

# **#201732928 Janitorial Main Terminal & Snow Removal**

## **REVISED- Scope of Work May 3, 2017**

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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 maintaining 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 Contractor Assistant Project Manager (Assistant Project Manager): The Contractor’s designated individual to assist the Contractor’s Project Manager with the administration of the DEN Janitorial Contract.
- 1.1.9 Supervisor: The Contractor’s designated individual within the company to supervise duties performed during the shifts as specified in the DEN Janitorial Contract.
- 1.1.10 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.
- 1.1.11 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, re-lamping, 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 free 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 all 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 act as foremen, perform duties for the Contractor, nor interfere with the management of the work of the Contractor. 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 shall work with the Contractor's Project Manager, Assistant Project Manager, and/or Shift Foreman when making requests of the Contractor. The CCS and CCTs shall not make requests directly to Contractor Employees or Supervisors.
- 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.

## 1.5 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 Supplies and Equipment Provided by DEN

- 2.2.1 DEN shall provide and pay for all the following items to be used on its premises:
  - 1. Paper towels for dispensers
  - 2. Towels for dispensers at the Commercial Vehicle Holding Lot
  - 3. Toilet tissue for dispensers
  - 4. Toilet seat liners for dispensers
  - 5. Hand soap 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—However, Contractor is responsible for the proper removal and disposal of the needle containers.
  - 10. Disposal bags and compostable water bowls for pet relief areas (Contractor is responsible for cleaning chemicals)
  - 11. Batteries for paper towel dispensers
- 2.2.2 Cleaning areas higher than 8' and under 20' will require a high platform. DEN has 4 scissor-lifts that are available to the Contractor for these areas. Scissor-lifts are not government provided equipment exclusively dedicated to the Contractor.
- 2.2.3 The Contractor must sign a waiver of liability before using any DEN owned scissor-lifts.
- 2.2.4 Any and all additional products purchased by the Contractor shall not be reimbursed.

## 2.3 Accident Reports

- 2.3.1 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.

## 2.4 Business Office

- 2.4.1 DEN will provide, at no expense to the Contractor, office space, storage space, and utilities (excluding telephone service) as reasonably necessary for the performance of the Contractor's duties. These offices will include at a minimum the following facilities:
1. Business offices suitable for the management of the Contract.
  2. Break rooms for Contractor employees
  3. Storage rooms as needed by the Contractor
  4. Laundry room and laundry hookups for the Contractor
  5. Equipment repair facility.
- 2.4.2 Office equipment such as desks, copiers, fax machines, etc. will be provided by the Contractor.
- 2.4.3 The Contractor shall not use these spaces provided by DEN to support any other functions of the company beyond the scope of services of this Contract. DEN reserves the right to evict the Contractor of the office space if the Contractor violates this requirement.

## 2.5 Parking

- 2.5.1 The City will provide parking for the Contractor's Project Manager and authorized alternates. DEN shall provide at least three (3) parking spaces for these employees.
- 2.5.2 DEN will provide the Contractor with three (3) parking spaces designated for Contractor owned vehicles (this excludes any employee's personal vehicle).
- 2.5.3 Other Contractor employees must obtain parking permits from the Airport at the expense of the Contractor.

## 2.6 Dressing Room, Lockers, and Break Areas:

- 2.6.1 The Contractor shall require employees to change their clothes in areas designated by DEN and maintain these areas in a neat and clean condition.
- 2.6.2 If the employees eat their lunches in the Airport facility, they must do so in a cafeteria, food court, snack bar, or designated lunchroom.
- 2.6.3 The Contractor shall provide lockers for the use of custodial employees, supervisors, and managers to store personal items during their work shift.



## 2.7 Storage Space

- 2.7.1 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.
- 2.7.2 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.
- 2.7.3 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.

## 2.8 Keys

- 2.8.1 At the beginning of the Contract, the Contractor will be given all keys necessary for the performance of the work.
- 2.8.2 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.
- 2.8.3 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).
- 2.8.4 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.

## 2.9 Office Papers and Equipment

- 2.9.1 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.

## 2.10 Time Clocks

- 2.10.1 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. The time clock shall have the capacity to track and report snow removal hours separately.
- 2.10.2 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.

## 2.11 Uniforms

- 2.11.1 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. Uniforms must display the Contractor's insignia or logo.
- 2.11.2 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.
- 2.11.3 The CCS must approve of uniform styles in advance of their use.
- 2.11.4 DEN reserves the right to amend/change the uniform policy and design throughout the term of the Contract.

## 2.12 Vehicles

- 2.12.1 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.
- 2.12.2 Any vehicles used in the baggage tunnel must operate on CNG or electricity.
- 2.12.3 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.

## 2.13 Critical and/or Needed Repairs

- 2.13.1 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.

## 2.14 Equipment Provided by the Contractor

- 2.14.1 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.
- 2.14.2 All equipment required for the performance of work under this Contract shall be new. "New" is defined as being one year or less from the manufacturer date, beginning with the date of the start of the Contract. The equipment must be designated to perform the kind of work described in the specifications at the time the services begin. This list, which can be found in Section 9, is the minimum amount of equipment required and are to be used exclusively for the performance of work defined in this Contract.
- 2.14.3 DEN requires that each piece of equipment (except for small tools such as brooms and dustpans) be replaced with new equipment every three years.
- 2.14.4 All equipment must be permanently identified and visibly labelled with a unique number.
- 2.14.5 All maintenance records shall be stored on an electronic database, accessible by DEN.
- 2.14.6 **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 to demonstrate how each piece meets the required specifications.**
- 2.14.7 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](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. Products which liberate ammonia (CAS 7664-41-7)
3. Products containing 2-butoxyethanol or 2-butoxyethanol acetate (CAS 111-76-2 and CAS 112-07-2)
4. Products containing ethanolamine (CAS 141-43-5)
5. Products containing phosphates or phosphates in excess of 0.5% phosphorous by weight
6. Products which at their least dilute working strength have a pH of less than 2.0 or greater or than 12.5
7. Products containing more than 20% VOCs by weight
8. 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. Aerosol products
3. Products containing Asbestos
4. Products containing known carcinogens, mutagens, and teratogens
5. Products containing more than 0.1% of: alkylphenol ethoxylates, paradichlorobenzene, 1,4-dioxane, nitrilotriacetic acid, or sodium ethylenediamine tetraacetic acid
6. Halogenated compounds with an Ozone Depletion Potential of greater than 0.01
7. Products with a flashpoint of less than 100°F
8. Products which have a high risk of causing spontaneous combustion
9. Products which are strong chemical oxidizers
10. Products containing chemical compounds deemed by the Denver Department of Environmental Health to present an undue risk to human health or the environment in their use or disposal
11. Products listed in Table 1

<b>Table 1: Prohibited Chemicals and Compounds</b>			
	<b>Chemical Name</b>	<b>CAS Number</b>	<b>Comments</b>
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	

<b>Table 1: Prohibited Chemicals and Compounds</b>			
	<b>Chemical Name</b>	<b>CAS Number</b>	<b>Comments</b>
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
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 trained on and comply with the DEN Recycling and Composting Program as the success of the program depends greatly on the support of the Contractor. DEN sustainability will provide training for Contractor supervisors and managers.

3.4.2 The Contractor is responsible for the collection of recycling and compostable organic material in the City employee break rooms, Airport Office Building (“AOB”) and public restrooms, terminal and concourse concessions. DEN may add recycling and compost collection locations to this list through the term of the Contract at no charge to DEN. Plastic bags are not allowed in recycling and compost containers. The Contractor will empty the contents of compost bags into the appropriate compost containers and then throw the plastic bags into the trash containers.

1. Compost staging area- DEN will designate a specific area for concessionaires to dispose of their compost and recycling. The Contractor shall be responsible for moving the compost from these staging areas to designated compost containers.

3.4.3 DEN will recycle or donate partial rolls of toilet paper. The Contractor shall be responsible for transporting partial rolls of toilet paper collected throughout the concourses and terminal to designated locations at the AOB loading dock. Only rolls with one quarter of an inch remaining shall be removed from restrooms.

3.4.4 Upon request from DEN, the Contractor shall provide trash, recycling, and composting containers/bins for special events.

3.4.5 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 must monitor the status of all recycling and trash receptacles in the terminal and concourses to ensure that the areas are meeting good housekeeping standards. Trash and cardboard rooms are to be free from debris. Trash, obstacles and all materials must be in the appropriate containers. The Contractor shall notify the Contract Compliance Group of their observations. The Contractor shall also assist the Contract Compliance Group in identifying responsible parties (company name, personnel name, description, etc.) for non-compliance with the proper handling and disposal of wastes at DEN.
- 3.5.7 The Contractor shall notify the Contract Compliance Group of any observed issues with recycling and trash receptacle such as the non-functional equipment or leakage.
- 3.5.8 The following is a list of recycling and trash compactors locations is subject to change throughout the term of the Contract:

<b>Trash Services</b>	<b>Equipment Type</b>	<b>Quantity</b>
Gate A-34	27 yd SC compactor	1
Gate A-41	27 yd SC compactor	1
Gate A-46	27 yd SC compactor	1
Gate B-24	27 yd SC compactor	1
Gate B-30	27 yd SC compactor	1
Gate B-36	27 yd SC compactor	1
Gate B-39	27 yd SC compactor	1
Gate B-44	27 yd SC compactor	1
Gate B-52	27 yd SC compactor	1
Gate B-81	27 yd SC compactor	1
Gate C-31	25 yd gable top	1
Gate C-32	27 yd SC compactor	1
Gate C-38	27 yd SC compactor	1
Gate C-46	27 yd SC compactor	1
Gate C-48 end north (Southwest)	34 yd SC Compactor	2



<b>Trash Services</b>	<b>Equipment Type</b>	<b>Quantity</b>
Gate C-48 end south (Southwest)	34 yd SC Compactor	2
AOB loading dock	34 yd SC compactor	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
Facility Maintenance Carpenter Shop	8 yd FEL	1
Incinerator	2 yd FEL	3
East Economy Parking Lot	20 yd RO	1
West Economy Parking Lot	20 yd RO	1
Gate B-15 ramp (United Airlines)	25 yd gable top	1
Gate B-16 ramp (United Airlines)	25 yd gable top	1
21998 E 88th Gate #2 (concrete ramp)	20 yd RO	1
21998 E 88th Sand shed	30 yd RO	1
Oil and Gas	4 yd FEL	1
ARFF #2 (airside)	6 yd FEL	1
ARFF #1 (airside)	8 yd FEL	1
ARFF #3 (airside)	8 yd FEL	1
ARFF #4 (airside)	8 yd FEL	1
Ground Transportation Center	6 yd FEL	4
AGTS Bombardier Train Maintenance	8 yd FEL	1
AGTS Bombardier Train Maintenance	30 yd RO temporary	1
Airside Employee Security Turnstile	8 yd FEL	1
ARFF Training Center	4 yd FEL	1
East Electrical Vault	8 yd FEL	1
Whiskey Charlie Electrical Vault	8 yd FEL	1
USDA Office	6 yd FEL	1
HSS Security Trailer	2 yd FEL	1
Electrical Department	4 yd FEL	1
Construction Support/Engineering	6 yd FEL	1
Police/TSA K-9 Kennel	3 yd FEL	1

<b>Trash Services</b>	<b>Equipment Type</b>	<b>Quantity</b>
South Data Center	2 yd FEL	1
Joint Use Air Cargo (landside)	8 yd FEL	1
World Port	6 yd FEL	1

<b>Recycling Services</b>	<b>Type</b>	<b>Quantity</b>
Gate A-32 ramp	8 yd FEL	1
Gate A-38	27 yd SC compactor	1
Gate A-41 ramp	8 yd FEL	1
Gate A-46 ramp	8 yd FEL	1
Gate B-15 ramp	8 yd FEL	1
Gate B-24	34 yd SC compactor	1
Gate B-36	30 yd SC compactor	1
Gate B-39	27 yd SC compactor	1
Gate B-52	34 yd SC compactor	1
Gate B-62 ramp	8 yd FEL	1
Gate C-31 ramp	8 yd FEL	1
Gate C-38 ramp	8 yd FEL	1
Gate C-39 ramp	8 yd FEL	1
Gate C-46 ramp	8 yd FEL	1
Gate C-41	27 yd SC compactor	1
Gate C-48 end (Southwest)	27 yd SC compactor	1
AOB loading dock	34 yd SC compactor	1
AOB loading dock compost	68 gal toter	40
Gate B-36 ramp compost	68 gal toter	5
Gate B-36 ramp compost	68 gal toter	15
Gate B-39 ramp compost	68 gal toter	5
Gate B-39 ramp compost	68 gal toter	15
Gate C-32 ramp compost	68 gal toter	10
Gate C-41 ramp compost	68 gal toter	30
Construction Support/Engineering	8 yd FEL	1
Joint Use Air Cargo (airside)	8 yd FEL	1
Joint Use Air Cargo wood recycling	40 yd RO	2

