

ATTACHMENT A

Scope of Work, Custodial Requirements and Specifications

DWSS Hawthorne District Office
1000 C St. Hawthorne, NV 89415

1. GENERAL TERMS AND CONDITIONS

- 1.1. Requirement of Janitorial vendor.** Janitorial vendor must be insured and licensed to do business in the State of Nevada.
- 1.2. Use of State Equipment and/or State Employee's Personal Property.** The Janitorial vendor's employees or agents are strictly prohibited from using State equipment and/or a State's employee's personal property for any reason. This includes, but is not limited to, televisions, video cassette recorders, radios, tape recorders, copy machines, typewriters and computers.
- 1.3. Use of State Telephones.** The use of telephones in any building will be allowed only in case of an emergency or to call the Alarm Company for the purpose of alarm in's and out's. If an employee of the Janitorial vendor uses a phone to make any personal calls the Janitorial vendor will be financially responsible, and the employee may be prohibited from entering the Premises.

2. SECURITY REQUIREMENTS.

- 2.1. Authorized Personnel.** Janitorial vendor's employees or agents are expected to be fully trained, competent individuals. Janitorial vendor or Janitorial vendor's employees or agents are strictly prohibited from bringing children, friends, relatives, or any other person into the Premises who is not an authorized employee of Janitorial vendor assigned to work in the Premises.
- 2.2. Background Check.** All employees or agents of Janitorial vendor that will be working in Demised Premises are required to have a local law enforcement background check completed. Prior to entering the Demised Premises to work, all Janitorial vendor employees must obtain and wear an Identification Card with the Janitorial vendor's name and the employees name and picture.
- 2.3. List of Janitorial Vendor's Employees.** Janitorial vendor shall furnish the Office Manager with a list of all proposed employees. Janitorial vendor shall ensure that all background checks have been made and the results submitted to the Office Manager or Office Manager at least seven (7) days prior to an employee starting work in the buildings.
- 2.4. Change in Janitorial Vendor's Employees.** In the event it is necessary for Janitorial vendor to replace or substitute an employee, either on a temporary or permanent basis, Janitorial vendor shall notify Office Manager prior to the change and shall also insure that the required background check has been completed and the results have been provided to the Office Manager. Janitorial vendor employees must obtain and wear an Identification Card with the Janitorial vendor's name, and the employee's name and picture.
- 2.5. All Exterior Doors.** During the hours of 6:00 p.m. to 6:00 a.m., all exterior doors are to be kept locked at all times and Janitorial vendor's employees are strictly prohibited from opening exterior doors for anyone. It being understood that any person authorized to enter the building(s) after normal working hours have been provided a key. An exterior door is never to be propped open for the convenience of running to the dumpster or taking care of any outside projects associated with this contract. The only exception to this rule would be if the threshold on an exterior door way is being cleaned and Janitorial vendor's employees remain present until the exterior door is closed and locked. The Janitorial vendor's supervisor will be responsible for ensuring all exterior doors have been secured when work is completed. *NOTE! It is to be understood that janitors are never to wedge a door open in the jamb/hinge area.*

The Vendor will be responsible for the cost for repairing the damaged doors due to this practice. All doorways and/or entrances will be manually swept thoroughly every day.

2.6. All Interior Doors. During the hours of 6:00 p.m. to 6:00 a.m. all interior doors that have locks are to be locked and unnecessary lighting is to be turned off after completion of the work in an immediate area. An area is not to be left unsecured at any time. The Janitorial vendor's supervisor will be responsible for ensuring all interior doors have been secured when work is completed.

2.7. Building Keys, Alarm Code and Proximity Card Care. The Janitorial vendor shall be fully responsible for the protection of all keys, proximity cards, and alarm codes furnished to Janitorial vendor. The Janitorial vendor shall notify the Office Manager in writing when any of Janitorial vendor's employees resigns is terminated or is moved to another facility. Should the key(s) or proximity cards allotted to Janitorial vendor become lost or stolen, or if the corresponding locks have to be re-keyed, the Office Manager may reissue keys, proximity cards, locks and alarm codes at Janitorial vendor's expense.

3. PROJECT SPECIFICATIONS.

3.1. Janitorial Services. The Janitorial Vendor shall perform janitorial services for 1,723 square feet of building space as outlined in the cleaning specifications detailed below.

