. The cleaning tasks identified are to be performed in compliance with the minimum standards set forth in paragraph 2 below.

1. Pennsylvania CareerLink – Berks County (applies to both sites)

Public Areas				
Description of Task	Daily	Weekly	Monthly	Semi-Annually
1. Clean and sanitize all water fountains	X			
2. Dust mop and sweep all hard surface flooring	X			
3. Wet mop all hard surface flooring	X			
4. Spray buff all hard surface flooring		X		
5. Strip and refinish all hard surface flooring				X
6. Spot clean all walls, doors and door frames	X			
7. Wash all doors and door frames		X		
8. Dust ceiling vents and vertical and horizontal exposed piping		X		
9. Dust (high and low) all areas			X	
10. Sweep and wet mop stairwell and landing	X			
11. Clean and polish all bare metal		X		
12. Damp wipe exterior of light panels			X	
13. Clean interior of light panels				X
14. Empty all trash cans (including but not limited to waste, recycling, shredder machines)	X			
15. Replace all soiled or torn trash can liners as needed	X			
16. Spot clean all trash cans	X			
17. Clean glass entrance doors (front and rear)	X			
18. Dust all furniture		X		
19. Clean and polish all wood furniture		X		
20. Vacuum and spot clean all cloth furniture			X	
21. Clean all interior glass doors	X			
22. Vacuum and spot clean all carpets	X			
23. Dust all window sills		X		
24. Wash all window sills			X	
25. Clean all windows		X		
26. Clean exterior of all windows				X

**SCOPE OF WORK
TECHNICAL SPECIFICATIONS**

Description of Task	Daily	Weekly	Monthly	Semi-Annually
27. Carpet shampoo cleaning				X
General Offices				
1. Spot clean all walls, doors and door frames	X			
2. Wash all doors and door frames			X	
3. Dust ceiling vents and vertical and horizontal exposed piping			X	
4. Dust (high and low) all areas		X		
5. Clean and polish all bare metal			X	
6. Empty all trash cans (including but not limited to waste, recycling, shredder machines)	X			
7. Replace all soiled or torn trash can liners as needed	X			
8. Spot clean all trash cans		X		
9. Dust all furniture	X			
10. Clean and polish all wood furniture		X		
11. Vacuum and spot clean all cloth furniture			X	
12. Clean all interior glass doors	X			
13. Vacuum and spot clean all carpets	X			
14. Dust all window sills	X			
15. Wash all window sills		X		
16. Clean all inside windows		X		
17. Damp wipe exterior of light panels			X	
18. Clean interior of light panels				X
19. Carpet shampoo cleaning				X
Restrooms				
1. Spot clean all walls, doors and door frames	X			
2. Wash all doors and door frames		X		
3. Dust ceiling vents and vertical and horizontal exposed piping			X	
4. Dust (high and low) all areas		X		
5. Clean and polish all bare metal			X	
6. Empty all trash cans (includes feminine hygiene disposal units)	X			
7. Replace all soiled or torn trash can liners as needed	X			
8. Spot clean all trash cans	X			
9. Dust all window sills		X		
10. Wash all window sills		X		
11. Clean all inside windows		X		
12. Clean and sanitize urinals and commodes	X			
13. Clean and sanitize sinks and counter tops	X			
14. Wash and sanitize walls and baseboards			X	
15. Spot clean stall partitions	X			
16. Wash and sanitize stall partitions		X		
17. Clean mirrors	X			

SECTION TWO TECHNICAL SPECIFICATIONS

Description of Task	Daily	Weekly	Monthly	Semi-Annually
18. Fill, clean and sanitize all dispensers	X			
19. Wet mop floors with disinfectant	X			
20. Machine scrub floors with disinfectant			X	
21. Strip and refinish all hard surface flooring				X
22. Damp wipe exterior of light panels			X	
23. Clean interior of light panels				X

2. Cleaning Standards

The following standards shall be used by the County in evaluating office cleaning services. The Vendor must maintain a staffing level sufficient to accomplish these basic, minimum standards. At any time during this contract, should the vendor have a new employee for one of the facilities, it will be the sole responsibility of the vendor to explain the layout of the building and the scope of work required.