<b>Recycling Services</b>	<b>Type</b>	<b>Quantity</b>
Bale pickup service	Plastic film bales	n/a
Airside Equipment Maintenance Ctr	8 yd FEL	2
Landside Equipment Maintenance Ctr	30 yd RO	1
East Economy Parking Lot	8 yd FEL	1
Airside Employee Security Turnstile	8 yd FEL	1
Worldport	8 yd FEL	1
ARFF #1 (Airside)	8 yd FEL	1
ARFF #3 (Airside)	8 yd FEL	1
South Data Center	2 yd FEL	1

### 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.
- 4.1.2 The minimum total staffing number under this Contract shall not be less than three hundred ninety seven (397) full time employees for seven (7) day coverage. The four hundred employees shall include custodial, administrative, and operations personnel.
- 4.1.3 A periodic and temporary variance of 2% under the daily minimum total daily staffing requirement, which is set at 247 employees per day, may be allowed during the months of October through March **only**. This purpose in allowing this variance is to accommodate staffing needs during the snow season. (See Section 11: Snow Removal). The full daily minimum staffing requirement **must** be met April through September.
- 4.1.4 Employees who do not work the full shift shall only partially count towards the Daily Staffing Requirement. For example, if a custodian works only 4 of an 8 hour shift, then he or she will only count as .5 towards the total. The Contractor must provide coverage for the entire shift. Employees working a snow schedule shall not count towards the Daily Staffing Requirement.
- 4.1.5 Failure to provide minimum staffing as committed in the staffing plan shall result in a 1% deduction off of the contracted monthly invoice total. This deduction shall be calculated based off of the total number of required employees for the month. For example based upon a monthly invoice of \$1,500,000, a penalty of 1% would be \$15,000. Examples showing a 31 day month provided below:

Compliant Staffing (October-March):

Total Monthly Staffing Actual	7613
Required Staffing (Daily requirement * 31)	7657
Less Variance of 2%	153
Total Staffing Requirement	7504
Penalty	\$0

Non-Compliant Staffing (October-March):

Total Monthly Staffing Actual	7443
Required Staffing (Daily requirement * 31)	7657
Less Variance of 2%	153
Total Staffing Requirement	7504
Penalty	\$15,000

4.1.6 The Daily Staffing Requirement shall include Custodians, Supervisors, and Operations Managers. In addition to the daily staffing for custodial work, the Contractor shall employ additional administrative personnel that shall be on a full time, on site basis unless otherwise approved in writing by the Contract Compliance Supervisor.

4.2 Staffing Plan

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

<b>CUSTODIAL PERSONNEL MAIN TERMINAL:</b>	<b>1st Shift</b>	<b>2nd Shift</b>	<b>3rd Shift CI</b>	<b>3<sup>rd</sup> Shift CII</b>	<b>Daily Total</b>
Level 6 East Ticket (including all public areas/entrances)					
Level 6 East Ticket Men's Restrooms (3)					
Level 6 East Ticket Women's Restrooms (3)					
Level 6 East Ticket Unisex Restroom					
Level 6 West (including all public areas/entrances)					
Level 6 West Ticket Men's Restrooms (2)					
Level 6 West Ticket Women's Restrooms (3)					
Level 6 West Nursing Room					
Level 6 East Sidewalks					
Level 6 West Sidewalks					
Level 6 N.,E. and W. Walkway/Mezzanine areas above Great Hall					
Level 6 West- Conference Room, Pressroom, Ground Trans. Office, Denver Commerce Hub, Workforce office and other city offices					
Level 6 East- Environmental Offices, Police Offices, Chapel, & other City Offices					
Level 6 East & Westside – Common Area Hallways/floors behind Food court areas					
A-Security Checkpoint Area					

<b>CUSTODIAL PERSONNEL MAIN TERMINAL:</b>	<b>1st Shift</b>	<b>2nd Shift</b>	<b>3rd Shift CI</b>	<b>3<sup>rd</sup> Shift CII</b>	<b>Daily Total</b>
Level 5 East Baggage (includes all public areas/entrances) and offices					
Level 5 West Baggage (includes all public areas/entrances) and offices					
Level 5 Great Hall (includes center atrium, N. and S. Security, corridors around perimeter of above N. and S. Security areas, Art Gallery, and offices					
Great Hall Men's Restrooms (2)					
Great Hall Women's Restrooms (2)					
Level 5 East Men's Restroom (2) One on N. End and One on S. End					
Level 5 West Men's Restroom (2) One on N. End and One on S. End					
Level 5 East Women's Restrooms (2) One on N. End and One on S. End					
Level 5 West Women's Restroom (2) One on N. End and One on S. End					
Train Levels (East and West) includes arrival platforms and center departure platform, East and West emergency stairs					
Customs (Includes, offices, Restrooms, Elevators, Escalators, Stairs)					
Level 5 East Sidewalks and Islands					
Level 5 West Sidewalks and Islands					

<b>CUSTODIAL PERSONNEL MAIN TERMINAL:</b>	<b>1st Shift</b>	<b>2nd Shift</b>	<b>3rd Shift CI</b>	<b>3<sup>rd</sup> Shift CII</b>	<b>Daily Total</b>
Level 4 East Entrances, Elevator Lobbies, Escalator Landings					
Level 4 West Entrances, Elevator Lobbies, Escalator Landings					
Level 4 East Sidewalks					
Level 4 West Sidewalks					
Level 3 East Entrances and Elevator Lobbies					
Level 3 West Entrances and Elevator Lobbies					
Level 3 East & West Restrooms (9) and Locker room/Restrooms (2)					
Level 2 East Entrances and Elevator Lobbies					
Level 2 West Entrances and Elevator Lobbies					
Level 1 West- 110/112 Hallway					
Level 1 East- City Offices and Restrooms (2)					
Main Terminal Escalators					
Main Terminal Elevators					
Main Terminal Stairwells					
West Parking Deck Elevators (3) and Lobbies (level 1-5)					

<b>CUSTODIAL PERSONNEL MAIN TERMINAL:</b>	<b>1st Shift</b>	<b>2nd Shift</b>	<b>3rd Shift CI</b>	<b>3<sup>rd</sup> Shift CII</b>	<b>Daily Total</b>
East Parking Deck Elevators (3) and Lobbies (level 1-5)					
A.O.B. Offices, Conference Rooms, Break Rooms, Elevators, Hallways, Lobbies, Reception Areas, Stairwells (floors 6-10)					
A.O.B. Women's Restrooms (6)					
A.O.B. Men's Restrooms (6)					
City Offices, Hallways, Restrooms, Fitness Center – Level 4 of “AOB”, Cen					
A.O.B. Loading Dock					
A.O.B Entry Areas/Elevator Lobbies on Parking Levels 5A and 5B					
Recycling					
Trash					
Sidewalks/Trash Receptacles just outside/adjacent to Terminal, Shuttle Bus Islands,					
<b>Main Terminal Daily Employee TOTAL</b>					
<b>SUPERVISORY PERSONNEL</b>					
Supervisors					
<b>CUSTODIAL PERSONNEL MAIN TERMINAL:</b>	<b>1st Shift</b>	<b>2nd Shift</b>	<b>3rd Shift CI</b>	<b>3rd Shift CII</b>	<b>Daily Total</b>
<b>Main Terminal Daily Employee – Overall TOTAL</b>					



<b>CUSTODIAL PERSONNEL - OUTSIDE BUILDINGS</b>	<b>1st Shift</b>	<b>2nd Shift</b>	<b>3rd Shift CI</b>	<b>3<sup>rd</sup> Shift CII</b>	<b>Daily Total</b>
Trailers					
Comfort Stations (2) "as needed"					
HVAC Offices/Building					
Snow Trailer (3) "as needed"					
Glycol Building					
Fire Stations "as needed"					
<b>Outside Buildings Daily Employee Total</b>					
<b>SUPERVISORY PERSONNEL</b>					
Supervisors					
<b>Outside Buildings Daily Employee Total</b>					
<b>CUSTODIAL PERSONNEL - HOTEL AND TRANSIT CENTER</b>	<b>1st Shift</b>	<b>2nd Shift</b>	<b>3rd Shift CI</b>	<b>3<sup>rd</sup> Shift CII</b>	<b>Daily Total</b>
Outdoor Plaza (Levels 1 and 5)					
West Elevator Lobby (Levels 1 and 5)					
Men's Restroom					
Women's Restroom					
<b>Hotel and Transit Center Daily Employee Total</b>					
<b>SUPERVISORY PERSONNEL</b>					
Supervisors					
<b>HOTEL AND TRANSIT CENTER Daily Employee Total</b>					

<b>CUSTODIAL PERSONNEL CONCOURSE A</b>	<b>1st Shift</b>	<b>2nd Shift</b>	<b>3rd Shift CI</b>	<b>3<sup>rd</sup> Shift CII</b>	<b>Daily Total</b>
Bridge from A-Security Check Point Area to A Concourse					
2 West Concourse (including West sub-core and mezz.)					
Jetways 2 West					
Jetways 1 West					
1 West Concourse/ Gate Areas					
City offices including RR's (2) on 4 <sup>th</sup> Floor of West Sub-core					

<b>CUSTODIAL PERSONNEL CONCOURSE A</b>	<b>1st Shift</b>	<b>2nd Shift</b>	<b>3rd Shift CI</b>	<b>3<sup>rd</sup> Shift CII</b>	<b>Daily Total</b>
City offices on Mezz level of West					
Restrooms and Break Room in Basement (under West Sub-					
Center Core Concourse and Train Level (including					
Center Core Mezzanine (including Ramps to "A- Security Bridge")					
City offices including RR's (2) on Concourse level of Center Core (accessed via Mezz level)					
TSA offices/Qwest offices - Center Core Mezz					
TSA offices, City offices, break rooms, hallway, restrooms (6) on Ramp level under Center-Core					
Restrooms (2) and Break Room on 9th Floor of Center Core					
City offices including Restrooms (2) on 4th Floor of Center Core					
2 East Concourse and Commuter Gates (including East sub-core and mezz.)					
Jetways 1 East					
Jetways 2 East					
1 East Concourse/Gate Areas					
Access Services offices and restrooms on 4th Floor (above East Sub-core)					
Restrooms in Basement (under East Sub-core)					
Men's Restrooms in Sub-cores and Center Core - Concourse level (4 Large) plus Unisex/					

<b>CUSTODIAL PERSONNEL CONCOURSE A</b>	<b>1st Shift</b>	<b>2nd Shift</b>	<b>3rd Shift CI</b>	<b>3<sup>rd</sup> Shift CII</b>	<b>Daily Total</b>
Men's Restrooms in Sub-cores and Center Core – Mezzanine level (3 General Public, 1					
Women's Restrooms in Sub-cores and Center Core-Concourse level (4 Large) plus					
Women's Restrooms in Sub-cores and Center Core – Mezzanine level (3 General					
Men's Restrooms in East side. Commuter Gates (2)					
Women's Restrooms in East side. Commuter Gates (2)					
Nursing Room					
Pet Relief Area					
Ramp level below Center Core (includes hallways/restrooms)					
USO/Common Area hallway and Restrooms(shared by Airlines/City (above Center					
Triturator Rooms (2)- Sink, Trash & Restock (under Gate A32 & A48 ramp level)					
Stairwells (to ramp level)					
Escalators					
Elevators					
Trash					
Recycling					

<b>CUSTODIAL PERSONNEL CONCOURSE A</b>	<b>1st Shift</b>	<b>2nd Shift</b>	<b>3rd Shift CI</b>	<b>3<sup>rd</sup> Shift CII</b>	<b>Daily Total</b>
Ramp Level trash/recycling compactor rooms (Cleaning and maintenance)					
Concourse A Daily Employee TOTAL					
<b>SUPERVISORY PERSONNEL</b>					
Supervisors					
<b>Concourse A:Daily Employee Overall TOTAL</b>					