3.2. Hours of Service. All normal, routine service, inspection work and cleaning of building is to be completed **three (3) days per week, Sunday, Tuesday, and Thursday, between the hours of 6:00 p.m. to 6:00 a.m. except for emergency call back services.**

3.3 Required Notice to Tenant for Special Projects. The Janitorial Vendor shall notify the Office Manager in writing, three (3) business days prior to any quarterly, semi-annual or annual project being started. This includes floor stripping and waxing, sealing of tile, carpet cleaning, light diffuser cleaning and window washing.

3.4 Required Supplies. The Vendor shall supply all paper and cleaning supplies. Paper supplies shall be of good quality and provisioned with back-up supply, so none deplete prior to need. Safety Data Sheets (SDS) must be provided for all cleaning supplies.

4. DAILY CLEANING SPECIFICATIONS.

GENERAL OFFICE AND PUBLIC AREAS. *NOTE: Computer keyboards and monitors, typewriters and calculators are not to be cleaned in any manner by the Vendor's employees. The users of this equipment will be responsible for their cleaning. Also, desks and work surfaces that are not cleaned-off shall not be cleaned.

Note: It is understood that this contract is for service three times per week. Therefore, "daily" cleaning requirements are to be conducted on each service day.

Note: The majority of this 1,723 square feet building is carpeted, with approximately 200 square feet of linoleum.

A. OFFICES AND PUBLIC AREAS

4.1. Trash from Wastebaskets/Trash Receptacles and other waste material labeled as trash must be removed from the building. All trash is to be put in large plastic trash bags. These bags will be sealed and disposed of in the large green dumpsters provided. Recycle paper in white boxes/bins throughout the building are to be put into the white recycle dumpsters, where available, on the complex. Trash receptacles shall always have plastic liners in them and are to be cleaned whenever there has been a liquid spill in the receptacle or if the liner has slipped and food or other particles are on the wastebasket. Plastic liners are to be replaced at least once a week or daily if organic matter or stench is present.

- 4.2. Thoroughly Vacuum all Exposed Carpeted Areas.** This will include all offices, public areas, and traffic areas including all corridors and path ways within office areas. All throw rugs are to be vacuumed nightly also. The only vacuum that will be acceptable in any State occupied building will be a vacuum equipped with a HEPA filtration system that meets all State and Federal legal requirements.
All vacuums must have a minimum of a 12 Amp motor and be equipped with a brush with a minimum rpm of 1,000 to 1,200 for effective cleaning. All back packs that will be used to clean the modular furniture must also have a HEPA filtration system in them and all equipment will be subject to inspection and approval by the Office Manager.
- 4.3. All Carpet Areas are to be Spot Cleaned.** During normal service hours, Vendor shall use its best efforts to remove stains from carpets, throw rugs and other flooring material. The following process will take place anytime a carpet gets a stain of any type. The affected area will be vacuumed, and a spot cleaner applied to remove the stain. If this does not eliminate the stain the Vendor shall notify the Office Manager, the very next business day Monday through Friday 8:00 a.m. to 5:00 p.m.
- 4.4. Carpet Care/Staple/Paper Clip Removal.** All carpet areas must have any/all staples and/or paper clips removed on each visit. At no time is there to be an accumulation of staples in any carpet area. All gum and other foreign matters that are in the carpet will also be removed on each visit. If a foreign substance will not come out, the Office Manager is to be notified immediately the next business day, Monday through Friday 8:00 a.m. through 5:00 p.m.
- 4.5. Dusting.** It being understood that the following requirements cannot be completed daily throughout the entire building; however, the Janitorial Vendor shall schedule daily work so that the requirements are completed through-out the entire building each week. Dust and remove finger prints from all exposed furniture tops and sides, including but not limited to, desks, chairs, tables, lamps, doors, filing cabinets, shelving, window sills, pictures, door frames, ledges, modular furniture, soda machines, candy machines, appliances, paper shredders and partitions. This task will be accomplished in a manner that does not disturb any of the objects that are on the surface. The only exception will be if a desk or table has a note asking that the surface not be cleaned. A complete cleaning and polishing of these surfaces will be done any time the surface is clear of all objects. Walls and doors are to be kept clean and free from spots and hand prints. The kick plates at the bottom of any door also will be cleaned daily.
- 4.6. Hard Floor Care.** Dust mop and spot damp mop with cool, clean water all tile, ceramic, stone, resilient, linoleum or other compound tile floor each visit. Upon completion of each visit routine work, all floors will be free of dust, dirt, film streaks, debris, and standing water. Vinyl Composition Tile (VCT) and linoleum will present a uniform wet look appearance when dry. Brick floors will be swept and spot mopped. Hardwood floors will be dust mopped with an untreated mop head only.
- 4.7. Clean, Sanitize and Polish Drinking Fountains.** Clean, polish and sanitize drinking fountains to present a finish with no streaks, smudges and watermarks. Drinking fountains are to be polished with a stainless-steel polish.
- 4.8. Customer Service Counters.** Clean all customer service counters daily with a damp cloth or sponge using a disinfectant. After washing the counters, they are to be dried to ensure that the counters are not sticky nor streaked from the cleaner used.
- 4.9. Clean Entryways and Glass in Entryway Doors.** Entry glass is to be cleaned inside and outside each visit utilizing a chemical to minimize fingerprints. Entry doors are to be considered all doors that lead in or out of a building and the windows that encompass the entry, whether it is just one door or a hall way that is considered the entry corridor that is not to exceed twelve feet.
- 4.10. Cigarette Ash-Trays and Sand Urns in Smoking Areas.** All cigarette butts, matches, bits of paper, etc. are to be removed each visit and sand added as needed to maintain a full level. On the last day of each month Vendor shall dispose of the old sand and refill the container with new sand. The sand will be provided by the Vendor.