- 2.1 Waste, Recycling, and Shredder Receptacles: All waste receptacles located in corridors, offices and other areas where specifically noted shall be emptied; trash removed from building and deposited in collection facilities; and recyclables removed to proper location. Liners shall be replaced as specified in paragraph five above. The receptacles shall be spot cleaned and washed as needed.
- 2.2 Interior/Exterior to Entrance Glass: Interior/Exterior entrance glass (door glass and any adjacent glass) shall be cleaned on both sides with an appropriate glass cleaning method. Glass is clean when all glass surfaces are without streaks, film deposits, and stains and has a uniformly bright appearance and adjacent surfaces have been wiped clean. Extreme care and correct materials must be used to avoid damage and scratching on all surfaces.
- 2.3 Restrooms and employee wash areas: This work includes cleaning all plumbing fixtures, lavatories, toilet bowls, dispensers, doors, and stall partitions as required, and filling all dispensers (towels, toilet tissue, hand soap and air fresheners where needed) and emptying sanitary napkins disposal containers as needed. Disinfectant shall be used on plumbing fixtures, such as, but not limited to, commodes and urinals. All stains, graffiti or spots shall be removed from stall partitions, using a damp cloth with detergent. Mirrors shall be cleaned. Deodorizers should be replaced as needed. Floors shall be dry-swept and damp mopped using a germicide.
- 2.4 Doors, Door Trim, Furniture and Stall Partitions: After cleaning, the surface of these items shall have a uniformly clean appearance, free from dirt, stains, streaks and cleaning marks or residue.
- 2.5 Sweeping: All hard surface floors, stairways, landings and stoops shall be swept or mopped without damage or disfigurement of floor, furniture, doors or base trim. Oil treated mops or sweeping compounds shall not be used. Dust, dirt and debris shall be removed to receptacles provided for this purpose on the building exterior. Reset furniture upon completion of sweeping.

SECTION TWO TECHNICAL SPECIFICATIONS

- 2.6 Vacuuuming: Carpeting and furniture shall be vacuumed with attention to baseboards and corners, and the dirt, dust and debris removed to receptacles. Spots shall be removed from rugs and carpets as they occur.
- 2.7 Mat Cleaning: Remove mats at entrances and remove all dirt and dust deposits underneath. Clean/vacuum mats, removing any debris or stains and replace in proper location.
- 2.8 Break Rooms: In addition to normal cleaning duties as specified elsewhere, the tabletops and countertops shall be damp cleaned and sanitized, outside of refrigerator wiped down with a damp cloth, and sink area wiped down with disinfectant.
- 2.9 Damp Mopping Floors: Damp mop all hard surface floors, including stairs and landings using a commercial quality mop, water and detergent, using as small amount of water as possible. Follow with clean water rinse and pick up again using as small amount of water as possible. Where floor drain exists, water shall be added periodically to prevent traps from becoming dry.
- 2.10 Kitchenette Sinks & Drinking Fountains: All items shall be cleaned using disinfectant. Cabinets and water chillers shall be wiped clean with a damp cloth. Any spillage on floors or walls adjacent to fixture shall be wiped clean with a damp cloth.
- 2.11 Dusting: A properly dusted surface is free of all dirt and dust, dust streaks, lint and cobwebs.
- 2.12 Cleaning & Polishing Furniture: Wood and finished metal surfaces shall receive furniture polish with rubbing as necessary for cleaning, followed by polishing with a clean, dry cloth or electric buffer. When clean and polished, all surfaces shall be of uniform appearance, free of deposits, streaks or film. All spillage shall be wiped clean with a damp cloth. Upholstered furniture shall be spot cleaned for stains with a product intended for that purpose and safe for the particular material. The cleaning process should leave the upholstery dry to the touch by the opening of the office the following day.
- 2.13 Telephone: Telephones shall be dusted, cleaned and sanitized.
- 2.14 Spot Cleaning: A surface adequately cleaned is free of all stains, deposits and is substantially free of cleaning marks and residue.
- 2.15 Chair Mat Cleaning: Mats shall be free of all dirt, dust, grit, lint and debris as shall the floor under the mat.
- 2.16 Metal Cleaning: When cleaned, all surfaces shall be without deposits or tarnish, and with a uniformly bright appearance. Cleaner residue shall be removed from adjacent surfaces.
- 2.17 Interior Glass Cleaning: Clean all interior glass on both sides and the inside of exterior windows. Glass is clean when all accessible interior glass surfaces are free of streaks, film deposits, and stains, have a uniformly bright appearance, and adjacent surfaces have been wiped clean. Extreme care and correct materials must be used to avoid damage and scratching on all surfaces.