<b>CUSTODIAL PERSONNEL CONCOURSE B</b>	<b>1st Shift</b>	<b>2nd Shift</b>	<b>3rd Shift CI</b>	<b>3<sup>rd</sup> Shift CII</b>	<b>Daily Total</b>
Old Commuter Gates East end (downstairs from Gate B57)					
RJ Facility/Gates - East end of B-Con (over Bridge to RJ Gates)					
3 East Jetways					
3 East Concourse / Gate Areas/ Subcore / Mezzanine					
2 East Jetways					
2 East Concourse / Gate Areas/Subcore / Mezzanine					
1 East Jetways					
1 East Concourse / Gate Area/Subcore / Mezzanine					
Center Core Mezzanine					
Center Core Concourse Level					
Central Core Train Level and Escalator Landings					
Ramp level below Center Core (includes hallways/restrooms)					
1 West Jetways					
1 West Concourse / Gate Areas/Subcore / Mezzanine					
2 West Jetways					
2 West Concourse /Gate Areas/ Subcore / Mezzanine					
3 West Jetways					

<b>CUSTODIAL PERSONNEL CONCOURSE B</b>	<b>1st Shift</b>	<b>2nd Shift</b>	<b>3rd Shift CI</b>	<b>3<sup>rd</sup> Shift CII</b>	<b>Daily Total</b>
3 West Concourse /Gate Areas/ Subcore / Mezzanine					
Men's Restrooms Center Core and Mezzanine plus Unisex/Assist restrooms					
Women's Restroom Center Core and Mezzanine plus Unisex/Assist restrooms					
Men's Restrooms East Side (3 large) plus Unisex/Assist restrooms					
Women's Restrooms East Side (3 large) plus Unisex/Assist restrooms					
Men's Restrooms West Side (3 large) plus Unisex/Assist restrooms					
Women's Restrooms West Side (3 large) plus Unisex/Assist restrooms					
Men's Restroom - Old Commuter Gates below B 57 (1 small)					
Women's Restroom Old Commuter Gates below B57 (1 small)					
Nursing Room					
Pet Relief Areas					
Men's Restroom – RJ Facility/Gates					
Women's Restroom – RJ Facility/Gates					
Triturator Rooms (2)- Sink, Trash & Restock (under Gate B28 & B46 ramp lvl)					
Trash					
Escalators					

<b>CUSTODIAL PERSONNEL CONCOURSE B</b>	<b>1st Shift</b>	<b>2nd Shift</b>	<b>3rd Shift CI</b>	<b>3<sup>rd</sup> Shift CII</b>	<b>Daily Total</b>
Elevators					
Power walks					
Stairwells (to ramp level)					
Recycle					
Ramp Level trash/recycling compactor rooms (Cleaning and maintenance)					
<b>Concourse B Daily Employee TOTAL</b>					
<b>SUPERVISORY PERSONNEL</b>					
<b>Concourse B Daily Employee Overall TOTAL</b>					

<b>CUSTODIAL PERSONNEL CONCOURSE C</b>	<b>1st Shift</b>	<b>2nd Shift</b>	<b>3rd Shift CI</b>	<b>3<sup>rd</sup> Shift CII</b>	<b>Daily Total</b>
Center Core Mezzanine level (including City Offices)					
Center Core Concourse level					
Center Core Train level (including Escalator landings)					
East Concourse/Gate Areas/Mezzanine/Subcore					
East Concourse Jetways					
West Concourse/Gate Areas/Mezzanine/Subcore					
West Concourse Jetways					
City Offices (including RR's, Kitchenette) - W. Mezz Sub- Core					
Women's Restrooms (E. Concourse, W. concourse and Center Core Concourse level)					
Men's Restrooms (E. Concourse, W. concourse and, Center Core concourse					

Unisex/Assist Restrooms					
Nursing Room					
Pet Relief Area					
Basement RR's under W. Sub- Core					
Ramp level below Center Core (includes hallways/restrooms)					
Triturator Rooms (1)- Sink, Trash & Restock (under Gate C48 ramp lvl)					
Stairwells (to ramp level)					
Escalators					
Elevators					
Power walks					
Recycle					
Ramp Level trash/recycling compactor rooms (Cleaning					
<b>Concourse C Daily Employee TOTAL</b>					
<b>CUSTODIAL PERSONNEL CONCOURSE C</b>	<b>1st Shift</b>	<b>2nd Shift</b>	<b>3rd Shift CI</b>	<b>3<sup>rd</sup> Shift CII</b>	<b>Daily Total</b>
<b>SUPERVISORY PERSONNEL</b>					
<b>Supervisors</b>					
<b>Concourse C Daily Employee Overall TOTAL</b>					
<b>Overall Total Employee Daily Staffing for Routine Work</b>					

<b>Employee Totals (Staffing Overview)</b>	<b>Main Terminal</b>	<b>Hotel and Transit Center</b>	<b>Outlying Buildings</b>	<b>A Con</b>	<b>B Con</b>	<b>C Con</b>	<b>Total</b>
<b>Custodian 1 Employees:</b>							
First Shift							
Second Shift							





Employee Totals (Staffing Overview)	Main Terminal	Hotel and Transit Center	Outlying Buildings	A Con	B Con	C Con	Total
Administrative							
First Shift							
Second Shift							
Third Shift							
Total							
<b>Overall Administrative Staffing Total</b>							

#### 4.3 Adjustments to Staffing Plan due to Construction

- 4.3.1 DEN is planning several construction projects that may affect janitorial staffing levels through the term of this contract. Currently, DEN anticipates construction to the Main Terminal, A Concourse, and C Concourse among other areas. During the course of these construction projects, areas may be added or removed from janitorial service.
- 4.3.2 Construction to the Main Terminal building will require large portions of the Terminal to be closed to the public through several phases. These portions of the terminal, which we estimate to be approximately 90,000 to 105,000 square feet, will not be serviced by the Contractor.
- 4.3.3 DEN intends to expand both A and C Concourses. Planning these expansions may require the addition of temporary buildings to accommodate gates out of service during the construction. DEN anticipates the addition of approximately 50,000 to 60,000 combined square feet consisting of temporary structures near A and C Concourses. These temporary structures will include restrooms and holding areas for passengers. While these temporary structures are in use, other areas of the concourses may be closed to the public and will not require service from the Contractor.
- 4.3.4 DEN will require the Contractor to adjust the monthly invoices to reflect the changes to the facility. **Each proposer shall submit a staffing plan adjustment rate to be included in the contract. This rate shall be applied to corresponding proposal item.**

#### 4.4 Contractor's Managers

- 4.4.1 The Contractor shall provide a full-time, on-site Project Manager who will be trained, qualified, and acceptable to the Airport's Contract Compliance Supervisor. The Project Manager shall work exclusively for this contract.
- 4.4.2 The Project Manager or Assistant Project Manager must work a combined 520 hours on second shift and 520 hours on third shift. This is required so that Contractor managers have adequate oversight of night time operations.
- 4.4.3 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.
- 4.4.4 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 Contract Compliance Supervisor, or his/her representative each day.

#### 4.5 Minimum Pay for Contractor Positions Not Covered by Prevailing Wage

- 4.5.1 While the personnel listed below may not be governed by the City's Prevailing Wage Ordinance, DEN believes it is in the best interest to require the Contractor to pay no less than the below minimum salaries and/or wages. These rates do not include fringe benefits including vacation health coverage etc., shift differential, or overtime for snow removal.

<b>Job Title</b>	<b>Pay Unit</b>	<b>Rate of Pay</b>
Project Manager	Per Week	\$ 1,740.37
Assistant Project Manager	Per Week	\$ 1,423.45
Shift Manager	Per Week	\$ 1,122.64
Labor Relations Manager	Per Week	\$ 1,122.64
Quality Control Manager	Per Week	\$ 1,122.64
Operations Manager- 3rd Shift	Per Day	\$ 169.74
Operations Manager- 2nd Shift	Per Day	\$ 169.74
Operations Manager- 1st Shift	Per Day	\$ 169.74
Supervisor- 3rd Shift	Per Hour	\$ 16.65
Supervisor- 2nd Shift	Per Hour	\$ 16.11
Supervisor- 1st shift	Per Hour	\$ 16.11
Admin. Asst./Payroll	Per Hour	\$ 19.87
General Clerical	Per Hour	\$ 16.11
Trainer/Safety Coordinator	Per Week	\$ 805.73

<b>Job Title</b>	<b>Pay Unit</b>	<b>Rate of Pay</b>
Maintenance/Repairman	Per Hour	\$ 20.41
Supply Control/Distribution Manager	Per Hour	\$ 21.22
Supply Control/Distribution Employees	Per Hour	\$ 16.11
Emergency Dispatcher	Per Hour	\$ 16.11
Quality Control Inspectors	Per Hour	\$ 16.11

#### 4.6 Shift Hours and Breaks

- 4.6.1 Manager, supervisor, and employee shift time-frames, including starting and quitting times, shall be staggered so that all Airport areas maintain coverage 24 hours per day, seven days per week and to assure no breaks in regular service activity. DEN reserves the right to approve of Contractor shift schedules.
- 4.6.2 The Contractor shall submit a proposed lunch and break schedule to the Contract Compliance Supervisor. The breaks shall be staggered to ensure that service areas are always adequately staffed. DEN reserves the right to approve, modify, or reject proposed lunch and other break schedules.

#### 4.7 Holidays

- 4.7.1 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

#### 4.8 Relief for Absenteeism and Vacation

- 4.8.1 The Contractor is required to provide relief personnel for absent or vacationing employees at all times. Every assignment position shall be filled each day and each shift.
- 4.8.2 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).

- 4.8.3 If the Project Manager, Operations 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.
- 4.8.4 Failure to provide personnel for all positions for all hours may result in fines to the Contractor.

## 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 in advance upon his or her request.
- 5.1.3 The CCS or CCTs may monitor the conduct 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 and shall not be removed.
- 5.1.5 At a minimum, each employee performing the work shall attend the following classes prior to or within the first two weeks of employment and again each successive six month period:
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 unless 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 The Contractor will not be required to do any cleaning in food service areas, including the foot court areas of the Main Terminal, Final Approach food court, or on Concourses A, B, and C. However, the Contractor will provide cleaning services in vending areas.

6.5.2 Necessary policing and cleaning of vending machine areas, where it is not done by machine operators, will be accomplished periodically during each workday.

### 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.

## SECTION 7: TASKS

### 7.1 Carpet Cleaning Compliance

7.1.1 All completed tasks related to carpet cleaning shall be compliant with the carpet manufacturer's recommendations and the Carpet and Rug Institute's (CRI) maintenance guidelines.

## 7.2 Acid Wash Rough Granite

- 7.2.1 The rough granite flooring (unfinished, flame cut) may require periodic machine scrubbing with a light dilution of Muriatic Acid and water (or other mild acid based solution) to remove oils and grease accumulation. Contractor is to use extreme caution in utilizing said products and insure proper rinsing as well as the safety of its employees and the public.

## 7.3 Auto-Scrub Non-Carpeted Floors (Not Stone)

- 7.3.1 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.

## 7.4 Carpet Shampooing—Dry Clean Method

- 7.4.1 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.

## 7.5 Carpet Shampooing—Extraction Method

- 7.5.1 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.

#### 7.6 Clean and Disinfect Drinking Fountains

7.6.1 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.

#### 7.7 Clean and Disinfect Telephones, Mail Boxes, Vending Machines, etc.

7.7.1 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.

#### 7.8 Clean and Disinfect Wash Basins, Toilets, Urinals, and Showers

7.8.1 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.

7.8.2 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.

7.8.3 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.



7.8.4 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.

#### 7.9 Clean Walk-Off Mats

7.9.1 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.

#### 7.10 Completely Vacuum Carpet

7.10.1 Vacuum all carpeted floors and walls to collect surface soil and embedded grit from all areas accessible to the carpet vacuum.

7.10.2 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.

#### 7.11 Damp Mop Non-Carpeted Floors

7.11.1 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.

#### 7.12 Damp Mop and Disinfect Non-Carpeted Floors

7.12.1 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.

