

#201732980 JANITORIAL SERVICES AIRSIDE
EMPLOYEE PARKING BUILDING REVISED - SCOPE OF
WORK

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SECTION 1: GENERAL INFORMATION

1.1 Definitions

- 1.1.1 The City and County of Denver, Department of Aviation: Also known as “DEN” or the “City.”
- 1.1.2 “CEO”: The Chief Executive Officer of the City and County of Denver, Department of Aviation
- 1.1.3 Contract Compliance Group (“CCG”): The City and County of Denver, Department of Aviation’s designated employees that have the authority and responsibility for monitoring the compliance of the Janitorial and Snow Removal Services Contract. This group shall ensure full compliance with all of the terms and conditions contained within the Contract document, including invoice pricing.
- 1.1.4 Contract Compliance Supervisor (“CCS”): The authorized representative(s) for day-to-day administration of the services under this Agreement. The Contract Compliance Supervisor is an employee(s) of the Airport Operations Division.
- 1.1.5 Contract Compliance Technician (“CCT”): The Contract Compliance Supervisor may appoint representatives as CCT(s) to monitor and inspect the performance of the work. The CCTs are employees of the Airport Operations Division.
- 1.1.6 Contract Compliance Coordinator (“CCC”): May monitor and inspect the performance of the work and may also perform duties of the CCT. The CCC is an employee of the Airport Operations Division.
- 1.1.7 Contractor Project Manager (Project Manager): The Contractor’s designated individual within the company to administer the DEN Janitorial Contract.
- 1.1.8 Supervisor: The Contractor’s designated individual within the company to supervise duties performed during the shifts as specified in the DEN Janitorial Contract.
- 1.1.9 Custodian 1 (“C1”): Any employee performing general clean-up duties using equipment that does not require special training: i.e. dust mopping, damp mopping, vacuuming, emptying trash, spray cleaning, washing toilets, sinks, walls, cleaning chairs, etc.
- 1.1.10 Custodian 2 (“C2”): Any employee performing specialized cleaning duties requiring technical training and the use of heavy and technical equipment, i.e., heavy machine operators floor strippers and waxers, carpet shampooers, spray buffing, mopping behind machines, high ladder work, chemical stripping and finishing of stainless steel.

1.2 Authority of the Contract Compliance Supervisor and Contract Compliance Technicians

- 1.2.1 The CCS' and CCTs shall have unfettered access to the Contractor's materials and work site at all times for the purposes of inspecting compliance with this scope of work. These employees shall also have the authority to inquire about the quality, safety, and acceptability of any equipment the Contractor uses to perform these duties.
- 1.2.2 CCTs will conduct daily inspections of work performed and shall have the authority to approve or disapprove such work and require that it be completed satisfactorily. The CCTs shall have the authority to suspend Contractor work until any questions at issue can be resolved by the CCS.
- 1.2.3 The CCS' and CCTs are not authorized to revoke, alter, or waive any requirements to this Contract.
- 1.2.4 CCS' and CCTs shall not perform duties for the Contractor, nor interfere with the management Contractor work. Any advice (both verbal and non-verbal) given to the Contractor shall in no way be construed as binding to the City, or as release from fulfilling all the requirements of the Contract. The CCS and/or CCT shall work with the Contractor's Project Manager and Supervisor when making requests of the Contractor. The CCS' and CCTs shall not make requests directly to Custodians.
- 1.2.5 The CCS has the authority to interpret any ambiguous language included in this contract, should any questions arise.

1.3 Access to Premises

- 1.3.1 The Contractor shall not permit any individual to have keys for access to locked rooms until it has been determined that the individual(s) is authorized to be admitted in accordance with applicable orders, rules, regulations, and instructions.
- 1.3.2 The CCS shall designate access routes, access to gates/doors, parking, and storage areas and may impose time limitations for such access. The Contractor shall conduct his/her operations in strict observation of these designations. Under no circumstances shall any of the Contractor's personnel, vehicles, or equipment enter any area not authorized by the CCS for access by the Contractor.

1.4 Exclusive Performance

- 1.4.1 Neither the Contractor nor any of his/her employees shall perform any outside work at the Airport other than that which is defined herein, except as permitted in writing by the CCS. When such other work is approved, it is expressly understood DEN's needs are to have precedence over any such work.
- 1.4.2 Contract employees shall not simultaneously work under any other janitorial contract at the airport nor shall they perform any snow removal services under this contract.

1.5 Other Contracts

- 1.5.1 The City may award other contracts for additional work, and the Contractor shall fully cooperate with such other contractors.
- 1.5.2 The Contractor shall have no claim against the City for additional payment due to delays or other conditions created as a result of the operations of other contractors. The City will determine the respective rights of various contractors in order to secure the completion of the work.

SECTION 2: PROPERTY AND EQUIPMENT

2.1 Damage to DEN Property

- 2.1.1 The Contractor shall submit a written report of any damages to the building, furniture, fixtures, or equipment caused by its employees within 24 hours of the incident.
- 2.1.2 Contractor shall be held liable for any damage caused by their employees. The cost of repair or replacement may be deducted from the Contractor's monthly invoice.

2.2 Accident Reports

- 2.2.1 The Contractor shall promptly notify the CCS of any accidents involving bodily injury to workers, building occupants, passengers, equipment, or other persons. Notification shall be made in writing on forms developed by the Contractor for this purpose.

2.3 Supplies and Equipment Provided by DEN

- 2.3.1 DEN shall provide and pay for all the following items to be used on its premises:
 - 1. Paper towels for dispensers
 - 2. Toilet tissue for dispensers
 - 3. Toilet seat liners for dispensers
 - 4. Hand soap for dispensers
 - 5. Hand lotion for dispensers
 - 6. Odor neutralizer/fragrance refills
 - 7. Wax paper bags for sanitary napkin receptacles
 - 8. Waste receptacle liners for large receptacles
 - 9. Sharps Containers and replacements
 - 10. Batteries for paper towel dispensers
- 2.3.2 Any and all additional products purchased by the Contractor shall not be reimbursed.

2.4 Dressing Room and Break Areas:

- 2.4.1 The Contractor shall require employees to change their clothes in areas designated by DEN and maintain these areas in a neat and clean condition.
- 2.4.2 If the employees eat their lunches in the Airport facility, they must do so in a cafeteria, food court, snack bar, or designated lunchroom.

2.5 Storage Space

- 2.5.1 The Contractor shall store its supplies, materials, and equipment in storage areas and janitorial closets designated by DEN. The Contractor agrees to keep these areas in a neat, orderly, and clean condition at all times and to comply with applicable fire regulations.
- 2.5.2 DEN will not be responsible in any way for supplies, materials, or equipment in these areas that may be damaged or lost by fire, theft, accident, or other circumstances.
- 2.5.3 Any such janitorial storage rooms must remain closed and will be equipped with doors and locks. Locks, if not already installed, will be furnished and installed by DEN.

2.6 Keys

- 2.6.1 At the beginning of the Contract, the Contractor will be given all keys necessary for the performance of the work.
- 2.6.2 The Contractor shall exercise all reasonable efforts to ensure the safety of these keys. Under no circumstances should any keys be taken off airport property. The Contractor agrees to not cause, allow, or contribute to the making of any unauthorized copies of Airport keys issued to its employees or sub-contractors.
- 2.6.3 Any loss of keys shall be reported to the CCS immediately. The Contractor agrees that any loss or non-return of any Airport keys by any of its employees or sub-contractors may render the Contractor responsible for the expenses of a relock of the affected areas. Relock is defined as any changing of the lock mechanism to accommodate a different key due to the loss of a Contractor (or sub-contractor) key(s).
- 2.6.4 The Contractor shall return to DEN at the expiration or termination of this Contract, or upon demand by DEN, all access keys or access badges issued to it or any subcontractor, whether or not restricted. If the Contractor fails to do so, the Contractor shall be liable to reimburse DEN for all the costs for work required to prevent compromise of the Airport security system. DEN may withhold funds in the amount of such costs from any amounts due and payable to the Contractor under this Contract.

2.7 Office Papers and Equipment

- 2.7.1 The Contractor shall prohibit its employees from disturbing papers on desks, opening desk drawers or cabinets, and using the telephone or office equipment of those offices they are cleaning.

2.8 Time Clocks

- 2.8.1 The Contractor shall provide and install a computerized time recording system for all employees. The Contractor shall require all employees to use time cards and time clocks to record their daily time worked. The CCS shall determine time clock locations.
- 2.8.2 The computerized time recording system shall have the ability to record time and produce the timekeeping reports necessary to verify all prevailing wage requirements by the City and County of Denver Auditor.

