

INCLUDED SERVICES – JANITORIAL SERVICES

JANITORIAL SERVICES. Contractor, in performing the Janitorial Services, shall provide all labor, equipment/tools, and janitorial supplies necessary to perform the Janitorial Services. Contract will use janitorial supplies consistent with Purchaser's requirements for the specific facility as documented in the applicable Purchase Order for such facility.

EQUIPMENT/TOOLS. Contractor's equipment/tools must be suitable to perform the Janitorial Services consistent with this Contract and as required by Purchaser. Contractor's equipment/tools must comply with workplace requirements including Occupational Safety Health Administration ("OSHA") standards and requirements. Contractor must store and maintain all equipment/tools necessary to perform the Janitorial Services. Contractor shall maintain equipment/tools in working order to perform the Janitorial Services. Lack of equipment/tools shall not justify a failure to timely perform the Janitorial Services.

JANITORIAL SUPPLIES. Contractor shall use janitorial supplies (e.g., cleaning solutions, chemicals, and supplies) consistent with this Contract and as required by Purchaser. Contractor's janitorial supplies must comply with the green product requirements specified in this Contract in Exhibit A (see Section 11). Enterprise Services and the Purchaser reserve the right to audit Contractor's janitorial supplies to ensure such supplies comply with this Contract, including the green product requirements. Purchaser reserves the right to require specific janitorial supplies or equipment.

STANDARDS OF WORK REQUIREMENTS FOR EACH CATEGORY

1. Waste Disposal Standards

- 1.1. Contractor must move all collected trash to Purchaser's designated trash areas for disposal. Trash shall not be left within the public way or within the public view. Contractor shall ensure that all its employees are properly trained in the proper disposal of trash.
- 1.2. Solid wastes that contain no hazardous characteristics or contamination by regulated substances may be disposed of responsibly in available on-site trash receptacles or dumpsters. Recyclable materials must be collected and disposed as required by Purchaser.

2. Sustainable and Green Cleaning Scope, Standard and Requirements

- 2.1 Enterprise Services and all state agencies are committed to providing sound environmental stewardship, protecting human health, reducing operating expenses associated with the use of hazardous materials, and reducing the potential liability to the state. The commitment also reflects utilizing environmentally preferable purchasing initiatives and products. "Environmentally preferred" means products or services that have a lesser or reduced effect on human health and the environment when compared with competing products or services that serve the same purpose. Sustainable cleaning protects the environment and exposure of facility users against toxic materials. This protection occurs by reducing the overall need for Contractor's janitorial staff to clean chemically, ensures that volatile organic compound (VOC) limits are reduced, improves indoor air quality, reduces ground ozone formation, releases no

ozone-depleting chemicals, and reduces risk of the Contractor's employees and facility users to toxic chemical exposure. Wherever feasible, the use of microfiber dry mopping of floors and dry-wipe cleaning of hard surfaces should be employed.

- 2.2. Contractor shall make effort to utilize Environmentally Preferred products. All products used by Contractor must avoid physical and health hazards.
- 2.3. Contractor shall use cleaning practices and janitorial materials that promote sustainability and improve building safety and occupant well-being. All cleaning procedures, equipment, cleaning chemicals, and janitorial supplies in use at Purchaser location shall assure a clean and safe building, reduce the risk of toxic chemical exposure to janitorial staff and building users, and maintain healthy air quality.
- 2.4. Contractor shall have appropriate standard operating procedures in place that reflect the core principles of sustainable cleaning. Procedures shall address how janitorial cleaning, hard floor maintenance, and carpet maintenance will be consistently implemented and managed. Procedures must also include proactive strategies/plans to reduce contaminant infiltration at the source (e.g., vacuuming).
- 2.5. Contractor's cleaning green program shall include:
 - a. Use of cleaning products provided or specified by Purchasers.
 - b. Use of chemical concentrates and closed loop dilution systems to prevent spills. Closed loop dilution systems package chemicals in dispenser control units to allow exact mixing measurement of chemical without spills.
 - c. Storage and dispensing of chemicals into containers that are easily differentiated to allow visual identification of the contents.
 - d. Maintaining a database of manufacturer's product specification sheets and Safety Data Sheets for cleaning and floor maintenance products used in the facility.
 - e. Language that discourages use of air fresheners, as they are suspected asthmagens (substances that can cause asthma in people).
 - f. Proper training protocols for janitorial staff on the hazards, use, maintenance and disposal of cleaning chemicals, dispensing equipment and packaging by Contractor.
 - g. Ensuring that training and training materials provided are in the language that Contractor's staff can understand.
 - h. Use of cleaning equipment that reduces impacts on indoor air quality and meets Energy Star guidelines.

