

Contractor shall be able to demonstrate the ability to meet and exceed all requirements set forth herein:

5.1 General Requirements – Carpet Cleaning

- A. Contractor shall thoroughly clean all carpets with either a dry chemical process or truck-mounted or portable hot water extraction cleaning machinery only. The County prefers the dry-chemical process. If the water process is used, care must be taken to make sure that no excess water is left in carpet.
- B. All carpets will be thoroughly vacuumed prior to any spotting or cleaning. Vacuuming will remove the dry soil that is bonded to the carpet.
- C. Furniture Moving: Sofas, chairs and tables are to be moved carefully. Larger items such as cabinets, desks etc. will be left in place. County staff will remove all small items on floors prior to work.
- D. Pre-Spray and Pre-spotting: traffic areas and spots are pretreated. This pretreatment solution needs to be an environmentally friendly solution to help break up dirt and soil attached to carpets.
- E. Pre-Grooming of carpet do be performed with a carpet groomer or rotary cleaning machine (depending on soil level) to further loosen traffic area soil.
- F. Extract and Rinse: Use of a low residue and soap free rinse to extract the loosened soil from the carpet.
- G. Fast Dry Method: Use of a bonnet systems using and encapsulation system to trap dirt and excess water into the bonnets and away from the carpets.
- H. Care shall be exercised to prevent stain due to transfer of rust or varnish from furniture once it is relocated.
- I. All areas that cannot be cleaned by machine such as edges and corners shall be cleaned by hand.
- J. Contractor shall not leave streaking, excess residue or cause discoloring to the carpeting as a result of the cleaning.
- K. . It is the responsibility of the Contractor to ensure that its cleaning method is suitable for cleaning Milliken, Innerface and other brands of carpeting and will not cause damage or "carpet curling" problems. By signing and submitting a bid, the Contractor certifies its ability to clean carpeted raised floor areas and not cause damage to the carpet or components located underneath the raised floor.
- L. Contractor shall be able to clean 25,000 sq. ft. per night.

- M. Most cleaning shall be done between 6:00 p.m. and 2:00 a.m., Monday through Friday. At all times, cleaning shall be done at the convenience of the occupants.
- N. All cleaning supplies and equipment shall be provided by the Contractor.
- O. No smoking shall be permitted in County buildings.
- P. Work areas shall be left in clean condition or as clean as before work started.
- Q. Only authorized employees or subcontractors shall be allowed in building(s). All workers will have a County staff member escort during the duration of the procedures.
- R. It shall be the Contractor's responsibility to clean all carpet at each location. The estimated square footage (see Attachment #1) is for informational purposes only. It is the Contractor's responsibility to determine actual square footage of areas to be cleaned and level of difficulty. Failure to do so will not relieve the successful bidder of his obligation to carry out the scope of the resulting Contract. **NOTE:** The Contractor must be able to respond on an as-needed basis. Emergency responses must be fulfilled with four (4) hours of call. Non-emergency requests must be fulfilled within seven (7) calendar days or at the discretion of the Contract Administrator for scheduling purposes.
- S. No Carpet Repair is required under this Contract.
- T. The County does not want a chemical that leaves a strong odor. The Contractor will be required to provide the MSDS on all chemicals before proceeding with work on the carpets

## 5.2 HARD SURFACE STRIP AND REFINISH

This procedure shall be employed according to schedule to remove accumulations of dirt; finish, discoloration's, stains, and rust spots from finished floors. Flooding of floors with stripping solution or rinse water shall be avoided at all times. Extreme caution shall be exercised to prevent splashing of walls, baseboards or furnishings. Any furnishings moved in order to accomplish the procedure shall be replaced to proper position when work is completed. Also, floors shall be re-waxed according to schedule with a sealer and coats of slip-resisting floor finish. Floors shall be clean and free from scuffmarks, stains, rust, dirt, gum, tar, old finish, etc., before finish is applied. Coats shall be applied with adequate time for drying allowed between coats. DRY STRIPPING PROCEDURES SHALL NOT BE USED WITHIN THE FACILITIES.