2.9 Uniforms

- 2.9.1 Contractor employees are required to wear uniforms and appropriate protective clothing while performing work under this Contract and have a neat and clean appearance. No deviations in accessories to the uniforms shall be permitted.
- 2.9.2 Cost of the uniforms will be the Contractor's responsibility. This may include all types of shirts, smocks, pants, slacks, field jackets, coats, hats, gloves, rain and snow gear, shoes, and protective gear including goggles and masks.
- 2.9.3 The CCS must approve of uniform styles in advance of their use.
- 2.9.4 DEN reserves the right to amend/change the uniform policy and design throughout the term of the Contract.

2.10 Vehicles

- 2.10.1 The Contractor shall provide the necessary vehicles with the capacity and capability of moving supplies and staff to various locations on Airport property. The Contractor shall provide all insurance, licenses, bonds, Airport permits, etc. for the vehicles.
- 2.10.2 All vehicles must be in good condition, AWD or 4WD, less than 5 years' old, and under 100,000 miles for the duration of the terms of this Contract.

2.11 Critical and/or Needed Repairs

- 2.11.1 The Contractor's Supervisors shall promptly notify, via handheld radio, the CCT of needed repairs or damage to fixtures, buildings, and other equipment

belonging to DEN. The CCT shall provide direct communication to the Maintenance Control Division. If the on-duty CCT and CCS are unavailable, then the Contractor must contact Maintenance Control directly.

2.12 Equipment provided by the Contractor

- 2.12.1 The Contractor shall furnish all equipment, accessories, and tools necessary to perform the work properly as defined in this Contract. Except where otherwise stipulated, the Contractor shall provide, maintain, repair, and/or replace all necessary custodial tools and equipment. The required equipment list and their specifications can be found in Section 9: Tools and Equipment Capability.
- 2.12.2 DEN reserves the right to perform a condition assessment of all equipment used 3 years into the term of the Contract to verify that equipment is in good working order. The Contractor will be required to replace any piece of equipment that DEN no longer deems satisfactory.
- 2.12.3 **The Proposers must complete the table in Section 9.1 “Recommended Tools and Equipment List” as part of their Proposals. The list must be complete and correct before the Contractor begins any work under this Contract. The list will include the manufacturer’s specifications, images of the equipment or tool, and an explanation as how each piece meets the required specifications.**
- 2.12.4 Should the Contractor desire to change any equipment from their original selection, the Contractor shall first ascertain that the alternate complies with the required specifications. The Contractor shall then submit a written “request to change” letter to the “CCS,” defining the alternate along with the manufacturer’s specifications along with an image of the unit. If the CCS determines that the alternate performs as well as the initial selection, then the alternate shall be approved for use. “Miscellaneous small tools” as listed in Section 9 are exempt from the “request to change” letter.

SECTION 3: ENVIRONMENTAL

3.1 Environmental Requirements

- 3.1.1 The Contractor and any subcontractors must comply with all environmental requirements. These requirements include all applicable airport, city, state, and federal rules and regulations.
- 3.1.2 Airport environmental requirements are located in Part 180 of the Denver Municipal Airport System Rules and Regulations available at http://www.flydenver.com/about/administration/rules_regulations.
- 3.1.3 DEN is interested in “greening” the products used in all aspects of its activities. Some of the motivations and potential benefits include: Reduced operating costs, increased worker safety in handling hazardous chemicals, improved air quality,

and enhanced public image. Contractors should consider using “green” products whenever available.

3.2 Green Cleaning Standard Operating Procedure

- 3.2.1 The Contractor must create and follow set of guidelines or a “Green Cleaning Standard Operating Procedure” (GCSOP) that governs the overall provision of janitorial services. The GCSOP must address cleaning tasks, the selection and stocking of chemical products, safe chemical use and handling, waste disposal, equipment operation and maintenance, communications protocols, worker safety, training and awareness, public and customer safety, inspections, and reporting and recordkeeping.
- 3.2.2 The format and content of these procedures should follow the proposed Green Seal Environmental Standard for Cleaning Services (<http://www.greenseal.org/GreenBusiness/Standards.aspx?sid=30&cid=3&vid=ViewStandardDetail>) and meet Leadership in Energy & Environmental Design (LEED) Green Policy and Program Plan requirements (<http://www.usgbc.org/leed>).
- 3.2.3 **A complete response to this RFP must contain a draft or outline of the Contractor’s proposed GCSOP.**

3.3 Packaging and Product Requirements

- 3.3.1 Products should be provided in reusable, refillable, and/or recyclable containers to minimize waste generation and disposal.
- 3.3.2 Product containers should be comprised of the highest post-consumer recycled content possible that is cost-effective.
- 3.3.3 Product should be available in concentrated form (less than 20% water by weight).
- 3.3.4 The Contractor remains the owner of all the chemical products it specifies, procures, uses, and stores at the work site. Upon the completion of service or termination for any reason, the Contractor must remove and take possession of all remaining stock of chemicals including partial packages.
- 3.3.5 Products and services with the following characteristics are discouraged from procurement under this Contract due to the negative impact their continued broad use may have on worker and public health:
1. Combination cleaner-disinfectants
 2. Aerosol products
 3. Products which liberate ammonia (CAS 7664-41-7)

4. Products containing 2-butoxyethanol or 2-butoxyethanol acetate (CAS 111-76-2 and CAS 112-07-2)
5. Products containing ethanolamine (CAS 141-43-5)
6. Products containing phosphates or phosphates in excess of 0.5% phosphorous by weight
7. Products which at their least dilute working strength have a pH of less than 2.0 or greater or than 12.5
8. Products containing more than 20% VOCs by weight
9. Products meeting the definition of a RCRA Hazardous in their least dilute working strength

3.3.6 The following products are prohibited for use at DEN under this Contract:

1. Products containing persistent bio-accumulative toxic compounds
2. Products containing Asbestos
3. Products containing known carcinogens, mutagens, and teratogens
4. Products containing more than 0.1% of: alkylphenol ethoxylates, paradichlorobenzene, 1,4-dioxane, nitrilotriacetic acid, or sodium ethylenediamine tetraacetic acid
5. Halogenated compounds with an Ozone Depletion Potential of greater than 0.01
6. Products with a flashpoint of less than 100°F
7. Products which have a high risk of causing spontaneous combustion
8. Products which are strong chemical oxidizers
9. Products containing chemical compounds deemed by the Denver Department of Environmental Health to present and undue risk to human health or the environment in their use or disposal
10. Products listed in Table 1

Table 1: Prohibited Chemicals and Compounds			
	Chemical Name	CAS Number	Comments
1	Arsenic	7440-38-2	
2	Arsenic, compounds of	various	
3	Barium, compounds of	various	not including alloys
4	Cadmium, compounds of	various	not including alloys
5	Carbon tetrachloride	56-23-5	
6	Chlorobenzene	108-90-7	
7	Chloroform	67-66-3	
8	Chromium, compounds of	various	not including alloys
9	1,2-Dichlorobenzene	95-50-1	
10	1,4-Dichlorobenzene	106-46-7	
11	1,2-Dichloroethane	107-06-2	
12	1,1-Dichloroethylene	75-35-4	
13	Hexachlorobenzene	118-74-11	
14	Hexachloroethane	67-72-1	
15	Hydrofluoric Acid	7664-39-3	
16	Lead, compounds of	various	not including alloys
17	Mercury, elemental	7439-97-6	not including amalgams

Table 1: Prohibited Chemicals and Compounds			
	Chemical Name	CAS Number	Comments
18	Mercury, compounds of	various	
19	Methylene chloride	75-09-2	
20	Nitrobenzene	98-95-3	
21	Pentachlorophenol	87-86-5	
22	Selenium, compounds of	various	
23	Silver, compounds of	various	not including alloys
24	Tetrachloroethylene	127-18-4	
25	1,1,1-Trichloroethane	71-55-6	
26	1,1,2-Trichloroethane	79-00-5	
27	Trichloroethylene	79-01-6	
28	2,4,5-Trichlorophenol	95-95-4	
29	2,4,6-Trichlorophenol	88-06-2	
30	Vinyl chloride	75-01-4	

3.3.7 The Contractor must submit documentation that all procured products and services do not contain any of the prohibited items listed above.

3.3.8 All chemical containers shall retain the original label that must define the instructions for use of the chemicals and any pertinent warnings and safety instructions. All chemicals used must have the manufacturer's quality control batch numbers included on cases or containers.

3.3.9 Chemical solutions may be issued to janitorial workers in clearly labeled secondary containers. These containers should be labeled with the container contents such as—"Germicide Detergent." The CCS may require additional secondary container label criteria during the term of this contract.

3.4 Recycling and Composting Support

3.4.1 All janitorial support staff must be made aware of and comply with the DEN Recycling and Composting Program as the success of the program depends greatly on the support of the Contractor.