SCOPE OF WORK BY CATEGORY. The following scope of work shall not be construed as comprehensive. Purchaser reserves the right to add or modify the minimum standards as considered necessary.

CATEGORY 1 - GENERAL CLEANING SERVICES. General cleaning services includes but is not limited to emptying trash and damp wipe containers; dusting chairs, sides of desks, top of filing cabinets, paneled walls, doors, ledges, and picture frames within easy reach; damp wiping desk tops, telephones, and desk fixtures; damp mopping floors; vacuuming upholstered furniture and draperies; washing vinyl furniture with cleaning solution; washing doors and other surfaces; spot washing painted walls; cleaning door glass and inside partition glass; and vacuuming and shampoo carpets/

1. General Office Cleaning Expectations

- 1.1. Dusting: A properly dusted surface shall be free of all dirt and dust, streaks, lint, and cobwebs. Dusting must be accomplished with proper cloths and apparatus. All sensitive and electronic surfaces must be avoided. No personal or individual office equipment or supplies may be moved or disturbed.
- 1.2. Plumbing Fixtures Cleaning: Plumbing fixtures (i.e. toilets, sink basins, urinals, faucets, etc.) shall be cleaned to be free of all deposits and stains so that the item shall be left without dust, streaks, film, odor, or stains and has a bright and uniform appearance. Care shall be taken to ensure that cleaning chemicals do not harm, dull or mark chrome finishes, do not scratch porcelain fixtures, and do not harm or stain finishes of walls or stalls.
- 1.3. Sweeping: A properly swept floor shall be free of all dirt, dust, gum, grit, lint, and debris.
- 1.4. Vacuuming: Carpet shall be free from soil and debris. The vacuumed fibers shall be cleaned to protect pile from matting (preferably using a machine with cylindrical brushing action). Effective vacuuming requires multiple, slow deliberate passes to ensure the removal of soil and dust at and/or below the carpet surface.
- 1.5. Damp Mopping: A satisfactorily damp mopped floor shall be free of dirt, dust, marks, film, streaks, debris, and standing water. Contractor must provide a sufficient number of barricades, traffic cones, and proper slip hazard signs for each floor area being cleaned to adequately protect people at the work location.
- 1.6. Dust Mopping: A satisfactorily dust mopped floor shall be free of all dirt, dust, lint, and debris. Contractor shall use microfiber mops to reduce air borne contaminants. All hard floors shall be dust mopped, including under all furniture and waste receptacles. Items moved shall be returned to the original positions.
- 1.7. Metal Cleaning: All cleaned metal surfaces are without deposits or tarnish and with a uniformly bright appearance, free from spots, smudges, and streaks. Cleaning agent is to be removed from all surfaces and surrounding finishes must not be damaged.
- 1.8. Spot Cleaning Glass:
 - a. Exterior and interior windows and entrance vestibule glass doors shall be cleaned. Contractor shall spot clean and maintain interior and exterior windows. Glass cleaning of rails and all other glass that is not interior/exterior windows shall be the responsibility of Contractor.
 - b. Glass is clean when all glass surfaces have been wiped clean, are without streaks, film, deposits, and stains, and have a uniformly bright appearance.
 - c. Glass cleaning work shall be accomplished with the least possible interference to the location users and operations.
- 1.9. Wall Washing: After cleaning, the surfaces of all walls must have a uniformly clean appearance, be free from dirt, stains, streaks, lint, and cleaning marks. Painted surfaces must not be unduly damaged. Hard finish wainscot or glazed ceramic tile surfaces must be bright, free of film streaks and deposits.
- 1.10. Spot Cleaning Carpets: A carpet adequately spot cleaned shall be free of all stains, deposits, gum, and spills, leaving a uniform appearance. Care must be taken to use a product that will not harm the carpet fibers and ensure complete surface removal.

