3.0 **SCOPE OF SERVICES**

The Contractors shall perform the following services from 3:00 pm – 9:00 pm on a daily basis unless otherwise specified by the School Principal and approved by the Department of Facilities per school. The Contractors shall provide one (1) day porter per school/building from 6:00 am – 2:00 pm. The day porter shall be capable of performing minimal maintenance work such as tightening toilet seats, changing light bulbs, installing cover plates, etc. Additional day porters will be at the discretion of the principal and shall be submitted as a separate cost (See Bid Proposal Sheet).

The contractor is also required to provide all supplies such as, but not limited to toilet paper; paper towels, liquid soap, and trash can liners as well as cleaning products and cleaning equipment.

A. **Restrooms/Lavatories**

1. Wash all sinks, urinals, bowls, etc. with a green disinfectant /germicidal solution.

2. Wash wall and partitions and portioned areas around plumbing and fixtures monthly and/or as needed.

3. All mirrors, shelving, dispensers, chromium fixtures, and piping will be damp wiped and polished dry weekly and/or as needed.

4. Sweep and wet mop the entire floor with a green disinfectant / germicidal solution each scheduled school day.

5. Remove all finger prints, smudges, and writing from walls each scheduled school day.

6. Radiators, window sills, ledges, grilles, and stall partitions shall be dusted and wiped clean each week.

7. Sanitary napkin receptacles will be emptied, cleaned and disinfected, properly dried, and provided a new paper bag liner daily if needed.

8. Pour a gallon bucket of water in bathroom drain floor once each week.

9. Waste receptacles shall be emptied and all trash removed to main the disposal areas. Severely soiled waste receptacles shall be cleaned with detergent solution. Where waste receptacles have plastic liners, the liners will be replaced. See Section K – Trash Removal Standards.

10. Paper products, including toilet paper and paper towels, and soap are to be supplied to all restrooms as needed.

B. **Room Cleaning**
All classrooms, office areas, file rooms, and conference rooms will receive the following daily cleaning unless otherwise specified by the school Principal or the Director of Facilities.

1. Waste receptacles shall be emptied and all trash removed to the main disposal areas. Severely soiled waste receptacles shall be cleaned with detergent solution. Where waste receptacles have plastic liners, the liners will be replaced only when necessary. See Section K – Trash Removal Standards.

2. Recycling receptacles – See Section K

3. Floors shall be swept clean, vacuumed and dust mopped to remove all dust, dirt, and debris.

4. Floors shall be damp mopped using a neutral soap solution that does not remove the wax or injure the floor. Floors shall be mopped to remove dirt, traffic marks, gum, and stains which cannot be removed by sweeping.

5. All carpet, rugs, and walk-off mats shall be vacuumed daily. Area rugs shall be removed periodically to permit proper cleaning of the area covered by the rug.

6. Spot clean all stains found on carpet with spot removing solution identified as needed.

7. Dust teachers desks and chairs, student desks and chairs, tables, shelves, chalkboard and chalkboard frames, cabinets, files, clocks, counter tops and vents monthly.

8. Remove all dust and dirt from interior/exterior doors and frames, door glass, walls, partitions, window frames and sills, and ledges each month and/or as needed.

9. Remove all finger prints, smudges, and writing from walls and glass doors each day.

10. Clean sinks, water fountains, and plumbing fixtures in all classrooms weekly.

11. Dust and clean (scrub if necessary) all vents in all rooms and halls once each week.

12. Student desks and chairs shall be scrubbed and spray cleaned monthly.

13. Wax and buff floors on a monthly basis to maintain their shine.

14. Contractors and BCPSS custodial staff shall replace ceiling tiles and light bulbs as directed. Ceiling tiles and light bulbs will be supplied by City Schools. Broken or damaged tiles shall be placed in the trash; light bulbs shall be placed in a successful designated location for recycling.

C. Corridors/Lobbies
1. Waste receptacles shall be emptied and all trash removed to main disposal areas. Severely soiled waste receptacles shall be cleaned with a detergent solution. Where waste receptacles have plastic liners, the liners will be replaced only when necessary. See Section K – Trash Removal Standards.

2. Recycling receptacles – See Section K.

3. Floors shall be swept, mopped or scrubbed in all corridors and lobby areas.

4. Remove all finger prints, smudges, and graffiti from walls and on all vertical surfaces daily.

5. All carpet, rugs, and walk-off mats shall be vacuumed daily. Area rugs shall be removed periodically to permit proper cleaning of the area covered by the rug.