4.11. Rubberized Mat/Carpet Care. The vendor shall provide mats at all the entrances. Vacuum with the HEPA vacuum all rubberized/carpet mats. If mats are stained or have a dirty appearance after vacuuming, the Office Manager is to be notified the next business day.

B. RESTROOMS, LOCKER ROOMS AND SHOWER ROOMS.

Cleaning of all restrooms, locker rooms and shower rooms are a high priority and are to be cleaned and serviced on a daily basis. All fixtures, floors, walls and stall dividers are to be “cleaned” with an approved cleaner/disinfectant that will not harm finishes and shall dry completely streak-free and stain free nightly. Stock piling of refill supplies in the areas of these dispensers is not permitted. *The term “CLEAN” as defined here will be construed to mean that no film, odor, stain, dust, lint, or spot can be detected on floors, walls, partitions, ledges, trim, doors, moldings, or fixture within these restrooms, locker rooms and shower rooms.*

4.12. Soap Dispenser Care. Refill soap dispensers to maximum capacity every night. The chrome is to be polished and is to be streak free. Broken soap dispensers are to be reported to the Office Manager or replaced the very next business day.

4.13. Trash Receptacle/Waste-Can Care. Empty trash containers, polish stainless steel, wipe out inside and replace the liner nightly. The containers are never to be streaky or smudged.

4.14. Mirror and Glass Care. Wash all mirror surfaces with glass cleaner. At no time are mirrors to be left streaky or with smudges on them. The stainless around the mirror will be dusted nightly and polished where applicable.

4.15. Ceramic Tile Walls and Partition Care. All partitions and ceramic tile walls are to be wiped down nightly with a disinfectant and left with a streak free appearance.

4.16. Clean, Polish, and Sanitize Toilets. All porcelain and toilet seats are to be cleaned with disinfectant, thoroughly and streak free.

4.17. Toilet Paper Dispenser Cleaning/Re-Filling. All toilet paper dispensers are to be checked and refilled daily. If at the end of the day, a roll of toilet paper is 1/3 one third or less it is to be replaced and the partial roll left next to the dispenser. The dispensers are to be cleaned with a disinfectant and streak free. All stainless steel, where applicable, is to be polished. *Note! The only paper that will be considered acceptable will be a quality white 2-ply.*

4.18. Paper Towel Dispenser Cleaning/Re-filling. Paper towel dispensers are to be checked and refilled to maximum nightly. The dispensers are to be cleaned with a disinfectant and streak free. All stainless steel, where applicable, is to be polished. *The only paper towel that will be considered acceptable will be a, single, bi-fold and/or multifold, paper towel, that is compatible with the dispenser. The paper product must contain no dyes in the paper.*

4.19. Sanitary Napkin Depositories, Cleaning and Lining/Bagging. In the ladies’ rest rooms all sanitary napkin depositories are to be checked and emptied nightly. The units are to be wiped outside and inside with a disinfectant cleaning solution and streak free. If bags are used, they are to be replaced. *Note! The only bag that will be acceptable will be a quality brown wax paper coated bag.*

4.20. Graffiti Removal on all Surfaces. Remove all graffiti from all surfaces. Vendor may consult with any specialist and/or the Office Manager in completing the removal of graffiti. The vendor must notify the Office Manager, in writing, of an unsightly mark or graffiti that cannot be cleaned off the wall, partition, and mirrors, within twenty-four (24) hours of finding the problem.