- 1.11. Spot Cleaning Fabrics: All stains, gum, food debris, sticky substances, vomit, trash, biohazard spills, and any other substances shall be removed from the fabric on chairs, benches, and other surfaces using a properly diluted cleaning solution. Contractor shall use a product that will not harm the fabric fibers and ensure complete spot removal.
- 1.12. Graffiti Removal: Graffiti shall be removed from surfaces on the outside and inside as required by Purchaser. Care shall be taken to maintain the original surface where graffiti appeared. Graffiti shall be removed as soon as it is discovered; provided, however, any gang, violent, or hate related graffiti must be reported to the Purchaser or Designee.
- 1.13. Waste and Recycling Receptacles: Waste and recycling receptacles shall be emptied and spot cleaned as needed by Purchaser to maintain safe and sanitary conditions. Walls or surfaces surrounding the receptacles shall be spot cleaned and the floors under and near the cans are to be clean and kept free of stains, spots, rust, and rings. Liners shall be replaced at each emptying of the receptacle; receptacles shall not be allowed to overflow. Periodically, all receptacles shall be thoroughly cleaned inside and out as needed with germicidal detergent. All receptacles in the public areas shall be kept neatly aligned and the receptacle(s) turned with lettering or signage facing out for easy visibility.
- 1.14. Drinking Fountains: Clean drinking fountains shall be free of streaks, stains, spots, smudges, scale, and other removable soil and present a uniformly bright appearance. Clean and disinfect all polished metal surfaces including the orifices and drain; care shall be taken to prevent overspray or damage to other surrounding finishes or walls. Surrounding walls, floors, and other surfaces shall be kept clean and free of streaks, water spots and stains. Floor mats placed under fountains shall be kept clean and aligned.
- 1.15. Elevators and Adjacent Areas: All interior and exterior walls, floors, doors, ceilings, door tracks, glass, switches, buttons, controls and equipment must have a uniformly clean appearance, free from dirt, dust, stickers, stains, streaks, lint and cleaning marks. Floors must be maintained according to standards for carpet and/or hard surface materials. All adjacent areas must be left free of residue and spotting following cleaning procedures. Elevator and adjacent areas must be maintained as needed to ensure acceptable appearance at all times.
- 1.16. Stairwells/Halls: All walls, floors, stairs, stair treads, doors, door thresholds, and glass must have a uniformly clean appearance, free from dirt, dust, stickers, gum, stains, marks, streaks, lint and cleaning marks. Floor and wall finishes must be maintained according to the standards listed herein, care and detail shall be paid to treads, grids, edges and baseboards to ensure acceptable appearance at all times. Concrete surfaces must be swept of all dirt, dust, cobwebs and debris and pressure washed according to need. Railings must have a uniformly clean appearance, free from dirt, stains, smudges, adhered foreign substances, grease, oil and grime.

2. Public Restrooms

- 2.1. Public restrooms shall be kept clean and shall not become dull in appearance. Waste receptacles shall be emptied and spot cleaned. Trash shall not be allowed to overflow.
- 2.2. All surfaces of basins, bowls, toilets, seats, urinals, and all other restroom surfaces within touchable range shall be properly cleaned, sanitized, rinsed and dried spot free.
- 2.3. Descaling shall be performed as required by Contractor to keep surfaces free from streaks, stains, scale, scum, urine deposits, and rust stains.