3.4.2 The Contractor is responsible for the collection of compostable organic material in the City employee break rooms. DEN may add compost collection locations through the term of the Contract at no charge to DEN.

3.4.3 The CSS may request the Contractor to supply information or ideas on how the recycling and composting program could be improved.

3.5 Waste Disposal

- 3.5.1 The Contractor shall obtain appropriate disposal transport containers and will be solely responsible for the coordination of all disposal activities. The number, size, location, replacement, etc. of transport containers may be determined by the Contractor as long as there is a timely and appropriate disposal of waste and recycled material.
- 3.5.2 The Contractor will be responsible for all costs associated with the disposal of all wastes generated at DEN as a result of the Contractor's environmental noncompliant activities.
- 3.5.3 No materials will be allowed to enter Denver's storm water sewer system. Only those products suitable for discharge via the sanitary system will be considered allowable discharges. All sanitary sewer discharges must comply with the Denver Revised Municipal Code Section 56-102 and Part 180 of the Denver Municipal Airport System Rules and Regulations, along with any other applicable federal, state, or local regulations.
- 3.5.4 The disposal of any hazardous wastes on Denver property is prohibited. All hazardous waste must be disposed off-site at an appropriately permitted facility. It shall be the Contractor's responsibility to determine any associated or potential cost of for hazardous waste disposal compliance.
- 3.5.5 Solid wastes that exhibit no hazardous characteristics or no contamination by regulated substances may be disposed responsibly in available on-site City trash receptacles or dumpsters.
- 3.5.6 The Contractor shall notify the CCG of any observed issues with recycling and trash receptacle such as non-functional equipment or leakage.
- 3.5.7 The following is a list of recycling and trash compactors locations is subject to change throughout the term of the Contract:

Trash Services	Equipment Type	Quantity
Airside Employee Security Turnstile	8 yd FEL	1
Airside Equipment Maintenance Ctr	30 yd RO	1
Airside Equipment Maintenance Ctr	30 yd RO	1
Airside Equipment Maintenance Ctr	20 yd RO	1
Airside Equipment Maintenance Ctr	8 yd FEL	1

Recycling Services	Type	Quantity
Airside Employee Security Turnstile	8 yd FEL	1
Airside Equipment Maintenance Ctr	8 yd FEL	2

Landside Equipment Maintenance Ctr	30 yd RO	1
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3.6 Safety Data Sheets (SDS)

- 3.6.1 The Contractor shall provide copies of SDSs for all chemicals to be used in its activities. These sheets must be provided to the CCS for approval prior to their use. This obligation is continuing for the term of this Agreement.
- 3.6.2 If the Contractor wishes to use new product formulations at DEN, the Contractor must provide a new SDS sheet to the CCS. The Contractor shall not bring any new formulations on site prior to approval by the CCS.
- 3.6.3 This is the minimum level of required documentation. DEN reserves the right to request additional information to assess the risk associated with any chemicals used by the Contractor. Any additional information must be provided to the CCS upon request.

3.7 Emergency Planning and Community Right-to-Know Act (EPCRA)

- 3.7.1 The Contractor must comply with the applicable sections of the EPCRA. These include:
 - 1. Section 302—Extremely hazardous substances in quantities greater than the thresholding planning quantities must be reported to the Colorado Emergency Response Commission (CERC).
 - 2. Section 304—Notification of reportable releases must be made to the CERC, Denver’s Local Emergency Planning Commission (LEPC), and the Denver Fire Department (DFD).
 - 3. Section 311—The Contractor shall submit copies of all SDS or a list of its hazardous chemicals to the CERC, LEPC, and the DFD.
 - 4. Section 312—The Contractor must submit an emergency and hazardous chemical inventory form to the CERC, LEPC, and the DFD for the same chemicals covered under Section 311
- 3.7.2 The Contractor must also complete the DFD’s Hazardous Materials Inventory System (HMIS) forms for chemicals stored at DEN.

SECTION 4: STAFFING

4.1 Staffing Requirements

- 4.1.1 All employees shall be exclusive to this Contract and shall not concurrently work or have job duties outside of those required by this Contract unless given specific provision by the CCS.
- 4.1.2 The minimum total staffing number under this Contract shall not be less **9**.

4.2 Staffing Plan

- 4.2.1 Proposers shall complete the following table as part of their Proposals:

Custodial Staff			
Custodian 1	Custodian 2	Supervisor	Total

4.3 Contractor's Managers

- 4.3.1 The Contractor shall provide a Project Manager who will be trained, qualified, and acceptable to the CCS. The Project Manager shall be available for meetings and able to respond to urgent and emergency situations.
- 4.3.2 If the Project Manager is absent, the Contractor shall provide an equally qualified and competent alternate that has been given full authority to carry out the duties of the position as required.
- 4.3.3 The Project Manager, or his/her alternate, shall make sufficient daily inspections to ensure work is performed as specified. The Project Manager, or his/her alternate, shall use work assignment sheets, summary sheets of inspection and reporting detailed in this Special Conditions, plus tool and equipment checklist for each assignment to record discrepancies. The Project Manager, or his/her alternate shall provide a copy of these, or any equivalent reporting tool, to the CCS, or his/her representative each day.

4.4 Shift Hours and Breaks

- 4.4.1 The Contractor shall submit a proposed shift schedule, including lunch and break times, to the Contract Compliance Supervisor. DEN reserves the right to approve, modify, or reject proposed schedules.

4.5 Holidays

- 4.5.1 The Contractor shall be aware that the Airport operates 24 hours a day, all days of the year. The contractor shall staff all areas during holidays at no additional cost to DEN. DEN staff observe the following holidays:
1. New Year's Day
 2. Martin Luther King Day
 3. President's Day
 4. Cesar Chavez Day
 5. Memorial Day
 6. Independence Day
 7. Labor Day
 8. Veterans Day
 9. Thanksgiving Day
 10. Christmas Day

4.6 Relief for Absenteeism and Replacement Personnel

- 4.6.1 The Contractor is required to provide relief personnel for absent or vacationing employees at all times.
- 4.6.2 Should the Contractor need to call in replacement personnel, the Contractor shall replace the employee with another of equal or greater rank (i.e. replace a Custodian 2 with another Custodian 2).
- 4.6.3 If the Project Manager or Supervisor is absent, the Contractor shall provide a competent replacement that has been given the authority to carry out the duties of the position as required.
- 4.6.4 Due to a leave of absence, (FMLA, illness, etc.) requiring a custodian, supervisor, or project manager to be off work for more than 45 consecutive days, the Contractor shall be required to hire a temporary replacement until said employee returns to work. Should the Contractor fail to fill the position within 45 days the following deduction on the 46th day shall apply:
 - 1. **Any Contractor employee: \$120 per day**

SECTION 5: TRAINING

5.1 General Training

- 5.1.1 The Contractor shall provide each employee under this Contract with adequate training to perform the work safely and competently.
- 5.1.2 The Contractor shall maintain a training record for each employee. The record shall include, at a minimum, the employee's name, date of employment, and the type and date of each training class attended. Such records will be made available to the CCS or his/her representative on a quarterly basis or upon his or her request.
- 5.1.3 The CCS or CCTs may monitor the content of training classes from time to time.
- 5.1.4 DEN may elect to provide the Contractor with training materials for presentation or distribution. These materials shall remain the sole and exclusive property of DEN.
- 5.1.5 At a minimum, the Contractor shall be responsible for providing each employee the following classes prior to or within the first two weeks of employment and each successive six month period thereafter:
 - 1. General Orientation
 - 2. Introduction to Assignments
 - 3. Chemicals
 - 4. OSHA and Hazcom Training
 - 5. Blood-borne Pathogen Training (must be completed before assignment, detailed in 5.2 below)
 - 6. Tools and Equipment
 - 7. General Procedures

8. Restroom Cleaning and Disinfection
9. Common Mistakes
10. Floor Care
11. Waste Disposal- Recycling
12. Handheld Radio Training (as necessary)

5.1.6 In addition to the required training above, managers and supervisors performing oversight shall also attend the following class prior to or within the first two weeks of employment and again each successive six month period:

1. Supervisory Techniques and Updates

5.1.7 On the first business day or each month, the Project Manager or his or her designee shall provide to the CCS a written schedule of training classes to be conducted the forthcoming month. The schedule shall define the dates, times, locations, and content for each class.