4.21. Floor drains. Floor drains are to be flushed with an approved disinfectant type solution.

NOTE! Toilets and urinals will be checked randomly with a black light to expose areas that have not been cleaned properly with a disinfectant. This check will be randomly done during inspections and any improperly cleaned toilets and urinals can cause a failure of the inspection.

C. EMPLOYEES LOUNGE AND BREAK ROOM:

FOOD AREAS. Cleaning of all lunchrooms, including all sinks and excluding appliances, dishes, and utensils.

Break-rooms are a high priority and are to be cleaned with approved cleaners and disinfectants that will not harm finishes. All floors, tables, cabinets, counters, and windows are to be cleaned according to cleaning instructions included in the daily, weekly, monthly, and quarterly detailed instructions.

5. WEEKLY PROCEDURES: OFFICES AND PUBLIC AREAS

5.1. Weekly Vacuuming. In addition to the daily specifications above, one time per week, all carpet edges, accessible carpet beneath furniture and carpet beneath light, movable furniture shall be thoroughly vacuumed. The 'carpet edge' is defined as the area from the cove to one and a half inches away from the wall. This will be accomplished with a vacuum with a hose attachment or a back-pack vacuum. It is to be understood that the only area that the back-pack vacuum will be considered permissible in any State building will be in very tight corners, along the edges of any carpet area, when vacuuming the modular furniture, when cleaning blinds and under equipment.

5.2. Weekly Cleaning. Spot clean to remove all spots and marks from walls, around light switches, door knobs, and door jambs. All HVAC supply and return air vents are to be kept clean and free of dust, webs, and build-up that is visible. If necessary, the process will include, but is not limited to, removing and washing the registers to insure the required clean look. All surrounding areas of all wall and ceiling vents will be cleaned of any/all dust and/or residual discoloration. Janitorial sinks are to be cleaned with a disinfectant solution inside and outside. All floor drains are to be flushed out with a disinfectant solution.

5.3. Weekly Hard Floor Care. Vinyl Composition Tile (VCT), Linoleum.

Step 1- All floors shall be dust mopped.

Step 2- Damp mop using cool, clean, water with a neutral cleaner.

Step 3- Spray buff using a high-speed floor machine to achieve a wet-look finish. If an area does not buff-up to a wet-look finish, it will be necessary to add a coat of the floor finish that has been approved and then re-buff the area. This will be repeated until the required wet look finish is present.

Step 4- Dust mop again to pick up any particles left from burnishing. Upon completion of weekly routine work all floors will be free of dust, dirt, film streaks, debris, and standing water. Vinyl Composition Tile (VCT) and linoleum will present a uniform wet look appearance when dry. There should not be a visible build-up of wax, dirt or discoloration around the edge of the hard floor where it meets the cove molding, nor at any corners or door jambs.

5.4. Floors will be maintained in such a manner as to promote longevity and safety. Upon completion of the work, all floors will be left in a clean, orderly and safe condition. Floor finish is understood to be a protective coating, as well as a safety (non-slip) factor, and will be applied to all tile surfaces without fail, regardless of the tile type.

Sealed Concrete: Dust mop and wet mop until no streaks are visible.

Hardwood floors: Shall be vacuumed using a hard floor attachment to remove dirt and debris from cracks, then shall be damp mopped, using 2 ounces per gallon of Pacific Cleaner. Hardwood floors are NOT to be wet mopped.

Polished Marble or Granite: Mop with a neutral pH cleaner specifically for stone and buff with white pad.

Terrazzo: Mop using water-based terrazzo cleaner.

Brick and Tile: Auto scrub using a nylon grit brush.

5.5. Floors will be maintained Rubberized Mat/Carpets Care. Vacuumed with the HEPA vacuum all rubberized/carpet mats. If mats are stained or have a dirty appearance after vacuuming, the Office Manager is to be notified the next business day.

6. Monthly Cleaning Specifications:

6.1. Window Blinds. All window blinds will be cleaned using a HEPA vacuum with a blind cleaning attachment. All blinds will be cleaned annually; Office Manager is to be notified upon completion.

6.2. Monthly Hard Floor care for Tile Floors (ceramic, Terra cotta, slate, etc.) If already treated, re-coat with appropriate finish acceptable to the Office Manager.