- 2.4. Sharps' medical waste needle disposal containers shall be removed and properly disposed of when full and replaced with a new container.
- 2.5. All restroom mirrors, basins, shelves/counters, bright work, and stainless steel or solid surface partitions shall have a clean and polished appearance. Solid surface materials shall not become stained or dingy.
- 2.6. Floor and wall tile shall be maintained to standards specified by Purchaser and special care must be given to, grout, drains, counters, trash receptacles, and all other permanently fixed equipment or finishes to prevent build-up of odor causing bacteria.
- 2.7. Contractor shall use appropriate signage and barricades to protect against slip and falls. Flooding of restroom surfaces is not acceptable.
- 2.8. Documentation shall be kept by the Contractor to document that the proper cleaning process has been performed and the agreed upon cleaning schedule has been met.

3. Public Seating and Eating Space Areas

- 3.1. Seating and eating areas that are designated as part of Contractor's responsibility shall be maintained free of litter, spills, food and drink waste, packaging, accumulated dust, dirt, gum, stickers, and debris.
- 3.2. All furniture surfaces, tabletops, counters, seat backs, legs, feet, arms, and seams shall be wiped clean; fabrics shall be spot free and have a uniformly clean appearance, free from dirt, dust, stickers, stains, streaks, lint, and cleaning marks.
- 3.3. Tables and chairs that have been displaced shall be repositioned and straightened taking care to prevent damage to wall finishes.
- 3.4. Floors shall be maintained according to standards for carpet and/or hard surface materials.

4. Office Areas

- 4.1. Office areas shall present a clean, well-kept, orderly, and professional appearance.
- 4.2. Waste receptacles shall be emptied, spot cleaned and liners replaced as required.
- 4.3. Non-carpeted floors shall be swept/dust mopped.
- 4.4. Carpeted floors vacuumed and spot clean all carpets to remove stains, deposits, and spills.
- 4.5. All shelves, counters, cabinets and cases shall be free of accumulated dust and debris.
- 4.6. Wipe clean all tables, desks, counters, chairs and chair legs.
- 4.7. Spot clean all hard surface walls to remove fingerprints, dust, soil, and marks.
- 4.8. Contractor shall prohibit its employees from opening desk drawers or cabinets, or using the telephone or other office equipment.

5. Break Rooms

- 5.1. Break rooms shall present a clean, well-kept, orderly and professional appearance.
- 5.2. Waste receptacles shall be emptied, spot cleaned and liners replaced as required.
- 5.3. All shelves, counters, cabinets and ceases shall be free of accumulated dust and debris.

- 5.4. Wipe clean and sanitize all counter tops, refrigerators (exterior), tables, chairs, cabinets (exterior), coffee makers (exterior), vending machines, microwave ovens (exterior), exterior and interior of trash receptacles, wall area surrounding trash receptacles, and paper towel dispensers.
- 5.5. Non-carpeted floors shall be swept or dust mopped and then wet mopped.
- 5.6. Floors shall be maintained according to standards for carpet and/or hard surface materials.

CATEGORY 2: FLOOR CLEANING Floor Cleaning services is for any floor cleaning needs including but not limited to mopping floors, waxing floors, and vacuuming and shampoo carpets.

1. Floor Care – Carpet

- 1.1. Carpets shall be maintained in such a manner as to promote longevity and shall be left in a clean, orderly, and safe condition. Upon completion of routine work, carpet shall be free of debris, soil, and dust and shall present a uniform and bright appearance when dry.
- 1.2. After vacuuming and cleaning, mats or carper shall be free of all visible lint, litter, and soil. Carpet style entrance mats shall be vacuumed to remove soil and dirt and to restore resiliency of the carpet pile. Rubber or polyester entrance mats shall be swept, vacuumed, extracted, or hosed down, and then dried to remove soil and grit.
- 1.3. Contractor shall be responsible for moving and replacing all furniture, seating, waste receptacles, and non-stationary objects in the areas for cleaning to ensure the entire floor surface is cleaned. Carpet odors shall be removed, and carpet shall be left smelling fresh and clean.
- 1.4. Deep extraction of carpets shall be performed when required by Purchaser to remove embedded dirt and grime, to lift carpet pile, and to return carpets to a clean, bright and uniform appearance. Extraction may include spot cleaning, pile lifting, vacuuming, operation of the extraction equipment, and grooming of all carpet in an area.
- 1.5. Stained areas shall be treated with spot cleaning solutions following the manufacturer's recommendations. The spot cleaning process shall be performed until as much of the stain as possible has been removed. Pile lifting shall be done before the extraction process.
- 1.6 The extraction process shall be done in compliance with all instructions provided by the carpet manufacturer, manufacturer of the equipment, and manufacturer of all materials and chemicals. Chairs, trash and recycling receptacles, tables, benches, and any other non-fixed items shall be tipped or moved where necessary to allow for cleaning of the whole surface and shall then be placed back into their original positions after the carpets are adequately dry. Work shall be scheduled in such a way that it does not disrupt the functions and normal day-to-day operations at the location.