5.2 Blood-borne Pathogen Safety Program

5.2.1 The Contractor shall be responsible for developing and implementing a blood-borne pathogens safety and training program for workers involved with trash removal, restroom cleaning, dispenser servicing, or any other activities where the employee has the potential to encounter blood and other bodily fluid. This program will cover all employees potentially exposed to blood and other bodily fluids, with the goal of preventing the transmission of pathogens such as HIV and Hepatitis B. At a minimum, the following items must be included in the training:

1. Universal Precautions—all human blood and certain bodily fluids are treated as if known to be infectious for HIV, HBV, or other blood-borne pathogens.
2. Medical Evaluations—Contractor will provide employees with medical evaluations and procedures, including the HBV vaccination series and post-exposure evaluation and follow-up
3. Explain how to recognize occupational exposure, the symptoms of blood borne diseases, modes of transmission of blood borne pathogens and describe the methods of controlling HBV and HIV transmission.
4. Personal Protective Equipment (PPE)—Contractor shall provide employees with appropriate PPE such as gloves, gowns, face shields, masks, and eye protection. PPE must not permit blood or other potentially infectious materials to reach the employee's work clothes, street clothes, undergarments, skin, eyes, mouth, or other mucous membranes.
5. Clean-up procedures including waste storage and disposal and the care of PPE and laundry.
6. Explain the use and limitations of work practices and PPE. Inform workers of the free Hepatitis B vaccination.
7. Explain the use of labels, signs, and color-coding and the proper response to large spills of blood or bodily fluids.
8. Surfaces contaminated with blood or other bodily fluids shall be cleaned and rinsed with an EPA approved, hospital grade, and phenolic-based disinfectant cleaner. Personnel with open sores or cuts will not be involved with cleanup activities.

SECTION 6: SPECIFICATIONS

6.1 Work Performance Standards

6.1.1 Specifications, showing general outlines and details necessary for a comprehensive understanding of the work, form a part of the Contract Documents. All work under the Contract shall be performed in strict compliance with the requirements of the specifications. The Specifications and all other provisions of the Contract Documents are essential parts of the Contract, and a requirement occurring in one is binding as though occurring in all.

6.2 Specification Changes

6.2.1 The specifications may be changed unilaterally by DEN if the Contract unit prices are not affected. Notification to the Contractor will be made orally if the duration of such changes is less than one week; otherwise, notification will be made in writing.

6.3 Work Areas

6.3.1 All employees must be at their assigned work areas, ready for work, at the start of their assigned shift and until the designated time of their shift end until relieved by their assigned shift replacement and except for designated breaks.

6.4 Entrances and Doorways

6.4.1 All assignments that include entrances shall include thresholds and door frames a distance of ten (10) feet into the adjacent area.

6.5 Cleaning Vending Areas

6.5.1 Necessary policing and cleaning of vending machine areas, where it is not done by machine operators, will be accomplished periodically during each workday. This is to include under and behind machines as necessary and able.

6.6 Dispensers

6.6.1 All dispensers (soap dispensers, toilet paper and towel dispensers, feminine product dispensers, etc.) within the areas serviced shall be supplied and installed by DEN and stocked by the Contractor unless otherwise specified in writing by the CCS.

6.6.2 The Contractor will provide and pay for all sanitary napkins and tampons. The Contractor will collect and retain any revenue from the feminine dispensers beyond the cost of the equipment to DEN. Vending prices must be approved by DEN. Such revenue will be accounted for at all times by the Contractor.

6.6.3 The Contractor shall not be required to replace or repair any defective or damaged dispensers or any parts thereof. However, the Contractor shall be required to have their employees report any defective or damaged dispensers or parts by the end of each shift, pursuant to Section 2.1

SECTION 7: FREQUENCIES

7.1 Service Schedule

7.1.1 The Airside Employee Parking Building will require daily service.

7.2 Shift Tasks

Daytime Tasks	Nighttime Tasks
<p>Cleaned once following specifications under "office basics" and "Daytime basics"; Every restroom cleaned following specifications under "restroom basics"</p>	<p>"Nighttime Basics" and <u>Hard Floor Surfaces:</u> Machine Scrub and Recoat (2 coats finish) Quarterly; Machine Strip, Seal, Finish (2 coats seal, 3 coats finish) Annually <u>Carpet Cleaning:</u> Low Moisture Extraction Semi-Annually Every restroom cleaned following specifications under "restroom basics" and "Nighttime deep cleaning"</p>

7.3 Basics

TASK
DAYTIME BASICS
Rearrange out of place chairs and furniture.
Clean and disinfect all drinking fountains, all telephones and any kiosks. Polish chrome and metal.
Spot clean building and furniture surfaces including all walls, pillars, stainless steel, counters, carousels, etc.
Sweep, spot mop and tack mop hard floor surfaces.
Dust and/or spray clean, polish dry where applicable, all surfaces including but not limited to: ledges, window sills/ blinds, podiums, counters, consoles, furniture (as well as chair legs, arm rests, tops of lockers, etc).
Remove gum, stickers, tape, etc.
Empty all trash containers as needed. Any container that is more than half full should be emptied. Replace with a new liner. Spot clean the exterior of the cans.
Check all recycle containers, empty into appropriate containers and replaced with a new liner as needed. Clean the interior and exterior of container as needed.
Police all floors, surfaces, equipment, planters, etc., and remove all litter and obvious trash. Sweep under all furniture. Report any lost item found (Deliver lost items to the City Lost and Found).
Sweep at all entrances and exits. Vacuum mats at all entrances and exits.
On-call, spot clean carpet.
NIGHTTIME BASICS

Check all recycle containers, empty into appropriate containers and replaced with a new liner as needed. Clean the interior and exterior of the container.
Clean and disinfect all drinking fountains, all telephones and kiosks. Polish chrome and stainless steel.
Arrange furniture properly and neatly as required.
Clean building and furniture surfaces including all walls, pillars, stainless steel, counters, carousels, etc.
Vacuum mats at all entrances and exits. Sweep all entrances and exits.
Remove gum, stickers, etc.
Police, sweep, mop, and/or scrub all hard surface floors nightly.
Vacuum all carpeted floors, including under all chairs and furniture. Clean all corners and edges.
Remove carpet stains as needed.
Empty all trash containers. Replace with a new liner. Clean the interior and exterior of the cans as needed.
Hand mop/scrub perimeter floor area adjacent to windows, walls etc., to remove any build-up of wax, grease, or other soil if applicable.
Burnish/ spray buff tile floors if applicable.
Dust all vertical surfaces within arm's reach includes dusting and sweeping of carpeted wall surfaces and all vents.
Dust the tops of all horizontal surfaces up to a height of twenty feet (20').
OFFICE BASICS
Empty all trash receptacles. Clean out the inside of the container if needed. Wipe down the exterior of the container. Replace the liner if needed.
Dust all horizontal building and furniture surfaces. Do not rearrange items on desks unless specifically told to do so.
Spot clean all building and furniture surfaces.
Arrange furniture as required.
Pick up any obvious trash on the floor.
Clean and disinfect telephones.
Sweep tile floors and mop as needed.
Vacuum carpeted floors thoroughly.
De-trash all planters
Custodians are to report any carpet stains that require special work and any broken or damaged items to their Supervisor.
Dust vents, partitions and window sills weekly. Also, dust window blinds where applicable once a week.
Thoroughly wet mop all vinyl type floors and other hard surface flooring. Raised computer flooring to be damp mopped only and buckets with water are to remain outside of raised floor areas.
Perform high dusting of horizontal surfaces over arm's reach.

Detail vacuum all carpeted areas along edges, corners and other hard to reach areas or areas inaccessible with upright.
Vacuum upholstered furniture including under cushions where applicable.
Perform high dusting of vertical surfaces over arm's reach.
Wash painted doors, door jambs, hinges etc.
Dust and/or damp wipe the interior of fluorescent light lenses.
Completely wash and polish dry all desks, file cabinets, credenzas, counters, consoles and other enclosures, housings etc.

7.4 Restroom Cleaning

RESTROOM BASICS
Police floors, pick up all loose trash and debris in the restroom and place in the appropriate waste disposal container.
Empty trash receptacles and sanitary napkin disposal boxes by removing liners and dispose of in waste bag. Replace with a new liner.
Re-supply towels, tissue, seat covers and hand soap. Be sure that all dispensers are full. Clean all dispensers on a daily basis to avoid buildup of soap and film.
Clean the inside surfaces of commodes and urinals as needed with a bowl mop and bowl cleaner. Pay special attention to cleaning under the rims and corners of commodes and urinals.
Clean the outside surfaces of the commodes and urinals, as needed, with disinfectant cleaner. Be sure to clean under the bowls and bottoms of the urinals. All metal and chrome should be polished with a clean, soft cloth.
Pay special attention to the cleaning of walls and partitions adjacent to commodes and urinals. Clean and dry both sides of the toilet seats and leave them in an upright position.
Clean sinks as needed with a disinfectant cleaner; liquid cleanser may be used as needed. Pay special attention to the chrome fixtures. Make sure that all pipes are cleaned daily.
Clean all stainless steel and partitions as needed with water and/or wipe clean with a soft dry cloth. Remove any graffiti, stickers, etc.
Clean mirrors as needed.
Dust all surfaces, including tops of partitions, as needed.
Restroom floors should be spot mopped as needed using a cleaner disinfectant solution. All areas inaccessible to the mop must be hand scrubbed. Any gum, stickers, graffiti, etc., should be removed. Disinfectant cleaner should be changed periodically to ensure that floors are not being cleaned with dirty water. At the end of the shift, mop heads should be cleaned and stored so that they will dry; mop heads should be replaced as needed.
NIGHTTIME- DEEP CLEANING
Clean all stainless steel and partitions as outlined in the handout regarding stainless steel. Remove any graffiti, stickers, tape, etc.
Clean mirrors.