Floors shall be stripped of layers of soiled finish, heel marks and scuffs, discoloration's, and stains. After thorough rinsing, floors shall be ready for application of new or additional finish. Sealer and coats of finish shall be properly applied to floor. Finished or refinished floors shall present a uniform shine and shall not have buildups or finish along edges or in corners. Overlapping finish marks

shall not be apparent and all omissions shall be blended in with additional coatings to assure uniformity.

- A. All furniture and objects are to be removed from the room or off of flooring area. Some items may not be able to be moved.
- B. Sweep, vacuum all floor surfaces to remove all loose debris from the floor
- C. Apply stripper with large wet mop. The County does not want a chemical that leaves a strong odor. The Contractor will be required to provide the MSDS on all chemicals before proceeding with work.
- D. Let stripper solution sit for a few minutes and then pass over slowly with a 175 rpm machine and black pad.
- E. Using a wet vacuum, extract up the majority of the stripping solution including the old wax.
- F. Follow the wet vacuum with a clean mop and neutral cleaning solution mopping the entire floor area clean. Re-mop again with clean water.
- G. Once the floor is completely dry, seal with under coat applying one even coat to the entire floor area.
- H. Once that coating is completely dry, use and Anti-Static floor finish and apply light even coats to the entire floor surface. If due to the condition and age of the flooring, two coats may be needed.
- I. Slip Resistance:  
The Contractor shall verify that all floor finishes, seals, spray buff solutions and other such chemicals applied to non-carpeted floors provide adequate protection against slippery floors. Any observed instances of slippery or slick floors shall be corrected immediately upon discovery

### 5.3 HARD SURFACE FLOORING – SCRUB AND BUFF

Some flooring is no-wax. The following procedures are to be followed.

- A. Remove all furniture and objects from floor areas
- B. Sweep /vacuum the entire floor to remove all loose debris
- C. Apply neutral cleaner with large wet clean mop
- D. Use 175 rpm buffing machine (black pad) wet mop up solution
- E. Once floor is completely dry, burnish with a 1500-2000 rpm buffer

#### 5.4 Protection and Security of Buildings and Property

- A. The Contractor shall assume full responsibility for any and all damages to property and equipment and for injury to persons which might result from any service performed under the resulting Contract.
- B. The Contractor shall comply with all fire protection measures as outlined in County Ordinances.
- C. The Contractor shall close and lock all windows and doors upon completion of work.
- D. The Contractor shall prohibit its employees from disturbing papers on desks, opening drawers or cabinets or using telephones or office equipment.
- E. Access to all the locations will be arranged by the County representative as required.
- F. The County reserves the right to require immediate removal of any employee from County service it deems unfit for service for any reason not contrary to law. This right is nonnegotiable and the Contractor agrees to this condition by accepting this Contract. The Contractor should have enough qualified employees so as to be able to provide a replacement within twenty-four (24) hours. Posts remaining vacant beyond these time limits may be cause for termination of the Contract.

#### 5.5 Defective Work

Contractor will be notified verbally as well as by email of deficiencies observed in performance of work. These deficiencies shall be immediately corrected and the County's representative shall be notified when corrections have been completed.

#### 5.6 Additions/Deletions

This Contract covers locations currently owned and leased by the County. The County reserves the right to add or delete locations during the Contract.

#### 5.7 Employee Identification and Building Access:

- A. All employees shall wear uniforms that bear the company name/logo. Uniforms shall be approved by the County Contract Administrator and shall not be exceptionally dirty, stained, or torn.
- B. Identification badges shall be furnished by the Contractor and worn by all Contractor's employees while on County premises. The badge shall have the employee's picture, name, and Contractor's name visibly displayed.
- C. Access to the Facilities shall be as directed by the County Contract Administrator or his/her representative. Contractor's employees may not leave the premises during working hours except in cases of emergency and on approval of the Contract Administrator or his/her authorized

representative. Should employees require an off-site dinner break, the time of this break must be submitted in advance to the Contract Administrator. Contractor will be supplied with a list containing point of contacts and corresponding phone numbers to contact in case of an emergency. Access to designated restricted areas is forbidden to Contractor's employees. Restricted areas will be designated by the authorized County representative. All doors shall remain locked and no doors shall be propped open at any time.