6. Wash all water fountains with disinfectant weekly and/or as identified to be needed.

7. Remove dust and dirt from window sills monthly and/or as identified to be needed.

8. Walls shall be cleaned and wiped with a sponge and mild green solution up to 15 feet monthly and/or as identified to be needed.

9. The floors shall be buffed monthly to maintain shine.

10. Contractors and BCPSS custodial staff shall replace ceiling tiles and light bulbs as directed. Ceiling tiles and light bulbs will be supplied by City Schools. Broken or damaged tiles shall be placed in the trash; light bulbs shall be placed in a designated location for recycling.

D. Stairwells/Hallways

1. Waste receptacles shall be emptied and all trash removed to main disposal areas. Severely soiled waste receptacles shall be cleaned with a detergent solution. Where waste receptacles have plastic liners, the liners will be replaced only when necessary. See Section K – Trash Removal Standards.

2. Recycling receptacles – See Section K.

3. Sweep and damp mop steps, risers, inner sides of step risers and landings monthly and/or as identified as needed. Wipe down hand rails and window sills monthly and/or as identified as needed.

4. Remove all finger prints, smudges, and graffiti from walls and on all vertical surfaces daily.

5. Wash all water fountains with disinfectant weekly.

6. Dust and damp wipe (scrub if necessary) lockers to remove fingerprints, smudges and writing.
7. Remove dust and dirt from fire extinguishers, ledges, interior/exterior doors and frames, and metal thresholds monthly or as identified to be needed.

8. Stair treads and landing supports are to be scrubbed on a monthly basis.

E. Cafeteria

1. Waste receptacles shall be emptied and all trash removed to main disposal areas. Severely soiled waste receptacles shall be cleaned with a detergent solution. Where waste receptacles have plastic liners, the liners will be replaced. Cafeteria refuse may be recycled. See Section K – Trash Removal Standards.

2. Remove all finger prints, food, smudges, and graffiti from walls and on all vertical surfaces daily. Wash and wipe all walls weekly.

3. Sweep and mop cafeteria and teachers lounge daily; wash, wax, and buff floors monthly.

4. Remove dust and dirt from fire extinguishers, ledges, interior/exterior doors and frames, and metal thresholds monthly. Wash container ledge on a weekly basis.

5. Contractors shall replace ceiling tiles and light bulbs as directed. Ceiling tiles and light bulbs will be supplied by City Schools. Broken or damaged tiles shall be placed in the trash; light bulbs shall be placed in a designated location for recycling.

6. Paper products, including toilet paper and paper towels, and soap are to be supplied to the kitchen area restroom as needed.

F. Auditorium

1. Sweep aisles between and under seats in auditorium after each event.

2. Vacuum all carpeted areas completely after each event.

3. Remove all finger prints, smudges, and writing from walls on all vertical surfaces daily.

4. Tile aisles shall be buffed four (4) times per year to maintain their shine.

5. Stage shall be waxed quarterly.

G. Light Fixtures

1. Light fixtures shall be cleaned annually, and/or as determined as necessary by the school's Principal.

2. Light fixtures shall be washed with a sponge or clean cloth, dampened in a mild green soap and water solution, and wiped dry with a clean cloth.
3. A green germicidal detergent disinfectant shall be used with each washing.

4. The globes of incandescent and recessed lights shall be washed/dusted inside and outside annually and/or as determined by the school’s Principal.

5. All insects and other foreign materials shall be removed as identified as being needed.

6. Care shall be taken in removing and handling glass to prevent breakage. Every precaution shall be taken to assure that these items are properly and securely replaced.

7. Replace burnt out light bulbs as supplied by City Schools. The burnt out light bulbs shall be placed in a designated location for recycling.

H. **Floor Maintenance**

1. All floors shall be free of dust, dirt, streaks, gum, and scuff marks. No dirt or dust shall be left behind and under furniture, pipes, tables, or corners.

2. All tile floors shall be cleaned and buffed. This includes office areas, hallways and corridors, etc, monthly or as directed.

3. All hard floors surfaces shall be high-speed buffed a minimum of once a week to maintain shine, to include classrooms.

4. Special attention shall be given to maintaining the appearance of the floors in corners and around baseboards, and behind doors.