#### 7.13 Descale Toilets and Urinals

- 7.13.1 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.

#### 7.14 Disinfect Furniture, Fixtures, Walls, Partitions, Doors, Etc.

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

#### 7.15 Dust Building and Furniture Surfaces

- 7.15.1 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.

#### 7.16 Dust Mop Non-Carpeted Floors

- 7.16.1 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.
- 7.16.2 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.

#### 7.17 Empty Trash and Ash Receptacles

- 7.17.1 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.

#### 7.18 Machine Scrub Concrete Floors and Seal

- 7.18.1 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.

#### 7.19 Machine Scrub and Recoat

- 7.19.1 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.
- 7.19.2 See Stone Care Instructions. Estimated Quantity 400,000 sq. ft. Machine scrub polished granite using a stone floor cleaner and rinse thoroughly. Apply Material and scrub using automatic scrubbers and red pads with vacuum in the up (or off) position. Allow to dwell for 5-10 minutes. After sufficient dwell time, rinse with clean water and vacuum down (or on). A de-foaming agent in the vacuum tank is suggested. Immediately after completely rinsing, apply the cleaner using automatic scrubbers and clean red pads. Buff floor with white pads and high speed buffers/ burnishers.
- 7.19.3 Dilution and Coverage Rates:
1. SCS = 10 liters for every 20 gallons of water (covers 40,000 sq. ft.)
  2. DCC = 2 liters to every 20 gallons of water (covers 40,000 sq. ft.)
- 7.19.4 See Stone Care Instructions. Estimated Quantity 45,000 sq. ft. Machine scrub rough cut and honed (not polished) granite. Machine scrub using a stone floor cleaner and rinse thoroughly. Apply Material and scrub using automatic scrubbers and non-abrasive stiff bristle brushes with vacuum in the up (or off) position. Allow to dwell for 5-10 minutes. After sufficient dwell time, rinse with clean water and vacuum down (or on). A de-foaming agent in the vacuum tank is suggested. Immediately after completely rinsing, apply a stone floor cleaner using automatic scrubbers and clean "soft bristle" brushes.

- 7.19.5 See Stone Care Instructions. Estimated Quantity 45,000 sq. ft. Resurface polished Granite floors. Polish floors using diamond polishing/grinding disks. Following grinding/polishing with diamond disks, floors should be polished with a granite polish to restore the original luster to the floor.

#### 7.20 Machine Scrub Restroom Floors

- 7.20.1 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.

#### 7.21 Partially Vacuum Carpeted Floors

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

#### 7.22 Police

- 7.22.1 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 a quarter inch left on the roll. Remove carpet stains. Empty/dry vacuum or exchange if necessary, wet or ineffective entrance mats.

#### 7.23 Police Floors to Remove Litter

- 7.23.1 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.

#### 7.24 Rearrange Furniture as Required

- 7.24.1 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.

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

7.25.1 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.

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

7.26.1 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.

7.27 Replace Obviously Soiled or Torn Trash Receptacle Liners

7.27.1 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.

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

7.28.1 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.

7.29 Spray and/or Spot Clean Trash and Ash Receptacles

7.29.1 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. Cigarette butt 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.

7.30 Spray and/or Spot Mop Non-Carpeted Floors

7.30.1 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.

7.30.2 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.

### 7.31 Spray—Buff or Burnish

- 7.31.1 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.

### 7.32 Stone Care Instruction—Stone Floors throughout DEN

- 7.32.1 No products will be allowed in the care of stone floors without advanced written CCS approval.
- 7.32.2 Maintenance for polished granite—machine scrub using an approved stone floor cleaner (no rinsing). Apply using automatic machines and clean red pads down (or on). Buff high speed with white pad. Dust mop as needed.
- 7.32.3 Maintenance for rough cut and honed (unpolished) granite—Machine scrub using a stone floor cleaner (no rinsing). Apply using automatic machines and soft brushes with vacuum down (or on). Sweep as needed.

### 7.33 Strip and Refinish Floors

- 7.33.1 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.).

- 7.33.2 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.
- 7.33.3 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.

#### 7.34 Sweep or Dust Mop Non-Carpeted Floors

- 7.34.1 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. Carpet-type entrance mats shall be swept and to restore the resiliency of the carpet pile. 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 8: FREQUENCIES

#### 8.1 Minimum Frequencies

- 8.1.1 The below requirements set minimum frequencies. However, the Contractor may be required to increase frequencies in order to meet passenger demand.
- 8.1.2 Meeting the minimum frequencies does not excuse the Contractor from complying with the performance measures included in Section 11.

## 8.2 Basics

<b>TASK</b>	<b>FREQUENCY</b>
<b>FIRST AND SECOND SHIFT BASICS</b>	
Rearrange out of place chairs and furniture.	1 x per shift
Clean and disinfect all drinking fountains, all telephones and any kiosks. Polish chrome and metal.	2 x per shift
Spot clean building and furniture surfaces including all walls, pillars, stainless steel, counters, carousels, etc.	2 x per shift
Sweep, spot mop and tack mop hard floor surfaces.	2 x per shift
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).	2 x per shift
Remove gum, stickers, tape, etc.	2 x per shift
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.	4 x per shift
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.	4 x per shift
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).	4 x per shift
Sweep at all entrances and exits. Vacuum mats at all entrances and exits.	4 x per shift
Clean/Police nursing rooms	3 x per shift
Clean/Police pet relief areas	3 x per shift
On-call, spot clean carpet.	Upon request

<b>THIRD SHIFT BASICS</b>	
Check all recycle containers, empty into appropriate containers and replaced with a new liner as needed. Clean the interior and exterior of	1 x per shift
Clean and disinfect all drinking fountains, all telephones and kiosks. Polish chrome and stainless steel.	1 x per shift
Arrange furniture properly and neatly as required.	1 x per shift
Clean building and furniture surfaces including all walls, pillars, stainless steel, counters, carousels, etc.	1 x per shift
Vacuum mats at all entrances and exits. Sweep all entrances and exits.	1 x per shift
Remove gum, stickers, etc.	1 x per shift
Police, sweep, mop, and/or scrub all hard surface floors nightly.	1 x per shift
Vacuum all carpeted floors, including under all chairs and furniture. Clean all corners and edges.	1 x per shift
Remove carpet stains as needed.	1 x per shift



Empty all trash containers. Replace with a new liner. Clean the interior and exterior of the cans as needed.	2 x per shift
Hand mop/scrub perimeter floor area adjacent to windows, carousels, walls etc., to remove any build up of wax, grease or other soil if applicable.	2 x per week
Burnish/ spray buff terrazzo and tile floors if applicable.	3 x per week
Dust all vertical surfaces within arms reach includes dusting and sweeping of carpeted wall surfaces and all vents.	Weekly
Dust the tops of all horizontal surfaces up to a height of twenty feet (20').	2 x per month plus any additional request
Clean/Disinfect nursing rooms	1 x per shift plus any additional request
Clean/Disinfect pet relief areas	1 x per shift plus any additional request
<b>OFFICE BASICS</b>	
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.	1 x per shift
Dust all horizontal building and furniture surfaces. Do not rearrange items on desks unless specifically told to do so.	1 x per shift
Spot clean all building and furniture surfaces.	1 x per shift
Arrange furniture as required.	1 x per shift
Pick up any obvious trash on the floor.	1 x per shift
Clean and disinfect telephones .	1 x per shift
Sweep tile floors and mop as needed.	1 x per shift
Vacuum carpeted floors thoroughly.	1 x per shift
De-trash all planters	1 x per shift
Report any carpet stains that require special work and any broken or damaged items to your Supervisor immediately.	1 x per shift
Dust vents, partitions and window sills weekly. Also, dust window blinds where applicable once a week.	Weekly
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.	Weekly
Perform high dusting of horizontal surfaces over arms reach.	Monthly
Detail vacuum all carpeted areas along edges, corners and other hard to reach areas or areas inaccessible with upright.	Monthly
Vacuum upholstered furniture including under cushions where applicable.	Monthly
Perform high dusting of vertical surfaces over arms reach.	Quarterly

Wash painted doors, door jambs, hinges etc.	Quarterly
Dust and/or damp wipe the interior of fluorescent light lenses.	Annually
Completely wash and polish dry all desks, file cabinets, credenzas, counters, consoles and other enclosures, housings etc.	Annually

8.3 Main Terminal and Concourse General Areas (Includes Hotel and Transit Center Outdoor Plaza, Hotel Elevator Lobbies Levels , A-Security, Bridges, Walkways, Commuter, and Common Areas)

**MAIN TERMINAL AND CONCOURSE AREAS (INCLUDES HOTEL AND TRANSIT CENTER OUTDOOR PLATFORM, WEST SIDE HOTEL ELEVATOR LOBBY, A-SECURITY, BRIDGES, WALKWAYS, COMMUTER AND COMMON AREAS)**

First and Second Shift – All areas listed shall be cleaned using the specifications listed under “First and Second Shift Basics”.

Third Shift – All areas listed shall be cleaned using the specifications listed under “Third Shift Basics”.

8.4 All City and County of Denver Offices Throughout the Facility (Includes Break Rooms)

**ALL CITY AND COUNTY OF DENVER OFFICES THROUGHOUT THE FACILITY (INCLUDES BREAK ROOMS):**

A. ALL CITY OFFICES on Airport property including but not limited to the following: Call Center, Information Desk Locations and Press Room, Lost and Found, A-Concourse TSA, 4TH Floor Wellness Center, and Inter-Faith Chapel, “AOB” (Airport office building), AND SECONDARY CITY OFFICES All areas listed (and other as designated) will be cleaned 5 to 7 times per week

First Shift – All areas listed, (and others as designated) shall be cleaned 1x per day following the specifications listed under “Office Basics”.

Second Shift - All areas listed (and others as designated) shall be cleaned 1x per day according to specifications listed under “First and Second Shift Basics”, upon request or as needed.

Third Shift- All areas listed ( and others as designated) Will follow specification for Hard Surface “finish” floor and Carpet Cleaning specification

B. SNOW TRAILERS, OUTSIDE TRAILERS, FIRE STATIONS AND TRAINING FACILITY, HVAC FACILITY AT VALUE RENTAL CAR, AIRSIDE OPERATIONS, GLYCOL BUILDING

First Shift – All areas listed except Fire Stations (and others as designated) shall be cleaned 3 times per week following the specifications listed under “Office Basics”

Second Shift-All areas listed except Fire Stations Will follow specifications listed under “First and Second Shift Basics” upon request or as needed

- Third shift- All areas listed-Will follow specifications for Hard Surface “finish” floor and Carpet Cleaning specifications

8.5 Escalators and Powerwalks- All Areas Serviced

**ESCALATORS; WALKALATORS –ALL AREAS SERVICED**

Note: Primary cleaning of escalators will be on Third Shift. However, persons working in the area of any given set of escalators will be responsible for policing said escalators on a continuous basis, as equipment and traffic flow permits, on First and Second Shifts.	
First and Second Shift	
Dust and/or spray clean the stainless steel ledges/ sills holding the glass partitions on the interior (step side).	1 x per day
Spot clean the glass partitions on the interior (step side).	1 x per day
Police, sweep and mop escalator "on/off" plates (i.e. metal floor plates).	1 x per day
Police, sweep step treads to remove dirt and debris lodged in treads.	3 x per day
Police floors, remove gum, litter, etc., from treads, landing.	3 x per day
Damp mop step treads to remove spills (i.e. coffee, soda pop, etc).	3 x per day
Spray clean/ wipe down under sides of the rubber hand rails to remove dirt and grime.	3 x per day
Third Shift	
Dust and/or spray clean the stainless steel and other horizontal or inclined surfaces or ledges, sills, etc.	Weekly
Wash the rubber hand railing completely.	Weekly
Utilizing an escalator "tread cleaning machine" or steel wire brushes clean the treads of each step to remove dirt, grime, residue, spilled liquids, etc., from grooves in steps and immediate areas.	Monthly
Polish stainless steel side panels on outer housing of escalator to height of seven feet (7') to top of escalator.	Monthly
Wash and/or polish "under side" stainless steel panels on escalator housing.	Semi-Annual