Dust all surfaces, including high dusting of partitions and vents. This includes dusting of all door jams and hinges.
Clean out floor drains as needed and pour water down them to keep them from drying out.
Restroom floors should be mopped thoroughly using a cleaner disinfectant solution. All areas inaccessible to the mop must be hand scrubbed. Any gum or stickers should be removed. Disinfectant cleaner should be changed periodically to ensure that floors are not being cleaned with dirty water. At the end of the shift, mop heads should be cleaned and stored so that they will dry; mop heads should be replaced as needed.
Any damaged, broken and/or missing items must be reported to Supervisor immediately.
At the end of shift all items are to be properly stored and the janitor closet is to be left neat
Clean out floor drains as needed and pour water down them to keep them from drying out.
Vacuum the entrance walls, all ceiling vents, diffusers, and return air grills.
Completely wash down partitions with a disinfectant solution and towel dry.
Completely wash down exterior portions of commodes and urinals with a disinfectant solution
Cover all mechanical dispensers with liquid resistant material. Wash and dry all ceramic tile
Clean walls and ceilings.
Monthly -Machine scrub all ceramic tile floors with disinfectant solution.
Monthly -Dust and wash tops of light fixtures not recessed in ceiling.
Semi-Annually -Dust and wash the interior side of light lenses where applicable.

7.5 Unscheduled Work

- 7.5.1 DEN will require the Contractor to perform Unscheduled Work. Unscheduled work is defined as work needed due to emergency or unexpected occurrences, and exceeds the scope of the regular, recurring, scheduled janitorial services. For example, water pick up as a result of a major overflow of backed up plumbing, broken pipes, or roof leaks.

SECTION 8: TASKS

8.1 Auto-Scrub Non-Carpeted Floors

- 8.1.1 Use an auto-scrubber to remove soil and spills from non-carpeted corridors, lobbies, concourses and terminal building, etc. Brush or pad pressure shall be adjusted high enough to provide firm contact with the surface but not enough to cause any deleterious effect to the finish being cleaned. Litter should be picked up and the floor should be properly dust mopped prior to scrubbing. A low-suds detergent concentrate shall be used to prevent excessive foaming in the solution recovery tank. Where practical to do so, furnishings and floor mounted trash, ash plus other receptacles shall be moved out of the area to be scrubbed, thereby reducing the amount of hand mopping required, and shall be moved back to their proper area in a timely manner. The squeegee, when properly adjusted, shall leave no streaks or puddles while scrubbing. Detergent solution left on the surface as a result of turns made during the auto-scrubbing operation shall be removed promptly with a mop, mop bucket and wringer. If the solution is allowed to dry, it will leave a whitish discoloration on the finish. When

the floor has been completely scrubbed, it shall be free of soil, streaks, film, or stains.

8.2 Carpet Shampooing—Bonnet Method

8.2.1 Carpet shampooing, bonnet method of carpet is defined as the spot cleaning, vacuuming, pile brushing, shampooing, and re-vacuuming of all carpet in an area. All vacuuming, both before and after shampooing shall be done with an upright carpet vacuum. All stained areas shall be treated with spot cleaning solution, following the directions of the manufacturer. Spot cleaning shall be continued until as much of the stain as possible has been removed. The shampooing shall be performed using a single disc floor machine rotating less than 200 rpm, a bonnet or yarn pad specifically designed for spin pad or bonnet cleaning meeting the specifications for such equipment and materials defined in the Contract Documents. The instructions provided by the manufacturers of the equipment and materials shall be followed during its use. Areas, such as corners, which are inaccessible to the machine, shall be shampooed with shampoo and manual scrubbing devices. Chairs and trash receptacles shall be tilted or moved where necessary to for shampooing and shall be moved back to their proper area in a timely manner. After shampooing and allowing sufficient drying time, the carpet shall be vacuumed following a pattern that will give the carpet pile a clean and uniform appearance.

8.3 Carpet Shampooing—Dry Clean Method

8.3.1 Dry cleaning carpet is defined as the spot cleaning, vacuuming, application and scrubbing of dry cleaning compound followed by another complete vacuuming. All vacuuming should be done with an upright vacuum. All stained areas shall be treated with spot cleaning solution following the directions of the manufacturer. Spot cleaning shall be continued until as much of the stain as possible has been removed. The dry cleaning shall be performed by applying the "dry" chemical and machine scrubbing the area according to the manufacturer's instructions. Chairs and trash receptacles shall be tilted or moved where necessary to for shampooing and shall be moved back to their proper area in a timely manner. After sufficient absorption time, the remaining dry cleaning residue and soil shall be vacuumed completely following a pattern that will give the carpet pile a clean and uniform appearance.

8.4 Carpet Shampooing—Extraction Method

8.4.1 Carpet shampooing, extraction method is defined as the spot cleaning, vacuuming, pile brushing, operation of the extraction equipment, and re-vacuuming of all carpet in an area. All vacuuming, both before and after the use of the water extraction equipment shall be done with an upright carpet vacuum. All stained areas shall be treated with spot cleaning solutions, following the directions of the manufacturer of the solutions. Spot cleaning shall continue until as much of the stain as possible has been removed. The water extraction equipment and materials shall meet the Specifications defined in the Contract Documents. The extraction equipment shall be operated over the entire carpeted area. All instructions provided by the manufacturer of the extraction equipment and material shall be followed during their use. Chairs and trash

receptacles shall be tilted or moved where necessary to for shampooing and shall be moved back to their proper area in a timely manner. After operating the water extraction equipment and allowing sufficient drying time, the carpet shall be vacuumed following a pattern which shall give the carpet pile a clean and uniform appearance.

8.5 Clean and Disinfect Drinking Fountains

8.5.1 Use a spray bottle of germicidal detergent, soft sponge or cloth, small percolator brush, abrasive pad, and a lotion-type cleanser to remove all obvious soil, streaks, smudges, etc., from the drinking fountains and cabinets. Then, disinfect all polished metal surfaces including the orifices and drain. After cleaning, the entire drinking fountain shall be free of streaks, stains, spots, smudges, scale, and other removable soil.

8.6 Clean and Disinfect Telephones, Mail Boxes, Vending Machines, etc.

8.6.1 Use a spray bottle of germicidal detergent, sponge or cloth, to remove obvious soil streaks, smudges, etc., from telephones, mail boxes, vending machines, etc. After cleaning, all surfaces should be free of streaks, stains, spots, smudges, etc.

8.7 Clean and Disinfect Wash Basins, Toilets, Urinals, and Showers

8.7.1 Apply germicidal detergent solution to all fixtures and to the wall area beside and between the fixtures. Clean the insides, tops, sides, and wall areas between the fixtures with a sponge. Wipe the metal surfaces dry with a cloth to prevent spotting. Clean the insides of the urinals with a bowl mop. Use the bowl mop to clean the underside of the flushing rim. Clean the tops and sides of the urinal with a sponge. This sponge shall be of a particular color that will be used only on commodes and urinals. Wipe metal surfaces dry with a clean cloth to prevent spotting.

8.7.2 Apply germicidal detergent solution to the inside and outside of the commodes and to the wall areas beside them. Spray the top of the seat first, then lift the seat and spray the remainder of the fixture. Clean the inside of the fixture with a bowl mop. Use the bowl mop to clean under the flushing rim. Clean the seat, outside of the fixture, and wall beside the fixture with the same sponge used to clean the outside of the urinals. Wipe the top of the seat and the metal surfaces dry with a cloth to prevent spotting.

8.7.3 Apply germicidal detergent solution to the walls and floors in shower stalls; use a sponge and abrasive pad to damp wipe all surfaces of the shower. Remove all debris from the shower drain.

8.8 Clean Walk-Off Mats

8.8.1 Use an upright carpet vacuum, a wet-dry tank vacuum, a pile brush, and a carpet stain removal kit to remove soil, moisture, stains, etc., from walk-off matting.