6.3. Doors: Wood, Metal, Glass and/or Plastic Care. All interior and exterior doors shall be cleaned. The doors are not to show any residual streaks or marks. All thresholds and door trim is to be cleaned as well. There is to be no build-up of wax, or dirt on the thresholds at any time.

7. QUARTERLY PROCEDURES:

7.1. Upholstered Surface Care. Vacuum with a HEPA vacuum all upholstered surfaces including but not limited to, modular furniture with cloth walls, chairs, couches, benches, ottoman, etc.

7.2. Quarterly Hard Floor Care. Vinyl Composition Tile (VCT), Linoleum.

Step 1- Strip floors of old wax and floor finish by going over the floor completely several times using a floor machine equipped with a stripping pad.

Step 2- Apply two coats of sealer to all VCT and Linoleum floors allowing each coat to dry before applying the next coat of sealer.

Step 3- (a) Re-coat Tile (lobby floors) with appropriate floor finish acceptable to the Office Manager. (b) Re-coat VCT and linoleum floors with three coats of non-slip wax.

Step 4- Burnish using a high-speed floor machine to achieve a wet-look finish. If an area does not buff-up to a wet-look finish, it will be necessary to add a coat of the appropriate finish that has been approved and then re-buff the area. This will be repeated until the required wet look finish is present. Upon completion of the quarterly work, all floors will be free of dust, dirt, film streaks, debris, and standing water. Vinyl Composition Tile (VCT) and linoleum present a uniform wet look appearance when dry. There should not be a visible build-up of wax, dirt or discoloration around the edge of the hard floor where it meets the cove molding, nor at any corners or door jambs. Floors will be maintained in such a manner as to promote longevity and safety. Upon completion of the work, all floors will be left in a clean, orderly and safe condition. Floor finish is understood to be a protective coating, as well as a safety (non-slip) factor, and will be applied to all tile surfaces without fail, regardless of the tile type.

8. SEMI-ANNUAL PROCEDURES:

8.1. Windows: All interior and exterior windows of the building shall be cleaned two (2) times annually. The cleaning shall be scheduled in the Fall and Spring. Clean windows will be defined as follows: there are to be no streaks, smudges, water spots, finger prints, dirt/mud or other foreign matter on the surface of any glass upon completion of this service. Any ground level windows or glass less than twelve (12') feet in height may be cleaned by the Janitorial contractor. Any windows or glass higher than twelve (12) feet above ground level will require a licensed Window Cleaning sub-contractor. The Vendor will be responsible for arranging the Window Cleaning Contract as well as the cost of the window cleaning contract.

8.2. Carpet Cleaning. All carpet shall be cleaned two (2) times annually. Cleaning must be scheduled and approved in writing by the Office Manager prior to work being done. Work will be inspected and approved after completion. All carpet areas are first to be vacuumed with a HEPA vacuum thoroughly and then steam cleaned. Carpets will be cleaned using a licensed and bonded carpet cleaning company. The only cleaning method that will be acceptable will be by a truck mounted system, utilizing STEAM/ HOT/WATER EXTRACTION. Any other system or method must have prior approval of the Office Manager. Proper cleaning will result in carpets free from all types of soil, dry dirt, water soluble soils, and petroleum-soluble soils. All carpet will be uniform in appearance when dry and vacuumed.

Shampoo all carpeting throughout the building including corridors, lobby area entrances, meeting rooms and offices. Work will commence no later than 30 days after the scheduling and coordination through the Office Manager using an approved carpet cleaning vendor verified as acceptable in writing by the property managers representative.

8.3. Carpet Cleaning. Base Cove and Wainscot Care. Wipe down/clean all base-cove wainscots throughout the building. The cleaner used should leave a desirable luster. Vendor to consult with the Office Manager on the proper cleaner to use.

8.4. Light Fixtures and Diffusers. Clean all light fixtures and diffusers inside and outside throughout the building.

9. **Billing and Payment Process.** Vendor will submit an invoice to the DWSS Accounting Division, 1470 College Parkway, Carson City, Nevada, 89706, for reimbursement of services no later than the 10th calendar day of the month following the month service was provided. Invoices will include sufficient documentation and detail to support claimed service. All invoices for June of each year must be received by DWSS no later than the ***third Friday in July*** of the same year to avoid processing the June invoice as a stale dated claim for that fiscal year.

DWSS agrees to process the invoice for payment within 30 working days of the receipt of the invoice.