#### 8.6 Public Restrooms- All Areas Serviced

<b>PUBLIC RESTROOMS –ALL AREAS SERVICED</b>	
<b>First and Second Shift</b>	
Complete the following tasks twelve times per shift for the RTD train platform restrooms, TE-M5, TW-M6, TW-W8, TE-W7, TE- M23, TE-W21, TW-M22, TW-W24, AE-M5, AE-W6, AW-M3, AW-W4, AW-W2, AW-M1, BW- M7, BW-W8, BW-W6, BW-M5, BW-W4, BW-M3, BW-W2, BW-M1, BE-M9, BE-W10, BE-M11, BE-W12, BE-M13, BE-W14, BE-M15, BE-W16, CW-W0, CE-W6, CW-M5, CW-W4, AND CW-M3 restrooms and eight times per shift all other restrooms, EXCEPT CUSTOMS where tasks will be performed once per shift or as often as access is granted. The restroom cleaner must wear rubber gloves and safety glasses while completing the assigned work. After completion of work, gloves should be removed and hands thoroughly washed. If gloves have contacted potentially infectious materials they should be discarded.	
Police floors, pick up all loose trash and debris in the restroom and place in the appropriate waste disposal container.	12 / 8 x per shift
Empty trash receptacles and sanitary napkin disposal boxes by removing liners and dispose of in waste bag. Replace with a new liner.	12 / 8 x per shift

<b>PUBLIC RESTROOMS –ALL AREAS SERVICED</b>	
<b>First and Second Shift</b>	
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.	12 / 8 x per shift
<b>First and Second Shift</b>	
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.	12 / 8 x per shift
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.	12 / 8 x per shift
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.	12 / 8 x per shift
Clean all stainless steel and partitions as needed with water and/or wipe clean with a soft dry cloth. Remove any graffiti, stickers, etc.	12 / 8 x per shift
Clean mirrors as needed.	12 / 8 x per shift
Dust all surfaces, including tops of partitions, as needed.	12 / 8 x per shift
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.	12 / 8 x per shift
<b>Third Shift</b>	
<i>Close the restroom to the general public for deep clean.</i> The restroom cleaner must wear rubber gloves and safety glasses while completing the assigned work. After completion of work, gloves should be removed and hands thoroughly washed. If gloves have come in contact with any potentially infectious materials they should be discarded.	
Pick up all loose trash and debris in the restroom and place the waste into the appropriate waste receptacle.	3 x per shift
Empty trash receptacles and sanitary napkin disposal boxes by removing liners and dispose of in waste bag. Wash the trash container if needed. Replace with a new liner.	3 x per shift
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.	3 x per shift
Clean the inside surfaces of all commodes and urinals with a bowl mop and bowl cleaner. Pay special attention to cleaning under the rims and corners of commodes and urinals.	2 x per shift

<b>PUBLIC RESTROOMS –ALL AREAS SERVICED</b>	
<b>First and Second Shift</b>	
Clean the outside surfaces of the commodes and urinals 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.	2 x per shift
Clean sinks with disinfectant cleaner; liquid cleanser may be used as needed. Pay special attention to the chrome fixtures. Make sure that all pipes are cleaned daily.	2 x per shift
Clean all stainless steel and partitions as outlined in the handout regarding stainless steel. Remove any graffiti, stickers, tape, etc.	2 x per shift
Clean mirrors.	2 x per shift
Dust all surfaces, including high dusting of partitions and vents. This includes dusting of all door jams and hinges.	1 x per shift
Clean out floor drains as needed and pour water down them to keep them from drying out.	1 x per shift
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.	1 x per shift
Any damaged, broken and/or missing items must be reported to Supervisor immediately.	1 x per shift
At the end of shift all items are to be properly stored and the janitor closet is to be left neat and clean.	1 x per shift
Clean out floor drains as needed and pour water down them to keep them from drying out.	1 x per shift
Vacuum the entrance walls, all ceiling vents, diffusers, and return air grills.	2 x per week
Completely wash down partitions with a disinfectant solution and towel dry.	2 x per week
Completely wash down exterior portions of commodes and urinals with a disinfectant solution and towel dry.	2 x per week
Cover all mechanical dispensers with liquid resistant material. Wash and dry all ceramic tile walls with disinfectant solution.	2 x per week
Machine scrub all ceramic tile floors with disinfectant solution.	Monthly
Dust and wash tops of light fixtures not recessed in ceiling.	Monthly
Dust and wash the interior side of light lenses where applicable.	Semi-Annually

### 8.7 Non-Public Restrooms

<b>NON-PUBLIC RESTROOMS</b>	
First Shift – Shall be cleaned 2x per shift according to cleaning specifications listed under “Public Restrooms First and Second Shift”.	

Second Shift – Shall be cleaned 2x per shift according to cleaning specifications listed under “Public Restrooms First and Second Shift”.

Third Shift – Shall be cleaned 1x per shift according to cleaning specifications listed under “Public Restrooms Third Shift”.

8.8 Jet Bridges

<b>JET BRIDGES</b>	
<b>Third Shift</b>	
Spot Wash and dry all doors, rails and walls. Graffiti may be removed with approved chemical.	1 x per shift
Pick up any obvious trash on the floor.	1 x per shift
Sweep and thoroughly mop all rubber mat type floor and gutters where the rollers sit, paying special attention to all corners and edges.	1 x per shift
Remove gum, stickers, etc. from all surfaces	1 x per shift
Dust all light fixtures, horizontal ledges and the bridge console area.	1 x per shift
Vacuum all carpeted floor thoroughly areas along edges, corners and other hard to reach areas or areas inaccessible with upright.	1 x per shift
Shampoo carpet	Monthly

8.9 Stairwells- All Areas Serviced/ From Mezzanine to Ramp Level

<b>STAIRWELLS –ALL AREAS SERVICED /FROM MEZZANINE TO RAMP LEVEL</b>	
<b>First and Second Shift</b>	
Clean all doors, rails and walls. Graffiti may be removed with approved chemical.	1 x per day
Sweep and dust mop floors, paying special attention to all corners and edges. After sweeping, mop all floor surfaces.	1 x per day
Dust all vents.	1 x per day
Police floors, remove gum, stickers, tape, etc., from all surfaces.	1 x per day
Dust all light fixtures and horizontal ledges.	1 x per day
<b>Third Shift</b>	
Dust and/or vacuum all horizontal and inclined surfaces within arms reach (i.e. ledges, steel I-beam, tops of fire extinguishers, tops of light fixtures, etc.).	Weekly
Thoroughly wet mop floors/steps.	Weekly
Dust and/or vacuum vertical surfaces (i.e. walls) to a height of 8' from each step and landing.	Quarterly
Wash all painted structural steel (i.e. i-beams, steel railings, etc).	Quarterly
Wash fire extinguisher, holding bracket, etc.	Quarterly
Vacuum and/or wash any ductwork, conduit, pipes, vents and grills.	Quarterly
Wash all painted walls.	Semi-Annually
Wash the tops, sides, interior and exterior lens cover, reflector portion, etc., of light fixtures.	Semi-Annually

8.10 Elevators- All Areas Serviced

<b>ELEVATORS –ALL AREAS SERVICED</b>	
Complete the following two times per shift on First and Second Shift and once per shift on Third Shift.	
Sweep, dust mop and/or vacuum elevator floors.	2/1 x per shift
Damp/ wet mop elevator floors.	2/1 x per shift
Spot wash elevator walls to remove smudges, finger prints and/or other foreign substances. Polish dry.	2/1 x per shift
Clean stainless steel with water and a clean cloth.	2/1 x per shift
Sweep, brush or vacuum elevator tracks to remove dirt and debris.	2/1 x per shift
Spot wash elevator doors and clean stainless steel.	2/1 x per shift
Wash down elevator doors inside and out, towel dry.	Weekly
Wash elevator tracks, towel dry.	Weekly
Wash down elevator walls, towel dry.	Weekly
Machine scrub and recoat hard surface floors with a minimum of (2) two coats of floor finish.	Quarterly
Wet/dry vacuum any liquids in elevator pits; handle appropriately under all required environmental guidelines. Any and all liquids removed from the elevator pits must be directly placed into provided appropriate containers.	Per Request ~Quarterly

8.11 Customs and International (Offices, Receiving, Maintenance, Baggage, and Common Areas)

<b>CUSTOMS AND INTERNATIONAL (OFFICES, RECEIVING, MAINTENANCE, BAGGAGE, AND COMMON AREAS)</b>	
First and Second Shift – All areas listed shall be cleaned 1x per shift (or upon request) using the specifications listed under “First and Second Shift Basics”.	
Third Shift – All areas listed shall be cleaned 1x per shift (or upon request) using the specifications listed under “Third Shift Basics”.	

8.12 4<sup>th</sup> Level Terminal, “AOB”, and Concourses Ramp/Apron Level, Loading Docks, Hallways, Parking Garage, Common Areas, and Corridors.

<b>4<sup>th</sup> level TERMINAL/A.O.B. AND CONCOURSES RAMP/APRON LEVEL LOADING DOCKS/ HALLWAYS/ PARKING/ GARAGE/ COMMON AREAS/CORRIDORS</b>	
First and Second Shift	
Collect trash from waste receptacles (dumpsters excluded) and remove to a designated area. Replace liner. Clean the inside of the container if needed.	1 x per shift
Police for debris.	1 x per shift
Clean ashtrays, change sand as necessary.	1 x per shift
Sweep dock areas, vehicle drive in, truck parking areas. Remove foreign substances from floors. Oil puddles to be covered with an oil absorbent type product to facilitate sweeping up of oil.	1 x per shift

Wet wipe hand rails and other railing.	1 x per shift
Brush off guard rails in front of block glass.	1 x per shift
Spot wash doors and door frames to A.O.B., weather/temperature permitting.	Weekly
Sweep walkway areas.	Weekly
Machine scrub oil spots with a degreasing agent (temperature permitting).	Weekly
Damp wipe lighting units hanging down over dock (truck unloading lights).	Bi-Monthly
Machine scrub A.O.B. dock (weather/temperature permitting).	Monthly
Wash painted walls on dock up to a height of 8'.	Monthly
Wash doors from dock to maintenance area.	Quarterly
Brush/vacuum and wash louvers/grills on the vertical part of dock.	Quarterly
Dust/brush/vacuum heating units hanging over dock.	Quarterly
Vacuum the air return, exhaust outtake and other ventilating grills protruding from over head ductwork.	Annually
Third shift Machine scrub concrete floors/Seal concrete floors listed in (10.)	Daily/Quarterly

8.13 Sidewalks, Islands, Entry Areas, and Walk Ramps to Parking—Includes Ground Transportation Level 5, the Hotel and Transit Center Level 1 Train Platform, and Public Transportation Area (“PTC”)

<b>SIDEWALKS, ISLANDS, ENTRY AREAS, AND WALK RAMPS TO PARKING</b>	
<b>First and Second Shift</b>	
Dust or damp wipe all signage.	1 x per shift
Spot clean the exterior of trash receptacles.	2 x per shift
Spot clean all building and furniture surfaces.	2 x per shift
Remove gum, stickers, tape, etc.	2 x per shift
Sweep and police all sidewalk, stair, and floor areas to remove litter.	2 x per shift
Sweep and police between doors, sweep out all entrance areas.	2 x per shift
Empty all trash receptacles and replace liners. Empty all ashtrays and clean ashtrays with general purpose cleaner.	4 x per shift
<b>Third Shift</b>	
Spot clean the exterior of trash receptacle as needed.	1 x per shift
Clean all walls, handrails and building surfaces daily.	1 x per shift
Sweep all sidewalk, stair, and floor areas to remove litter.	1 x per shift
Sweep between doors and sweep out all entrance areas.	1 x per shift
Dust and/or damp wipe all signage.	1 x per shift
Vacuum all floor mats.	1 x per shift
Remove all gum, stickers, tape, etc.	1 x per shift
Empty all trash receptacles and replace liners. Empty all ashtrays and clean with a general purpose cleaner..	2 x per shift



Wash down all doors, door jambs and kick plates to remove grime and other soil.	Semi-Annually
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8.14 Train Cleaning and Train Tunnel

<b>TRAIN CAB AND TRAIN TUNNEL CLEANING</b>	
<b>First and Second Shift</b>	
Clean white walls and stainless steel inside train cab as needed	3x per shift
Police for debris of train cab	3x per shift
<b>Third Shift</b>	
Sweep and mop all tunnel emergency exits. Dust all surfaces at each emergency exit.	Semi-Annually
Clean cab Floors	1x per shift
Clean white walls and stainless steel of train cab	1x per shift
Scrub Floors of train cab	Monthly
Stain and Gum Removal of train cab	Monthly