8.9 Completely Vacuum Carpet

- 8.9.1 Vacuum all carpeted floors and walls to collect surface soil and embedded grit from all areas accessible to the carpet vacuum.
- 8.9.2 Chairs and trash plus other receptacles shall be tilted or moved where necessary to vacuum underneath and shall be moved back to their proper area in a timely manner. Additionally, as necessary, to prevent any visible accumulation of soil or litter in carpeted areas inaccessible to the upright carpet vacuum, a crevice tool and brush attachment shall be used. After the carpeted floor has been completely vacuumed, it shall be free of all visible litter, soil, and embedded grit.

8.10 Damp Mop Non-Carpeted Floors

- 8.10.1 Prior to being damp mopped, the floor surface shall be dust mopped. A wet mop, mop bucket and wringer, and a neutral detergent solution shall be used to remove all soil and non-permanent stains from the entire area. The neutral detergent solution shall be changed periodically and remain clear, or the area damp mopped shall be rinsed with clear water. All accessible areas shall be damp mopped. Chairs, trash receptacles, etc., shall be moved when necessary to mop underneath. After being damp mopped, the floor shall have a uniform appearance with no streaks, swirl marks, detergent residue, or any evidence of soil. There shall be no splash marks or mop streaks on furniture, walls, baseboards, etc., or mop strands remaining in the area.

8.11 Damp Mop and Disinfect Non-Carpeted Floors

- 8.11.1 Prior to being damp mopped and disinfected, the floor surface shall be swept. A wet mop, mop bucket and wringer, and germicidal detergent solution shall be used to remove all soil and non-permanent stains from the entire area. The germicidal detergent solution shall be changed periodically and remain clear, or the area damp mopped shall be rinsed with clear water. All accessible areas shall be damp mopped and disinfected. Chairs, trash receptacles, etc. shall be moved when necessary to mop underneath. After being damp mopped and disinfected, the floor shall have a uniform appearance with no streaks, swirl marks, detergent residue, or any evidence of soil. There shall be no splash marks or mop streaks on furniture, walls, baseboards, etc.

8.12 Descal Toilet and Urinals

- 8.12.1 Use non-acid or acid-type bowl cleaner and a nylon bowl mop to remove scale, scum, mineral deposits, rust stains, etc., from toilet bowls and urinals. After descaling, the entire surface shall be free from streaks, stains, scale, scum, mineral deposits, rust stains, etc. Caution must be used to prevent damage to adjacent surfaces caused by spills of the acid-type bowl cleaner.

8.13 Disinfect Furniture, Fixtures, Walls, Partitions, Doors, Etc.

- 8.13.1 Use a sponge or cloth and germicidal detergent solution to damp wipe and disinfect all surfaces of furniture, fixtures, walls, partitions, doors, etc.

8.14 Dust Building and Furniture Surfaces

- 8.14.1 Use a lightly treated dust cloth, lightly treated hand-held dusting tool, lamb's wool dusting tool, tank vacuum with dusting attachments, or combination of these dusting tools, to remove all dust, lint, litter, dry soil, etc., from the horizontal surfaces of desks, chairs, file cabinets, and other types of office furniture and equipment and from horizontal ledges, window sills, blinds, hand rails, etc., below 7' 0" from the top of the floor surface. Items on desk tops are not to be disturbed. After regular dusting, all such surfaces shall have a uniform appearance, be free of streaks, smudges, dust, lint, litter, etc. Dusting shall be accomplished by removal of soil from the area, not by rearranging it from one surface to another.

8.15 Dust Mop Non-Carpeted Floors

- 8.15.1 Use a clean dust mop of the largest suitable size for the area. At the end of each pass, turn the dust mop without lifting it from the floor, overlapping the previous pass by one or two inches. Continue this pattern until the entire area is free of visible soil. To remove the soil which has been collected, but does not adhere to the mop, carefully lift the mop head off the floor and lean the mop against the trash collection cart or the janitorial cart. Be careful not to let the mop head or handle touch building or furniture surfaces. Pick up the soil with a counter brush and dustpan. Dump the soil into the trash collection bag.
- 8.15.2 To remove the soil from the mop head, use an upright or tank vacuum with attachments to vacuum the soil from the head. Never pick the mop up from the floor and shake. If no vacuum is available, carefully hold the mop over a trash collection cart and brush with a utility brush.

8.16 Empty Trash and Ash Receptacles

- 8.16.1 All waste receptacles, public ash receptacles, pencil sharpeners, and other trash containers within the area shall be emptied and returned to their initial location. Boxes, cans, papers, etc., placed near a trash receptacle and marked "TRASH" shall be removed. All waste from such trash receptacles shall be removed from the area and emptied into a designated trash dumpster or receptacle in such a manner as to prevent the adjacent area from becoming littered by such trash. Sand in cigarette butt receptacles shall be strained to remove ashes and debris.

8.17 Machine Scrub Concrete Floors and Seal

- 8.17.1 Machine scrubbing of concrete floors is defined as applying a detergent solution to all areas of the floor, allowing the solution to remain on the floor for three to five minutes, operating a floor machine operating at less than 200 rpm equipped with a blue or green floor pad over all accessible floor areas (including those areas which can be made accessible by the removal of non-fixed furnishings), manually scrubbing those areas which are inaccessible to the floor machine, removing the solution from the floor and rinsing the floor twice with clear water.

Once floor is completely dry, apply concrete sealer following manufacturer's recommendations.

8.18 Machine Scrub and Recoat

8.18.1 Machine scrub and recoat is performed on floors that have deteriorated significantly losing the desired "wet" look, but are not yet ready to be stripped and refinished. In order to perform this procedure, it should be determined that some floor sealer and finish remains on the floor. Machine scrubbing is defined as applying a detergent solution to all areas of the floor, allowing the solution to remain on the floor for three to five minutes, operating a floor machine operating at less than 200 rpm, equipped with a blue or green floor pad, over all accessible floor areas (including those areas which can be made accessible by the removal of non-fixed furnishings), manually scrubbing those areas which are inaccessible to the floor machine, removing the solution from the floor and rinsing the floor twice with clear water. Recoating shall then be accomplished by applying one or more coats of metal cross link polymer floor finish as specified in the Contract Documents. After recoating, the floor residue should be removed from baseboards, kick plates, building and furniture surfaces.

8.19 Machine Scrub Restroom Floors

8.19.1 Machine scrubbing of floors is defined as applying a germicidal detergent solution to all areas of the floor, allowing the solution to remain on the floor for three to five minutes, operating a floor machine operating at less than 200 rpm, equipped with a blue or green floor pad over all accessible floor areas (including those areas that can be made accessible by the removal of non-fixed furnishings), manually scrubbing those areas that are inaccessible to the floor machine, removing the solution from the floor and rinsing the floor twice with clear water.

8.20 Partially Vacuum Carpeted Floors

8.20.1 Use an upright carpet vacuum to remove obvious soil and litter from the carpet.

8.21 Police

8.21.1 Remove litter. Sweep or Vacuum obvious soil from floors and mats. Spot clean unsightly soil from building, fixture and furniture surfaces. Spot mop floors to remove liquids and unsightly soil. Empty trash and ash receptacles that may become full prior to the next scheduled cleaning. Check all recycle containers, empty into appropriate waste containers and replace with a new liner. Clean the interior and exterior of containers as needed. Refill paper towel, toilet tissue, hand soap, and other dispensers, or their batteries, that may become depleted prior to the next scheduled cleaning. Refill of dispensers will not take place too early so as to generate unnecessary waste of supply product. There shall be no refill of toilet tissue where there is more than an half inch left on the roll. Remove carpet stains. Empty/dry vacuum or exchange if necessary, wet or ineffective entrance mats.

8.22 Police Floors to Remove Litter

- 8.22.1 All visible or reported litter such as paper, rubber bands, paper clips, chewing gum, dead insects/rodents (moths, beetles, mice, or birds, etc.) shall be appropriately picked up, swept up, or vacuumed and placed in the proper waste collection container.

8.23 Rearrange Furniture as Required

- 8.23.1 All furniture moved by the Contractor's employees during the performance of the work shall be returned to its' appropriate location in a timely manner. Additionally, all other office furniture such as chairs, waste receptacles, or planters shall be returned to their appropriate location.

8.24 Recoat Non-Carpeted Floors with Metal Cross-Link Polymer Floor Finish

- 8.24.1 Recoating is performed to replace floor finish that has been removed by normal activity and floor maintenance procedures. Recoating should be performed to restore a floor to a uniform and glossy appearance before it is necessary to strip, seal, and refinish. Recoating is defined as the application of one or more coats of finish to a floor to within six (6) inches of the baseboards after the floor has been thoroughly dust mopped and machine scrubbed.