- D. Personnel: **AT NO TIME** shall Contractor allow anyone into the Facilities other than bona fide employees of the Contractor. **AT NO TIME** shall Contractor allow family members, friends, etc., on the grounds or parking lots of the Facilities during working hours, 6:00 p.m. to 2:00 a.m. other than to drop off or pick-up an employee.

#### 5.8 OSHA Guideline Compliance:

- A. MATERIAL SAFETY DATA SHEETS - The Contractor shall furnish to the Contract Administrator copies of Material Safety Data Sheets (MSDS) for all products used prior to beginning service in the facility and must update copies of the MSDS on an annual basis. In addition, each time a new chemical or cleaning product is introduced into the facility, a copy of that product's MSDS must be provided to the Contract Administrator, prior to the product being used in any facility.

The Material Safety Data Sheets must be in compliance with OSHA Regulation 1910.1200, paragraph g.

- B. LABELING OF HAZARDOUS MATERIALS - Contractor shall comply with OSHA Regulation 1919.1200, paragraph f, concerning the labeling of all chemical containers.
- C. CAUTION SIGNS - Contractor shall use caution signs as required by OSHA Regulation 1910.144 and 1910.145 at no cost to the County. Caution signs shall be on-site on commencement of Contract.
- D. OSHA GUIDELINES OF BLOOD PATHOGENS - Contractor shall comply with the OSHA Standard 29CFR1910.1030 Blood Borne Pathogens as it pertains to the training, safety and equipment needed for all employees engaged in custodial service. Contractor shall be responsible for compliance on date of Contract acceptance and shall provide proof to the Contract Administrator.

Due to the nature of custodial work, proof of compliance with OSHA regulation 1920.1200, Hazard Communication, shall be provided to the Contract Administrator upon commencement of this Contract.

Failure of the Contractor or their employees to comply with all applicable laws, regulations and rules shall permit the County to immediately terminate this Contract without liability.

5.9 Labeling of Supplies/Chemicals:

The Contractor shall purchase and issue all chemicals in their original containers. Materials that require precautionary warnings shall have affixed to all containers such labels or markings as are prescribed by law, regulatory agencies or this Contract. Markings or labeling of materials containing hazardous or toxic substances or wastes shall be in accordance with all Federal, State and County laws, ordinances, rules and regulations.

5.10 Slip Resistance:

The Contractor shall verify that all floor finishes, seals, spray buff solutions and other such chemicals applied to non-carpeted floors provide adequate protection against slippery floors. Any observed instances of slippery or slick floors shall be corrected immediately upon discovery.

5.11 Germicidal Properties:

The Contractor shall use only germicidal disinfectants that bear an Environmental Protection Agency (EPA) Registration Number.

5.12 Supervisor(s):

The Contractor shall provide the necessary supervision with personnel who ARE NOT a part of the regular on-site cleaning staff. The supervisors shall be literate and fluent in the English language, due to the necessity to read chemical labels, job instructions and signs, as well as the need for conversing with County personnel. Contractor's supervisors shall also be capable of communicating fully with all Contractor's employees in the event they do not speak English. The County's authorized representative will be the sole judge of the communication level. The Contractor shall provide documentation that the supervisor has the necessary skills, and is paid at a higher rate than the custodians. The County requires that the supervisor be on-site during the shift. In the event of sickness or any absence of the regular supervisor, the Contractor shall provide a substitute of equal or greater skills. The Contractor shall be required to provide the name and position within the company of the supervisor to the County. The Contractor shall provide a telephone answering service for the use of the supervisor for work-related messages. The supervisors shall have a cell phone in good working order provided at the Contractor's expense. This cell phone number shall be provided to the County's designee.