8.15 Triturators- Concourses

<b>Triturators A,B &amp; C concourse A-32, A-48, B-28, B-46 &amp; C-48 ramp level Triturators locations</b>	
First shift Clean sink and stock paper towel and soap dispensers	2 x per shift
Second shift Clean sink and stock paper towel and soap dispensers	2 x per shift

8.16 Trash Chute Rooms and Ramp Level Trash/Recycling Compactor Rooms

<b>Trash chute rooms &amp; Ramp level trash/recycling compactor rooms</b>	
First Shift Monitor all trash and recycling compactor rooms on ramp level, pick up all waste on floor and place in compactor as needed	2 x per shift
Second Shift Monitor all trash and recycling compactor rooms on ramp level, pick up all waste on floor and place in compactor as needed	2 x per shift
Third Shift Monitor all trash and recycling compactor rooms on ramp level, pick up all waste on floor and place in compactor.	1x per shift

8.17 Artwork- A and B Concourse Center Core

<b>Artwork A&amp; B concourse center core</b>	
Third Shift Dust and/or damp mop all horizontal and inclined surfaces within arm's reach	Every 3wks and/ or requested

8.18 Unscheduled Work

<b>Unscheduled Work</b>	
All Shifts	
DEN will require the Contractor to perform Unscheduled Work. Unscheduled Work means work that is needed due to emergency or unexpected occurrences, and exceeds the scope of the regular, recurring scheduled janitorial services. For example requested cleaning services, water pick up as a result of major overflow of back up plumbing, broken pipes, roof leaks, etc. Additionally, Unscheduled Work also includes the cleaning of any leased spaced relinquished back to DEN.	Per Occurrence

8.19 Periodic Hard Floor and Carpet Care

NATURAL / STONE FLOORS:

<b>Area</b>	<b>Work to Be Performed</b>	<b>Frequency</b>
<b>Main Terminal</b>		
East Ticket	Acid Wash and Machine Scrub	2 x Month
West Ticket	Acid Wash and Machine Scrub	2 x Month
North End Connector	Acid Wash and Machine Scrub	2 x Month
Bridges	Acid Wash and Machine Scrub	2 x Month
East Baggage	Acid Wash and Machine Scrub	2 x Month
West Baggage	Acid Wash and Machine Scrub	2 x Month
Great Hall	Acid Wash and Machine Scrub	Monthly
<b>A Concourse</b>		
A Concourse Train Station	Acid Wash and Machine Scrub	Monthly
A Concourse Ramp Level	Acid Wash and Machine Scrub	Monthly
<b>B Concourse</b>		
B Concourse Train Station	Acid Wash and Machine Scrub	Monthly

B Concourse Ramp Level	Acid Wash and Machine Scrub	Monthly
<b>C Concourse</b>		
C Concourse Train Station	Acid Wash and Machine Scrub	Monthly
C Concourse Ramp Level	Acid Wash and Machine Scrub	Monthly
C Concourse - Center Core - Concourse Level	Acid Wash and Machine Scrub	Monthly

**HARD SURFACE "FINISH" FLOORS:**

<b>Area</b>	<b>Work to Be Performed</b>	<b>Frequency</b>
<b>Main Terminal</b>		
Great Hall Center	Machine Scrub and Recoat (2 coats finish)	Monthly
Great Hall Center	Machine Strip, Seal, Finish (2 coats seal, 3 coats finish)	Annually
<b>A Concourse</b>		
Ramp level	Machine Scrub and Recoat (2 coats finish)	Quarterly
Ramp level	Machine Strip, Seal, Finish (2 coats seal, 3 coats finish)	Annually
Center Core - Concourse Level	Machine Scrub and Recoat (2 coats finish)	Every 6 weeks
Center Core - Concourse Level	Machine Strip, Seal, Finish (2 coats seal, 3 coats finish)	Annually
Subcore - Concourse Level	Machine Scrub and Recoat (2 coats finish)	Every 6 weeks
Subcore - Concourse Level	Machine Strip, Seal, Finish (2 coats seal, 3 coats finish)	Annually
<b>B Concourse</b>		
Ramp level	Machine Scrub and Recoat (2 coats finish)	Quarterly
Ramp level	Machine Strip, Seal, Finish (2 coats seal, 3 coats finish)	Annually
Center Core - Concourse Level	Machine Scrub and Recoat (2 coats finish)	Monthly
Center Core - Concourse Level	Machine Strip, Seal, Finish (2 coats seal, 3 coats finish)	Annually
Subcore - Concourse Level	Machine Scrub and Recoat (2 coats finish)	Monthly
Subcore - Concourse Level	Machine Strip, Seal, Finish (2 coats seal, 3 coats finish)	Annually
<b>C Concourse</b>		
Ramp level	Machine Scrub and Recoat (2 coats finish)	Quarterly
Ramp level	Machine Strip, Seal, Finish (2 coats seal, 3 coats finish)	Annually
Subcore - Concourse Level	Machine Scrub and Recoat (2 coats finish)	Every 6 weeks
Subcore - Concourse Level	Machine Strip, Seal, Finish (2 coats seal, 3 coats finish)	Annually
<b>Non-Specified Areas</b>		
Public Areas	Machine Scrub and Recoat (2 coats finish)	Every 8 weeks

Area	Work to Be Performed	Frequency
Public Areas	Machine Strip, Seal, Finish (2 coats seal, 3 coats finish)	Annually
Non- Public Areas	Machine Scrub and Recoat (2 coats finish)	Quarterly
Non-Public Areas	Machine Strip, Seal, Finish (2 coats seal, 3 coats finish)	Annually

### CARPET CLEANING

Area	Work to Be Performed	Frequency
<b>Main Terminal</b>		
6TH LEVEL EAST ENTRANCES	Low Moisture Extraction	Every 2 weeks
6TH LEVEL WEST ENTRANCES	Low Moisture Extraction	Every 2 weeks
5TH LEVEL EAST ENTRANCES	Low Moisture Extraction	Every 2 weeks
5TH LEVEL WEST ENTRANCES	Low Moisture Extraction	Every 2 weeks
EAST ELEVATOR LOBBIES 1 - 6	Low Moisture Extraction	Monthly
WEST ELEVATOR LOBBIES 1 - 6	Low Moisture Extraction	Monthly
CUSTOMS CAROUSEL AREA	Low Moisture Extraction	Monthly
A CONNECTOR	Low Moisture Extraction	Every 2 weeks
EAST SIDE BAGGAGE	Low Moisture Extraction	Every 2 weeks
WEST SIDE BAGGAGE	Low Moisture Extraction	Every 2 weeks
EAST PHONE BANKS	Low Moisture Extraction	Monthly
WEST PHONE BANKS	Low Moisture Extraction	Monthly
GREAT HALL SOUTH	Low Moisture Extraction	Every 2 weeks
GREAT HALL NORTH	Low Moisture Extraction	Every 2 weeks
“AOB” LOBBIES AND HALLS	Low Moisture Extraction	Every 2 weeks
<b>A CONCOURSE:</b>		
CENTER CORE MEZZANINE	Low Moisture Extraction	Monthly
CONCOURSE 1 EAST	Low Moisture Extraction	Every 2 weeks
CONCOURSE 1 WEST	Low Moisture Extraction	Every 2 weeks
CONCOURSE 2 EAST	Low Moisture Extraction	Monthly
HOLD ROOMS EAST	Low Moisture Extraction	Monthly
HOLD ROOMS WEST	Low Moisture Extraction	Monthly
JETWAYS	Low Moisture Extraction in Summer / Dry Clean in Winter	Every 2 weeks
RAMPS / LOWER BRIDGE	Low Moisture Extraction	Every 2 weeks

RAMPS / UPPER BRIDGE	Low Moisture Extraction	Monthly
COMMUTER GATES	Low Moisture Extraction	Every 2 weeks
<b>B CONCOURSE:</b>		
CENTER CORE MEZZANINE	Low Moisture Extraction	Monthly
CONCOURSE 1 EAST	Low Moisture Extraction	Every 2 weeks
CONCOURSE 1 WEST	Low Moisture Extraction	Every 2 weeks
CONCOURSE 2 EAST	Low Moisture Extraction	Monthly
CONCOURSE 2 WEST	Low Moisture Extraction	Monthly
CONCOURSE 3 EAST	Low Moisture Extraction	Monthly
CONCOURSE 3 WEST	Low Moisture Extraction	Monthly
SUBCORE/MEZZANINE AREAS	Low Moisture Extraction	Quarterly
HOLD ROOMS EAST	Low Moisture Extraction	Monthly
HOLD ROOMS WEST	Low Moisture Extraction	Monthly
JETWAYS	Low Moisture Extraction in Summer / Dry Clean in Winter	Every 2 weeks
COMMUTER GATES	Low Moisture Extraction	Every 2 weeks
<b>C CONCOURSE:</b>		
CONCOURSE 1 EAST	Low Moisture Extraction	Every 2 weeks
CONCOURSE 1 WEST	Low Moisture Extraction	Every 2 weeks
CONCOURSE 2 EAST	Low Moisture Extraction	Monthly
CONCOURSE 2 WEST	Low Moisture Extraction	Monthly
HOLD ROOMS EAST	Low Moisture Extraction	Monthly
HOLD ROOMS WEST	Low Moisture Extraction	Monthly
JETWAYS	Low Moisture Extraction in Summer / Dry Clean in Winter	Every 2 weeks
Non- Specified public areas	Low Moisture Extraction	Every 2 months
Non- Specified, non - public areas	Low Moisture Extraction	Semi-annually
Office areas	Low Moisture Extraction	Semi-annually

SECTION 9: TOOLS AND EQUIPMENT CAPABILITY

9.1 Recommended Tools and Equipment List

EQUIPMENT TYPE	EQUIPMENT DESCRIPTION / SPECIFICATIONS	TOTAL Qty.	Approved Alternate-Manufacturer	Approved Alternate- Model No.	Equipment Years In Service
TWO-WAY RADIOS	Radios must be compatible with the Harris 800MHz P25 system use at DEN (Harris XG25 SCAN portable is highly recommended for users on the DEN system)	50			
BASE RADIO		1			
RADIO CHARGERS	RAPID CHARGE, 6 BATTERY CAPACITY	8			
RADIO CHARGERS	RAPDI CHARGE, SINGLE CAPACITY	4			
TENNANT T16 RIDING FLOOR SCRUBBER	35 GAL., 36" CLEANING PATH RIDING FLOOR SCRUBBER W/RECYCLING SOLUTION SYSTEM	3			
EXTRA BATTERY TRAY FOR T-16 SCRUBBER	EXTRA BATTERY TRAY, W/ BATTERIES, FOR SCRUBBER TO ALLOW FOR 6+ HOURS RUN TIME	3			
TENNANT 5700 F.A.S.T. FLOOR SCRUBER	30 GAL., 32" SELF-PROPELLED FLOOR SCRUBBER W/ F.A.S.T. SYSTEM	6			

<b>EQUIPMENT TYPE</b>	<b>EQUIPMENT DESCRIPTION / SPECIFICATIONS</b>	<b>TOTAL Qty.</b>	<b>Approved Alternate-Manufacturer</b>	<b>Approved Alternate- Model No.</b>	<b>Equipment Years In Service</b>
TENANT FM-20-SS FLOOR MACHINES	175 RPM 120 V 1.5 HP/1.12 KW	10			
TENNANT BR-2000-DC BURNISHER	TENNANT HIGH SPEED FLOOR BURNISHER	10			
TENNANT B10 RIDER BURNISHER	TENNANT B10 BATTERY-POWERED FLOOR BURNISHER	4			
TENNANT T12 RIDING FLOOR SCRUBBER	28" RIDING FLOOR SCRUBBER	4			
GENIE GR-20	LIFT	2			
WET-DRY VACUUM	SELF-CONTAINED 15 GAL., W/SQUEEGEE	20			
OMNIFLEX AUTOVAC SYSTEM	AUTOSCRUBBER & FLOOR CLEANER	8			
PRO-TEAM SUPER COACH –VAC BACKPACK VACUUM CLEANER	12.5 QT. BAG, 11.2 AMP, W/TOOLS	16			