8.25 Refill Paper Towel, Toilet Tissue, Hand Soap, and Feminine Hygiene Dispensers

- 8.25.1 All dispensers shall be completely filled to the proper level. The paper supplies and hand soap shall be placed in the dispensers in accordance with the directions of the dispenser manufacturers. Hand soap dispensers and adjacent surfaces shall be wiped to remove spillage.

8.26 Replace Obviously Soiled or Torn Trash Receptacle Liners

- 8.26.1 All plastic liners that are torn or obviously soiled shall be removed from trash receptacles and replaced with new plastic liners. The liners shall be folded back over the rim of the receptacle.

8.27 Spray and/or Spot Clean Furniture, Fixtures, Walls, Ceilings, Partitions, Doors, Etc.

- 8.27.1 Use a sponge, clean cloth, and spray bottle of neutral detergent, germicidal detergent, or glass cleaner to remove fingerprints, smudges, marks, streaks, etc. from washable surfaces of walls, partitions, doors, furniture, fixtures, appliances, etc. Germicidal detergent shall be used in rest rooms, locker rooms, and drinking fountains. Glass cleaner shall be used on hard to remove spots. After spot cleaning, the surfaces shall have a clean, uniform appearance and be free of streaks, spots, and other evidence of removable soil. This includes both sides of glass in exterior doors and vestibules and in interior offices.

8.28 Spray and/or Spot Clean Trash and Ash Receptacles

- 8.28.1 The exterior of trash receptacles shall be damp wiped with neutral detergent solution from a spray bottle and a clean sponge or synthetic fiber cloth to remove evident soil. Wet spills on the interior of trash receptacles shall be removed. Ash

receptacles shall be damp wiped with a sponge to remove evident soil. Lotion-type cleanser and an abrasive pad shall be used on hard-to-remove soil. In rest rooms, locker rooms, and food services areas, germicidal detergent shall be used in lieu of neutral detergent.

8.29 Spray and/or Spot Mop Non-Carpeted Floors

- 8.29.1 A wet mop, mop bucket, and wringer, and a neutral detergent solution shall be used to remove all obvious soil and non-permanent stains from the entire area. The neutral detergent solution shall be changed periodically and remain clear, or the area spot mopped shall be rinsed with clear water. Trash receptacles, chairs, etc., shall be moved when necessary to spot mop underneath and shall be moved back to their proper area in a timely manner. After being spot mopped the floor shall have a uniform appearance with not streaks, swirl marks, detergent residue, or any evidence of soil. There shall be no splash marks or mop streaks on furniture, walls, baseboards, etc., or mop strands remaining in the area. In restrooms, locker rooms, medical areas, food areas, and seating chairs, germicidal detergent shall be used in lieu of neutral detergent.

8.30 Spray—Buff or Burnish

- 8.30.1 Prior to being spray-buffed or spray-burnished, the floor surface shall be dust mopped. A single-disc floor machine, buffing pad, and a spray bottle with spray-buffing solution may be used to restore a uniform gloss and protective finish to resilient tile or terrazzo floors that are finished with a metal-link polymer floor finish. The spray-buff solution shall be a premixed solution formulated as a companion product to the finish already on the floor. All areas accessible to the floor machine shall be spray-buffed. If burnished, a restorer solution shall be applied to the floor and burnished according to manufacturer's instructions. Any restorer solution used shall be a companion product to the floor finish already on the floor. Chairs, trash receptacles, etc., shall be tilted or moved where necessary to spray-buff or spray-burnish underneath and shall be moved back to their proper area in a timely manner. The floor shall be dust mopped after spray-buffing or spray-burnishing. After spray-buffing or spray-burnishing, the entire floor shall have a uniform; glossy appearance, free of scuff marks, heel marks, and other stains, and shall have a uniform coating of floor finish. All spray-buff solution shall be removed from baseboards, furniture and trash receptacles.

8.31 Strip and Refinish Floors

- 8.31.1 Stripping is defined as the complete removal, without damage to the floor surface, of all finish and/or sealer from all visible floor surfaces and from those floor surfaces that can be exposed by the removal of non-fixed furnishings. The Contractor shall be responsible only for the removal and return of items such as trash receptacles, tables, chairs, desks, etc. Stripping shall also include the complete removal of all marks, scuffs, stains, etc., except in cases in where there is damage to the floor surface. The stripping chemical(s) used shall meet the specifications given in this manual for the type of finish and/or sealer being stripped and shall be used according to the manufacturer's directions. The floors

shall be scrubbed with a floor machine equipped with a stripping pad, except those areas in which the use of manual scrubbing devices are necessary to completely remove the finish and/or sealer (along walls, in corners, etc.).

- 8.31.2 The stripping solution and rinse water shall be picked up with a wet/dry vacuum except in areas where its use is impossible or impractical (very small areas, areas with low amperage circuits, etc.). All floor surfaces to which stripper has been applied shall be rinsed thoroughly with clean water. When a wet/ dry vacuum is used, the area shall be rinsed at least once after the stripping solution has been removed. If a mop is used to pick up the stripping solution, the area shall be rinsed at least twice.
- 8.31.3 Refinishing is defined as the proper application of at least three coats of finish to all areas. In areas where resilient tile is excessively worn or porous, one or more coats of sealer shall be applied with a clean, fine strand, rayon mop head. No finish which has been removed from its original container shall be returned to that container. After the finish has dried, the reflectance shall be uniform and no streaks, swirls, etc., shall be visible. No stripping solution or finish shall remain on baseboards, doors, or other surfaces.

8.32 Sweep or Dust Mop Non-Carpeted Floors

- 8.32.1 Prior to sweeping the floor surface, use a mop and neutral detergent solution to remove spills and obvious soil from the floor, and use a putty knife to remove gum, tar, and other stick substances from the floor. On resilient tile, terrazzo, smooth sealed concrete or other smooth finished floor surfaces use a treated dust mop and dustpan to remove accumulated soil and litter. On rough, unsealed concrete, or other floors where dust mopping is not effective, use a push broom. The entire area to be swept shall be cleaned thoroughly to remove dust, dry soil, and other litter. Chairs and trash receptacles shall be tilted or moved where necessary to sweep underneath, and shall be moved back to their proper area in a timely manner. After the floor has been swept, the floor surface, including corners and abutments, shall be free of streaks, litter, and spots caused by spills or tracking. Rubber polyester entrance mats shall be swept, vacuumed, or "hosed-down" to remove soil and grit. All entrance shall be lifted to remove soil and moisture underneath and shall then be returned to their normal location.

SECTION 9: TOOLS AND EQUIPMENT CAPABILITY

9.1 Recommended Tools and Equipment List

9.1.1 Below is a list of equipment currently used in the areas covered by the Contract:

EQUIPMENT TYPE	EQUIPMENT DESCRIPTION / SPECIFICATIONS	TOTAL Qty.	Approved Alternate-Manufacturer	Approved Alternate- Model No.	Equipment Years In Service
TWO-WAY RADIOS	COMPATABLE WITH DEN SYSTEM. HARRIS XG25 SCAN PORTABLE RADIOS ARE HIGHLY RECOMMENDED FOR USERS ON THE DEN SYSTEM	2			
RADIO CHARGERS	RAPID CHARGE, 6 BATTERY CAPACITY	1			
TENNANT 5700 F.A.S.T. FLOOR SCRUBBER	30 GAL., 32" SELF-PROPELLED FLOOR SCRUBBER W/ F.A.S.T. SYSTEM	1			
PDK PROPANE BURNISHER	17 HP, 27" PAD	1			
WET-DRY VACUUM	SELF-CONTAINED 15 GAL., W/SQUEEGEE	2			
PRO-TEAM SUPER COACH –VAC BACKPACK VACUUM CLEANER	12.5 QT. BAG, 11.2 AMP, W/TOOLS	2			

EQUIPMENT TYPE	EQUIPMENT DESCRIPTION / SPECIFICATIONS	TOTAL Qty.	Approved Alternate-Manufacturer	Approved Alternate- Model No.	Equipment Years In Service
TENNANT 3120 UPRIGHT VACUUM CLEANER	15" UPRIGHT W/ ON-BOARD TOOLS	2			
14-GAUGE, 3-WIRE, 50' EXTENSION CORD	HEAVY-DUTY W/MOLDED PLUG	3			
RUBBERMAID RESTROOM CLEANING CART, #6173-GY	RESTROOM CLEANING CART – Must be marked "Sterile Area " and Public Area	2			
RUBBERMAID BRUTE 44 GAL. BARREL, #4444GY	MOBILE TRASH CONTAINER – Must be marked "Sterile Area " and Public Area	3			
RUBBERMAID BRUTE DOLLY #3255	CASTER BASE FOR BRUTE BARREL	3			
RUBBERMAID MOP BUCKET #7570 WITH MOP WRINGER#6127 COMBO	32 QT. MOP BUCKET W/DOWNWARD PRESS WRINGER	3			
LAMBDA 5- CONE/CHAIN SIGN SYSTEM	ENCLOSED BARRIER SYSTEM FOR FLOOR WORK	2			
RUBBERMAID 4- SIDED 37" WET FLOOR" SIGN #RCPS114-77	EXTENDED VISIBILITY SIGN W/SIDE STABILIZERS	10			