2. Floor Care - Hard Floors

- 2.1. Hard floors shall be maintained in such a manner as to promote longevity and shall be left in a clean, orderly, and safe condition. The result of all hard floor cleaning procedures shall leave all surfaces free of dust, dirt soil, gum, cleaning agents, and all removable stains. Care shall be taken by the Contractor to avoid damaging any hard floor surface irrespective of the method or cleaning technique employed.

- 2.2. Hard floor surfaces which have been swept, mopped, or cleaned shall present a uniformly clean appearance with no evidence of surface spoilage or spotting. Floors should be dry prior to any metal objects being placed back on the floor so as not to allow any rust to form on the floor. All cleaning solutions shall be removed from baseboards, furniture, trash receptacles, chairs, and other similar items. Contractor shall be responsible for moving and replacing all furniture and small items in the area to be cleaned.

3. Stripping and Waxing

- 3.1. When required by Purchaser, Contractor shall provide specialized services, including but not limited to stripping and waxing of floors. Contractor shall utilize the stripping solution approved by the Purchaser and do so in compliance with the manufacturer's instructions.
- 3.2. Stripping: Contractor shall completely remove all dirt, old wax and other foreign substances to return the floor to its original surface. Contractor shall make every effort to prevent streaking or bleaching of floor surface, and shall do so in compliance with the manufacturer's instructions.
- 3.3. Floor finish removal (stripping) is accomplished when all visible floor surfaces, including surfaces that can be exposed by the removal of non-fixed furnishings have been removed without causing any damage to the floor. Contractor shall remove stripping solution from the floor and surrounding wall areas and ensure dirt, stains, deposits, debris, cleaning solution are removed from the floor.
- 3.4. Waxing and Buffing: Contractor shall apply new wax evenly and buffed to high gloss to ensure the floor has a uniform appearance when dry. The number of wax coats applied shall depend on the type and condition of the floor and shall be as specified by Purchaser. All waxed surfaces must be maintained so as to provide safe anti-slip walking conditions.
- 3.5. Contractor shall take care to ensure stripping and finishing solution is not splashed on baseboards, walls, furniture, equipment and other adjacent areas in the course of providing the service, but rather ensure they are left in a clean condition.

CATEGORY 3: WINDOW WASHING. Window Washing is for the washing of all windows, including but not limited to external and internal window cleaning, pressurized cleaning to remove stubborn stains and marks and track cleaning.

1. Window Spot Cleaning Standards. Contractor must provide spot cleaning of all interior and exterior windows when required by Purchaser. When spot cleaned, the glass shall be clean and free of streaks, drips, and fingerprints and all moisture must be removed from sills, mullions and related supporting structures.
2. Bidder understands and complies with the Safety Standards rules for window cleaning as outlined in Chapter 296-878 WAC (see [Form Number 414-114-000](#)).
3. Window washers shall close off area(s) and post signs indicating the area(s) are closed to pedestrian traffic when working over entrances, traveled walkways or any area where people might cross below workers. All equipment, apparatus, or rope coils on the ground level around walkways shall also be marked off with cones and signs warning pedestrian traffic of the safety hazard. Bidder shall provide safety cones and signs.
4. When ladders and/or aerial lifts are used to wash exterior windows, ground protection or matting shall be used at all times to protect from damage.