<b>EQUIPMENT TYPE</b>	<b>EQUIPMENT DESCRIPTION / SPECIFICATIONS</b>	<b>TOTAL Qty.</b>	<b>Approved Alternate-Manufacturer</b>	<b>Approved Alternate- Model No.</b>	<b>Equipment Years In Service</b>
BACKPACK VACUUM CLEANER PRO TEAM	BATTERED POWERED W/EXTRA BATTERY	4			
TENNANT V-SMU-14 UPRIGHT VACUUM CLEANER	14" UPRIGHT W/ ON-BOARD TOOLS	30			
TENNANT ASC-15 ALL SURFACE CLEANERS	SELF-CONTAINED (SPRAY, SCRUB, RINSE, DRY)SURFACE CLEANERS	10			
TENNANT 6100 COMPACT RIDING SWEEPER	BATTERY- POWERED DUAL-BRUSH RIDING SWEEPER/VACUUM	7			
EXTRA BATTERY TRAY FOR 6100 SWEEPER	EXTRA BATTERY TRAY, W/ BATTERIES, TO ALLOW FOR 6+ HOURS RUN TIME	7			
CIMEX ESCALATOR CLEANER	ELECTRIC WIRE BRUSH ESCALATOR CLEANER W/VACUUM	6			
WASCOMAT JUNIOR W25 WASHING MACHINE	FRONT-LOADING, HI-CAPACITY, HEAVY-DUTY WASHER	2			
G.E. XL INDUSTRIAL DRYER	FRONT-LOADING HI-CAPACITY HEAVY-DUTY DRYER	2			



<b>EQUIPMENT TYPE</b>	<b>EQUIPMENT DESCRIPTION / SPECIFICATIONS</b>	<b>TOTAL Qty.</b>	<b>Approved Alternate-Manufacturer</b>	<b>Approved Alternate- Model No.</b>	<b>Equipment Years In Service</b>
14-GAUGE, 3-WIRE, 50' EXTENSION CORD	HEAVY-DUTY W/MOLDED PLUG	100			
RUBBERMAID 1/2 CUBIC YARD TILT TRUCK	4-WHEEL MINIMUM 1000 LB. CAPACITY	9			
RUBBERMAID 1 CUBIC YARD TILT TRUCK	4-WHEEL 1000LB CAPACITY	12			
RUBBERMAID 4-WHEEL PLATFORM CART #RCP4441GRA	30" X 60" PLATFORM CART	12			
RUBBERMAID RESTROOM CLEANING CART, #6173-GY	RESTROOM CLEANING CART – Must be marked "Sterile Area " and Public Area	60			
RUBBERMAID BRUTE 44 GAL. BARREL, #4444GY	MOBILE TRASH CONTAINER – Must be marked "Sterile Area " and Public Area	70			
RUBBERMAID BRUTE DOLLY #3255	CASTER BASE FOR BRUTE BARREL	70			
RUBBERMAID MOP BUCKET #7570 WITH MOP WRINGER#6127 COMBO	32 QT. MOP BUCKET W/DOWNWARD PRESS WRINGER	90			

EQUIPMENT TYPE	EQUIPMENT DESCRIPTION / SPECIFICATIONS	TOTAL Qty.	Approved Alternate-Manufacturer	Approved Alternate- Model No.	Equipment Years In Service
LAMBDA 5- CONE/CHAIN SIGN SYSTEM	ENCLOSED BARRIER SYSTEM FOR FLOOR WORK	100			
RUBBERMAID 4- SIDED 37" WET FLOOR" SIGN #RCPS114-77	EXTENDED VISIBILITY SIGN W/SIDE STABILIZERS	150			
RUBBERMAID 4- SIDED 37" "CLOSED" SIGN, MULTI- LINGUAL, #RCP-614-78	EXTENDED VISIBILITY SIGN W/SIDE STABILIZERS	50			
RUBBERMAID 9511 BARRICADE SYSTEM,	BARRICADE SYSTEM	36			
15' FIBERGLASS STEPLADDER		6			
10' FIBERGLASS STEPLADDER		6			
CARTS AND APPROPRIATE WASTE COLLECTION CONTAINERS (See Environmental		4			
KING COBRA 1200PRO	HEATED CARPET CLEANING SYSTEM W/ ALL ACCESSORIES	4			

EQUIPMENT TYPE	EQUIPMENT DESCRIPTION / SPECIFICATIONS	TOTAL Qty.	Approved Alternate-Manufacturer	Approved Alternate- Model No.	Equipment Years In Service
TENNANT 1610 READY-SPACE CARPET CLEANER	21 GAL., 22" SELF-PROPELLED CLEANER W/ "FAST-DRY" TECHNOLOGY	7			
TENNANT EX SPOT-2 CARPET SPOTTER	2 GAL. XTRACTOR W/ ALL ACCESSORIES	8			
TENNANT EH2 CANISTER EXTRACTOR	15 GAL., SELF-CONTAINED EXTRACTOR W/ ALL ACCESSORIES	8			
TENNANT R14 DUAL-TECHNOLOGY CARPET CLEANER	DUAL TECHNOLOGY CARPET CLEANER	9			
GLS DRY CARPET CLEANER	DRY CARPET CLEANING SYSTEM	8			
TENNANT 250 CARPET DRYER	3-SPEED ADJUSTABLE AIR MOVER	30			
MP SERIES PALLET POWERED TRUCK	POWER PALLET TRUCK MP SERIES 1,600KG ELECTRIC- BATTERY OPERATED	1			
SABER BLADE 12	HYGIENIC SABER BLADE 12 MICROSCRUBBER	12			

EQUIPMENT TYPE	EQUIPMENT DESCRIPTION / SPECIFICATIONS	TOTAL Qty.	Approved Alternate-Manufacturer	Approved Alternate- Model No.	Equipment Years In Service
ARMADA BRC 40/22	CARPET EXTRACTOR	4			
ECO T11 BP LINE DELUXE	CARTVAC	20			
TENNANT 3640 SWEEPER	BATTERY-POWERED 32" WALK-BEHIND	2			

EQUIPMENT DESCRIPTION / SPECIFICATIONS	TOTAL
18' CUBE VAN, W/RAMP AND LIFT GATE	1
1/2 TON FULL SIZE PICKUP TRUCK, LONG BED, CREWCAB	2
PASSENGER VAN MINIMUM 5-PERSON CAPACITY	1
GOLF CART W/ EXTENDED ENCLOSED PLATFORM BATTERY-POWERED CART W/6' PLATFORM AND SIDE PANELS	2

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	

<b>EQUIPMENT TYPE</b>	<b>EQUIPMENT DESCRIPTION / SPECIFICATIONS</b>
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	
PAD, BROWN	
PAD, BLACK	
PAD, WHITE	
PAD SWIVEL HOLDER	

EQUIPMENT TYPE	EQUIPMENT DESCRIPTION / SPECIFICATIONS
PAD HANDBLOCK	
36" THREADED WOOD POLE W/ METAL TIP	

EQUIPMENT TYPE	EQUIPMENT DESCRIPTION / SPECIFICATIONS
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	
SAND SIFTER / STRAINER	
48" - 72" LAMBSWOOL EXTENSION DUSTER	
12' TELESCOPING ALUMINUM POLE	

EQUIPMENT TYPE	EQUIPMENT DESCRIPTION / SPECIFICATIONS
36" FLOOR SQUEEGEE, NEOPRENE TYPE	
HUDSON-TYPE PUMP SPRAYER	
5-GALLON PLASTIC BUCKET	
4" RAZOR-TYPE SCRAPER	

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

## SECTION 10: SNOW REMOVAL

### 10.1 Snow Removal Areas

#### 10.1.1 Main Terminal

1. Level 5 and ramps to Level 5 parking decks on the East and West sides of the Main Terminal
2. Walkways, sidewalks, and medians adjacent to or extending from the Main Terminal
3. Level 6 walkways and sidewalks on the East and West sides
4. Exterior stairways located at each of the Main Terminal's four corners including all 6 floors of the building

#### 10.1.2 Parking Lots

1. Sidewalks from the parking deck to the Economy lots on the East and West sides, including tunnels, stairways, ramps, and walkways from employee parking lots
2. East and West Economy Lots, including walkways, sidewalks, medians, bus shelters, and any entrance or exit gate areas above the curb line.
3. Airside employee parking area and bus terminals (also known as the A/C and B Turnstile Buildings), including the buildings' entrance and exit areas, sidewalks, walkways, and medians adjacent to the Turnstile Buildings
4. Landside employee parking lot bus shelters
5. Pikes Peak parking lot sidewalks, walkways, medians, bus shelters, and any entry/exit gate areas above the curb line.
6. Mt. Elbert parking lot sidewalks, walkways, medians, bus shelters, and any entry/exit gate areas above the curb line. This lot may not need to be serviced at the same frequency or level as the Pike's Peak lot. The CCS will advise the Contractor's need to service based on snow removal priorities and number of vehicles in the lot.

10.1.3 Commercial Vehicle Holding Lot and Ground Transportation building including building entrances, sidewalks, walkways, and medians around all buildings and any entry or exit gate areas above the curb line.

10.1.4 TSA/DPD dog kennel and Carpenter Shop building area sidewalks

10.1.5 Maintenance Center turnstile and entryways.

10.1.6 World Port DEN office sidewalks (excluding car rental areas and Paradise for Paws). This area may not need to be serviced at the same frequency or level as other areas. The CCS will advise the Contractor's need to service based on snow removal priorities.

10.1.7 Satellite Security Office sidewalks. This area may not need to be serviced at the same frequency or level as other areas. The CCS will advise the Contractor's need to service based on snow removal priorities.



10.2 Specifications

- 10.2.1 The Contractor will use hand shovels, motorized snow brushes, brooms, miniature John Deer tractors, and snow blowers of various sizes to clear snow from sidewalks, walkways, building entrances, medians, ramps, tunnels, and other areas listed above.
- 10.2.2 Contractor will endeavor to shovel, brush, or blow snow 1ft from curb.
- 10.2.3 Contractors duties will include the spreading of ice melt (provided by DEN) in the areas listed above.
  - 1. DEN has occasionally required the spreading of ice melt prior to the on-set of a snow storm or other inclement weather. DEN anticipates that this will remain the case. The Contractor may need to provide ice melt spreading services prior to or after an official Snow Alert Period.
  - 2. There may be certain weather conditions in which the application of ice melt alone may prevent the need to utilize hand shovels or motorized equipment. In these situations, the Contractor will consult with the Contract Compliance Supervisor as to the recommended snow removal/ snow control method used.
- 10.2.4 At a Level A or above, the Contractor shall require an adequate number of employees conducting snow removal to use equipment other than shovels, such as motorized brooms or tractors.

10.3 Snow Event Alert Levels and Staffing Requirements

Event Level	Parameters	<i>Personnel</i>
Cautionary	Up to 1"	<b>12-18</b>
Snow Alert A	>1" to 3"	<b>18-24</b>
Snow Alert B	>3" to 10"	<b>24-40</b>
Snow Emergency	>10" and/or winds 25kts or >	<b>40+</b>

- 10.3.1 The personnel requirements above only include custodial staff. Managers and supervisors are not included in this requirement.
- 10.3.2 The Contractor will ensure that all shifts and breaks shall be staggered or have a period of overlap so there is minimal disruption in snow removal services. Any disruptions of snow removal services shall be no longer than 30 minutes.
- 10.3.3 The Contractor must still meet the daily staffing requirements during a snow event. Any custodial employees who are relocated from cleaning services to perform snow removal services will not be counted towards the daily total. If a custodian is moved from performing cleaning services to snow removal services for a portion of their shift, then only the percentage of time spent performing cleaning services will count toward the daily total.
  - 1. For example: If a custodian works an 8 hour shift and is relocated to perform snow removal services for 2 hours of that shift, then the custodian will count as .75 towards the daily staffing total.