SECTION TWO TECHNICAL SPECIFICATIONS

- 2.18 High-Level Dusting: All high-level ceilings, vertical and horizontal exposed piping and vents shall be dusted with cloth or yarn duster. When cleaned, surfaces shall be free of all dust, lint, and cobwebs.
- 2.19 Wall and Baseboard Cleaning: After cleaning, the surface of all walls and baseboards shall have a uniformly clean appearance, free from dust, stains, streaks and cleaning marks.
- 2.20 Light Fixtures: After cleaning, all components, including bulbs, tubes, globes and lenses shall be without insects, dirt, lint, film and streaks. All articles removed must be replaced immediately.
- 2.21 Machine Scrubbing Hard Surface Floors: Machine scrubbing is satisfactorily performed when hard surface floors are without embedded dirt, film, debris, stains, marks and standing water in all areas and the floor has a uniformly clean appearance. A plain water rinse must immediately follow the scrubbing process.
- 2.22 Floor Stripping and Waxing/Refinishing: Remove or strip all finish down to flooring material, using a compound specifically intended for this purpose, with clean pad or brush agitation as required, followed by rinsing with plain water to remove all finish material, solution, dirt and film from baseboard edge to baseboard edge. Apply a minimal two (2) coats of quality brand floor wax/finish product compatible with the floor on which applied and in accordance with manufacturer's application recommendations.
- 2.23 Supervisor Duties:
- 2.23.1 Coordinate work schedule
 - 2.23.2 Meet with County representatives as listed in Section Two, paragraph 2.2 on a quarterly basis or as requested to ensure services are being performed to specifications. If deemed necessary, an Action Plan (Attachment M) shall be completed by the contractor and the County representative to ensure a plan is in place to address all identified problems. Action plans will be re-visited at the next quarterly meeting to ensure all goals have been met.
- 2.24 Removal and replacement of furnishings: Includes the care and control of all furnishings, and is the responsibility of the successful bidder. The successful bidder(s) acknowledge that they assume liabilities for damages.
- 2.25 Carpet Shampoo
- 2.25.1 Carpets shall be cleaned using truck mounted or portable hot water extraction cleaning system.
 - 2.25.2 Spot cleaning shall be provided where necessary.
 - 2.25.3 Vendor shall provide Teflon protection and odor deodorizer.
 - 2.25.4 The vendor shall guarantee against reappearance of spots or stains for at least a sixty (60) day period.

SECTION TWO TECHNICAL SPECIFICATIONS

2.25.5 All non-permanent furnishings shall be moved and replaced as required to clean carpet under furnishings. (This does not include file cabinets, bookcases or dividers)

2.25.6 Care shall be exercised to prevent stains due to transfer of rust or varnish from furniture once it is relocated.

2.25.7 All areas that cannot be cleaned by the machine such as edges and corners shall be cleaned by hand.

2.25.8 The vendor shall not leave streaking, excess residue or cause discoloring to the carpeting as a result of the cleaning.