EQUIPMENT TYPE	EQUIPMENT DESCRIPTION / SPECIFICATIONS	TOTAL Qty.	Approved Alternate-Manufacturer	Approved Alternate- Model No.	Equipment Years In Service
15' FIBERGLASS STEPLADDER		1			
CARTS AND APPROPRIATE WASTE COLLECTION CONTAINERS (See Environmental					
TENNANT 2100 SERIES FLOOR MACHINE	20" BUFFING/SCRUBBING MACHINE	1			
TENNANT 1000 CARPET SPOTTER	2 GAL. XTRACTOR W/ ALL ACCESSORIES	1			
TENNANT 1100 CARPET CLEANER	15 GAL., SELF-CONTAINED EXTRACTOR W/ ALL ACCESSORIES	1			
PUMP SPRAYER	STAINLESS STEEL, 6 GAL., CART-MOUNTED	1			
GLS DRY CARPET CLEANER	DRY CARPET CLEANING SYSTEM	1			
TENNANT 250 CARPET DRYER	3-SPEED ADJUSTABLE AIR MOVER	1			

EQUIPMENT DESCRIPTION / SPECIFICATIONS	TOTAL
1/2 TON FULL SIZE PICKUP TRUCK, LONG BED, CREWCAB	1

Miscellaneous Small Tools—In addition to the above listed items, the following items should be provided in sufficient amounts to be accessible to all janitorial employees.

EQUIPMENT TYPE	EQUIPMENT DESCRIPTION / SPECIFICATIONS
36" HANDLE PLASTIC LOBBY DUSTPAN	
SYNTHETIC LOBBY BROOM	
24" PUSH BROOM	
3M FLAT MOP SYSTEM	
12" SYNTHETIC ANGLED BROOM	
20 OZ. BLEND MOP W/ QUICK-CHANGE FIBERGLASS HANDLE	
20 OZ. RAYON MOP W/ QUICK-CHANGE FIBERGLASS HANDLE	
36" SYNTHETIC TACK MOP W/ FRAME AND HANDLE	
RAPIDO FLAT DUST / WASH SYSTEM W/ ALUMINUM HANDLE	
WALL WASHING KIT	
STEEL WOOL	

EQUIPMENT TYPE	EQUIPMENT DESCRIPTION / SPECIFICATIONS
PAD, BROWN	
PAD, BLACK	
PAD, WHITE	
PAD SWIVEL HOLDER	
PAD HANDBLOCK	
36" THREADED WOOD POLE W/ METAL TIP	
DISPOSABLE NITRILE GLOVES	
NON-DISPOSABLE LATEX GLOVES	
DUST / MIST MASKS	
DISPOSABLE COVERALLS	
CELLULOSE SPONGE W/GREEN SCRUB BACKING	
PUTTY KNIFE	
GROUT BRUSH	
GONG BRUSH	
WIRE BRUSH	
5-GALLON PLASTIC BUCKET	
RAZOR BLADE SCRAPER	

EQUIPMENT TYPE	EQUIPMENT DESCRIPTION / SPECIFICATIONS
STOOL MOP W/HOLDER	
SHOP TOWELS, COTTON, NON-DISPOSABLE TYPE	
FIRST AID SUPPLIES	
SAFETY GLASSES	
SAFETY GOGGLES	

SECTION 10: COMPLIANCE

10.1 Non-Compliance

- 10.1.1 The Contractor shall be required to meet specified service and performance standards. The following will be considered non-compliant work:
1. The work tasks in an area were not performed in strict accordance with the performance standards.
 2. Work tasks were not performed in their entirety.
 3. The specified equipment, tools, and chemicals were not used or were not in good operating condition.
 4. The tasks were not performed within the scheduled work or shift or within the specified time frame.

10.2 Non-Waiver

- 10.2.1 Failure of the CCS to discover or reject unacceptable work, or work not completed in accordance with this Agreement, shall not be deemed an acceptance thereof nor a waiver of DEN's right to a proper execution of the Agreement or any part of it by the Contractor.

10.3 Contractor's Quality Control Program

- 10.3.1 The Contractor shall provide and maintain an effective Quality Control Program acceptable to the CCS. The Contractor shall detail their Quality Control Program in the Proposal.
- 10.3.2 DEN recommends computerized recordkeeping for the Quality Control Program, which would be DEN technology system compatible, for the purpose of generating inspection reports.
- 10.3.3 Contractor's inspections shall be performed daily to ensure continuing compliance.

10.4 Performance Management Plan

- 10.4.1 The Contractor's Performance Management Procedures must be included in the proposal and detailed with samples of any reports, logs, tools, etc. in addition to the required reports in section 10.5 below.
- 10.4.2 The Contractor's authorized Manager and designated Supervisory staff shall meet monthly or as required with DEN to review contract performance.

10.5 Reporting

- 10.5.1 The Contractor shall keep on file and provide the following reports to the CCS:
1. Daily-A list of names of all personnel present for work during the current shift, each person's position, and his or her applicable areas and tasks. The list

should also provide the number of hours worked by each person listed, over the shift or day, as certified by the Contractor's time records. The Contractor shall provide this list within the first half-hour of each shift start. DEN reserves the right to make changes to the format of this list at any time. DEN also reserves the right to audit these lists with employee timecards.

2. Monthly- A tracking report of all scheduled assignments (other than daily cleaning) such as carpet cleaning, acid wash rough granite, machine scrub and recoat floor, etc.
3. Monthly- An inspection summary report which shall provide a summary and total number of inspections performed during the month. The report should list the frequencies of discrepancies and their associated corrections as well as the number and types of maintenance observations reported and any other relevant data.
4. As Needed- An organization chart showing staff working under this Contract and company hierarchy. The Contractor will supply a new organization chart any time changes are made. The report will include start/hire dates for each employee. Any time the organization chart shows staffing numbers under the required total, the Contractor shall provide a statement explaining the reduced levels.

10.5.2 All reports must be given in a format acceptable by the CCS.

10.6 Contract Discrepancy Form (CDF)

10.6.1 When the CCS or CCT finds the Contractor's work unsatisfactory, he or she will note the defects using a CDF. The Contractor shall have 30 minutes following receipt of the CDF to re-perform the work properly in order to avoid a deduction being taken from the Contractor's monthly invoices. If the Contractor fails to correct the defect within 30 minutes, the CDF will be noted and a deduction from the monthly invoice will be authorized.

1. The first penalty for failure to re-perform the work shall be \$100. Penalties shall double upon each unsatisfactory follow-up inspection.
2. For example: The CCT completes an inspection of B Concourse and issues a CDF for a gate chairs with sticky residue. The Contractor has 30 minutes to re-perform the work and remove the sticky residue from the chairs. The following is a table showing the escalation of the penalty costs:

Inspection Time (Random Times Used to Show Escalation Only)	Deduction for failure to re- perform work
8:00 AM	no penalty for first inspection
8:30 AM	\$ 100.00
10:00 AM	\$ 200.00
11:00 AM	\$ 400.00
11:30 AM	\$ 800.00
12:30 AM	\$ 1,600.00
1:30 PM	\$ 3,200.00

10.7 15 Minute Response Time to Service Calls

- 10.7.1 While on duty, Contractor employees shall respond to service calls within 15 minutes of the call.
- 10.7.2 The CCTs may audit Contractor response times periodically. Unsatisfactory audits shall result in a \$100 deduction from the monthly invoice per event.

SECTION 11: CONTRACT PRICING

11.1 Proposal Item 1—Airside Employee Parking Building

PROPOSAL ITEM #1 AIRSIDE EMPLOYEE PARKING BLDG	Pricing Per Month-
General Areas	
Non-Public Restrooms	
Sidewalks, Entry Areas, & Walk Ramps	
Sub-Total	

11.2 Proposal Item 2—Maintenance Center

PROPOSAL ITEM #2 MAINTENANCE CENTER	Pricing Per Month-
General Areas	
Offices	
Non-Public Restrooms	
Stairwells	
Sidewalks, Entry Areas, & Walk Ramps	
Fleet Locker/Restroom Area	
Sub-Total	