2. Supervisors and Managers overseeing both snow removal and cleaning services shall not be removed from the Daily Staffing total.
  3. Note: The Daily Staffing total allows for a 2% variation during snow season before penalties are incurred and is calculated from the monthly total.
- 10.3.4 The Contractor must submit a snow removal report to the CCS at the start of each shift and any time there is a change in staffing. The report must include the following:
1. The name of the Supervisors covering each area
  2. The name of each staff member performing snow removal services by area
  3. The number of hours each staff member will be performing snow removal services
  4. The type of equipment used at each area
- 10.3.5 If a custodian can only work a limited number of overtime hours and cannot work the entire shift, then the Contractor must replace that position with another employee of equal or greater rank. (i.e. replace a Custodian 2 with another Custodian 2).
- 10.3.6 Snow removal services shall be mandatory for each custodian and is considered as an essential part of each custodian's job duties under this contract.

#### 10.4 Equipment

- 10.4.1 All equipment and materials for snow removal and snow removal related services (excluding Contractor snow uniforms) shall be provided by DEN. Equipment repairs and maintenance will be provided by DEN except where else noted.
- 10.4.2 The Contractor will not charge DEN for employee snow uniforms (including hats, gloves, coveralls, and PPE equipment), the laundering of snow gear, or for the costs of purchasing additional laundry equipment. The Contractor is responsible for providing these items to their employees.
- 10.4.3 The Contractor shall provide differentiated uniforms for Custodian 1's and Custodian 2's who perform snow removal services. This differentiation may be in the form of different colored safety vests or another form acceptable to the CCS.
- 10.4.4 The Contractor will not charge DEN for food and beverages for employees providing snow removal duties.

#### 10.5 Snow Removal Pricing

- 10.5.1 Proposers will submit two pricing methods with their proposals:
1. Option 1- Contractor bills by hourly rate for snow labor hours worked during an official snow event.
- and

2. Option 2-Contractor charges a fixed snow removal fee to be included in the October to March monthly invoices.
- 10.5.2 DEN will review both options and award **only one** pricing method to be used through the duration of the Contract. Proposers shall include both options in SECTION 12: CONTRACT PRICING.
- 10.5.3 Option 1 Details
1. The Contractor shall only charge one hourly rate for each individual involved in snow removal services. The Contractor shall not charge separate rates for employees working overtime by participating in the snow removal services.
  2. The Contractor shall not charge any management fees in addition to the hourly rate.
  3. The Contractor will only invoice for labor hours worked during an official call snow call-out, as determined by Airport Operations. Any labor hours worked outside of an official snow event for equipment training or other purposes related to snow removal services shall not be invoiced to DEN. Proposers should project the cost of training and preparation and factor these costs into the hourly rate.
  4. Any monthly invoices which include charges for snow removal shall also include copies of the timecards for employees who participated in the snow removal services.
  5. All employees included in the billing must have worked 100% of their shift towards snow removal. For example, a supervisor who is supervising both the cleaning and snow removal operation for an area would not be included in the invoice.
- 10.5.4 Option 2 Details
1. The fixed fee shall be applied to the October through March monthly invoices only. The Contractor shall still be required to provide snow removal services outside of these months should DEN experience any snow events.
  2. The Contractor's total charges for the snow removal services shall include training, management fees, and equipment preparation.

## SECTION 11: COMPLIANCE AND PERFORMANCE MEASURES

### 11.1 Non-Compliance

- 11.1.1 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.

### 11.2 Non-Waiver

- 11.2.1 Failure of the Contract Compliance Supervisor 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.

### 11.3 Contractor's Quality Control Program

- 11.3.1 The Contractor shall provide and maintain an effective Quality Control Program acceptable to the Contract Compliance Supervisor. The Contractor shall detail their Quality Control Program in the Proposal.
- 11.3.2 DEN recommends computerized recordkeeping for the Quality Control Program, which would be DEN technology system compatible, for the purpose of generating inspection reports.
- 11.3.3 Contractor's inspections shall be performed daily throughout the airport to ensure continuing compliance.

### 11.4 Performance Management Plan

- 11.4.1 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.
- 11.4.2 The Contractor's authorized Manager and designated Supervisory staff shall meet monthly with DEN to review contract performance.

### 11.5 Reporting

- 11.5.1 The Contractor shall keep on file and provide the following reports to the Contract Compliance Supervisor:
1. Three Times 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 restroom scanner report which records the time employees enter and exit each restroom for cleaning. Failure to record information accurately shall be considered non-compliant.
  3. 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.
  4. Monthly- An inspection summary report which shall provide a summary of all inspections for the entire Airport and shall include the 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.

5. Monthly- Project Manager/Assistant Project Manager schedules. 520 hours minimum per year on 2<sup>nd</sup> shift, 520 hours minimum per year on 3<sup>rd</sup> shift.
6. Quarterly- 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 (400 employees), the Contractor shall provide a statement explaining the reduced levels.

11.5.2 All reports must be given in a format acceptable to the CCS.

11.6 Contract Discrepancy Form (CDF)

11.6.1 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:

<b>Inspection Time (Random Times Used to Show Escalation Only)</b>	<b>Deduction for failure to re- perform work</b>
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

11.7 Performance Measures

Standard Number	Objective	Standard	Method of Assessment	Remedy
1	Satisfactory performance as measured by periodic feedback requested from customers	Customer feedback will be obtained through usage of DEN designated system	The current survey is collected on a quarterly basis and operates on a 5 point scale with 1 being the worst possible score and 5 being the best possible score. Target performance for this contract is a score of 4 or higher.	1. A score of 3.0-3.99 results in a two and one-half percent (2.5%) withholding of the monthly contract price for the following quarter. 2. A score below a 3.0 results in a five percent (5%) withholding of the monthly contract price for the following quarter.
2	Contract compliance with cleaning and stocking requirements for bathrooms.	Restroom scanner reports must match required minimum frequencies and reflect a maximum of a 15 minute response time to service calls.	Contract Compliance Technicians will have access to scanner system and monitor compliance. When verifying the 15 minute response time, CCT's will compare work orders created by MCC and the restroom scanner time records.	Violation will result in a deduction of \$100 per event
4	Contract compliance with minimum staffing levels.	See Section 4.1 "Staffing Requirements" for the Standard, Method of Assessment, and Remedy		
5	Contract compliance with snow removal response	Personnel names, service locations, and numbers match reports given by the Contractor	Contract compliance technician's monitor snow removal activities and ensure compliance with reports	Non-Compliance will result in a deduction of \$50 per discrepancy.

SECTION 12: CONTRACT PRICING

12.1 Proposal Item 1—Main Terminal

<b>PROPOSAL ITEM #. 1</b>	<b>Pricing Per Month-</b>
<b>MAIN TERMINAL</b>	
General Areas	
Offices	
Public Restrooms	
Non-Public Restrooms	
Escalator/Power Walks	
Bridge from MT to A-Concourse &International	
Stairwells	
Elevators	
Ramp/Apron Level Loading Docks, Halls, Parking, Garage, & Common Areas	
Sidewalks, Islands, Entry Areas, & Walk Ramps	
<b>Staffing Plan Adjustment</b>	
<b>Sub-Total</b>	

12.2 Proposal Item 2—Hotel and Transit Center

<b>PROPOSAL ITEM #2</b>	<b>Pricing Per Month-</b>
<b>HOTEL AND TRANSIT CENTER</b>	
Outdoor Plaza	
West Side Hotel Elevator Lobby	
Public Restrooms	
Event Clean-Up	
<b>Sub-Total</b>	

12.3 Proposal Item 3—Parking Structure East and West Mod 4

<b>PROPOSAL ITEM # 3 PARKING STRUCTURE EAST AND WEST MOD 4</b>	<b>Pricing Per Month-</b>
Elevator/Elevator Lobbies	
<b>Sub-Total</b>	

12.4 Proposal Item 4—Airport Office Building

<b>PROPOSAL ITEM #4 AIRPORT OFFICE BLDG</b>	<b>Pricing Per Month-</b>
General Areas	
Offices	
Non-Public Restrooms	
Stairwells	
Elevators	
Ramp/Apron Level Loading Docks, Halls, Parking, Garage & Common Areas	
Sidewalks, Entry Areas, & Walk Ramps	
<b>Sub-Total</b>	

12.5 Proposal Item 5—Concourse A

<b>PROPOSAL ITEM #5 CONCOURSE A</b>	<b>Pricing Per Month-</b>
General Areas	
Offices	
Public Restrooms	
Non-Public Restrooms	
Escalator/Power Walks	
Jet Bridges	
Stairwells	
Elevators	
Ramp/Apron Loading Docks, Halls, & Common areas	
<b>Staffing Plan Adjustment</b>	



<b>PROPOSAL ITEM #5 CONCOURSE A</b>	<b>Pricing Per Month-</b>
<b>Sub-Total</b>	

12.6 Proposal Item 6—Concourse B

<b>PROPOSAL ITEM #6 CONCOURSE B</b>	<b>Pricing Per Month-</b>
General Areas	
Offices	
Public Restrooms	
Non-Public Restrooms	
Escalator/Power Walks	
Jet Bridges	
Stairwells	
Elevators	
Ramp/Apron Loading Docks, Halls, & Common areas	
Collect Trash/Sweep Floor in vestibule areas in basement(2 time/week)	
<b>Sub-Total</b>	

12.7 Proposal Item 7—Concourse C

<b>PROPOSAL ITEM #7 CONCOURSE C</b>	<b>Pricing Per Month-</b>
General Areas	
Offices	
Public Restrooms	
Non-Public Restrooms	
Escalator/Power Walks	
Jet Bridges	
Stairwells	
Elevators	
Ramp/Apron Loading Docks, Halls, & Common areas	

<b>PROPOSAL ITEM #7 CONCOURSE C</b>	<b>Pricing Per Month-</b>
<b>Staffing Plan Adjustment</b>	
<b>Sub-Total</b>	

12.8 Proposal Item 8—W/A Deice Pad Building, ARFF Training Facility, and Fire Station 35 Admin Area

<b>PROPOSAL ITEM #8 W/A DEICE PAD BLDG , ARFF TRAINING FACILITY, AND FIRE STATION 35 ADMIN AREA</b>	<b>Pricing Per Month-</b>
General Areas	
Offices	
Non-Public Restrooms	
Stairwells	
Halls, Parking, Garage, & Common Areas	
Sidewalks, Entry Areas, & Walk Ramps	
<b>Sub-Total</b>	

12.9 Proposal Item 9—Glycol Building

<b>PROPOSAL ITEM #9 GLYCOL BLDG</b>	<b>Pricing Per Month-</b>
General Areas	
Offices	
Non-Public Restrooms	
<b>Sub-Total</b>	

12.10 Proposal Item 10—Customs and International

<b>PROPOSAL ITEM #10 CUSTOMS &amp; INTERNATIONAL</b>	<b>Pricing Per Month-</b>
General Areas, Halls & Common Areas	
Offices	

<b>PROPOSAL ITEM #10 CUSTOMS &amp; INTERNATIONAL</b>	<b>Pricing Per Month-</b>
Public Restrooms	
Non-Public Restrooms	
Escalators/Power Walks	
Stairwells	
Elevators	
<b>Sub-Total</b>	

12.11 Proposal Item 11—ARFF 1-4 and Fire Station 35 General Area

<b>PROPOSAL ITEM #11 ARFF 1-4 and Fire Station 35—General Area</b>	<b>Pricing Per Month-</b>
General Areas, Halls & Common Areas	
<b>Sub-Total</b>	

12.12 Proposal Item 12—Central Plant/HVAC Building

<b>PROPOSAL ITEM #12 CENTRAL PLANT/HVAC BLDG</b> <i>HVAC facility above value Rental Car</i>	<b>Pricing Per Month-</b>
General Areas, Halls & Common Areas	
Offices	
Non-Public Restrooms	
<b>Sub-Total</b>	

12.13 Proposal Item 13—Train Cleaning

<b>PROPOSAL ITEM #13 TRAIN CLEANING</b>	<b>Pricing Per Month-</b>
General Areas, Train Cars	
Train Emergency Exits	
<b>Sub-Total</b>	

12.14 Proposal Item 14- Snow Removal

12.14.1 Option 1

<b>PROPOSAL ITEM #14 SNOW REMOVAL- LABOR HOUR RATE</b>	<b>Pricing Per Hour</b>
Snow Removal- Labor Hour	
<b>Sub-Total</b>	

12.14.2 Option 2

<b>PROPOSAL ITEM #14 SNOW REMOVAL- FIXED FEE</b>	<b>Pricing Per Month October – March only</b>
Snow Removal- Fixed Fee	
<b>Sub-Total</b>	