5. All carpet and floor mats in offices, classrooms, hallways, corridors, elevators, conference rooms shall be vacuumed. Special attention shall be given to areas under desks and furniture to prevent an accumulation of dust and dirt. Heavily soiled areas shall be cleaned.

6. All baseboards and around fixed furniture shall be cleaned. Stains shall be spot treated as needed.

7. Stripping and waxing of most tile and terrazzo floors shall be performed three times a year; during the summer, winter, and spring break or as needed to maintain high gloss shine. All splashing of floor strippers and waxes shall be cleaned from baseboards.

I. **Outside Entrances**

1. Outside waste receptacles and recycling bins are to be emptied daily.

2. Landings, steps and sidewalks will be swept clean of any type of litter, including leaves, mud etc. on a daily basis prior to school opening, and also prior to school dismissal.
3. Tile sidewalks, pathways, ramps, walkways surrounding the buildings shall be cleared of gum and stains on a monthly basis.

4. Both sides of all glass associated with entrances shall be cleaned with green glass cleaner and dried.

5. Kick plates push plates, push bars and any brass and bright metal such as door knobs, door hardware and switch plates shall be cleaned and polished, leaving no polish residue behind.

6. The areas around the outside dumpster(s) and recycling bins shall be swept daily after the dumpster(s) are emptied.

7. School grounds, fence lines, and parking lots are to be patrolled and monitored each working day at the start of each shift, and also midday to collect and pick up debris and litter out to the curb. Times of these debris patrols may be modified according to the needs of each school Principal.

8. Dumpster area shall be swept daily after dumpster is emptied.

J. **Grounds and Windows**

1. The Contractor and BCPSS custodial staff assigned to each school shall shovel and/or remove snow around sidewalks, school entrances, and loading dock area.

2. City Schools will provide salt or deicing agent to be applied by the Contractor.

3. City Schools will be responsible for removing snow from parking lots.

4. Grounds are to be patrolled to pick up and collect debris and litter out to the curb, as determined by each school Principal.

5. The Contractor may be required to clean windows in the event of graffiti or other substances on windows.

K. **Trash Removal Standards and Recycling**

1. Waste receptacles shall be emptied and all trash removed to main disposal areas. Severely soiled waste receptacles shall be cleaned with a detergent solution. Where waste receptacles have plastic liners, the liners will be replaced only when necessary, unless otherwise noted. Plastic liners will be replaced in cafeteria waste receptacles.

2. Collected trash shall be properly removed from the facility and placed in the exterior refuse containers/dumpsters.

3. Filled trash containers shall not stand in hallways, rooms or on ramps.

4. All trash containers shall contain a clean, plastic bag insert.
5. Trash carts, wastebaskets, disposal cans, and other trash containers shall be emptied and thoroughly cleaned and wiped dry daily unless otherwise instructed.

6. Monitor and clean the outside areas around the dumpster when disposing of trash.

7. The recycling receptacles shall be emptied daily and their contents removed to the school’s designated recycling storage area. As determined by each school Principal, custodians shall take the recycle containers out to the loading dock on the days when the City Department of Public Works has scheduled recycle collection. When recycling containers have plastic liners, the liners shall be replaced only when necessary.

8. Cafeteria refuse may be recycled. This determination per school shall be identified.

9. Any spillage resulting from carelessness shall be cleaned up by the Contractor.

L. **Summer Cleaning**

Summer cleaning shall consist of all custodial services indicated in section 3.0 and also to include the following:

1. Shampoo all carpeted areas with hot water extractor and authorized cleaning solution.

2. Clean/damp wipe/polish furniture including student desks and chairs, cabinets, shelving, appliances, etc.

3. Machine scrub, strip and recoat VCT and coat finish with City Schools approved floor and finish. Six (6) coats will be applied for all hallways and common areas. Four (4) coats will be applied to all classrooms and administrative areas.

4. Machine scrub and recoat Terrazzo flooring with an approved sealer as determined by the City School Project Manager.

5. Interior and exterior cleaning and removal of all graffiti from lockers.

6. Removal of graffiti and other markings from walls, lockers, desks, chairs, partitions.

7. All schools to be completed and ready for occupancy 1 week prior to teacher occupancy.

8. All non-summer schools shall be prepared and cleaned within 4 weeks after the last day of school for students.

M. **Post Construction Cleaning**
The Contractor shall perform the following post construction cleaning after school renovations and/or new construction projects. Upon completion of cleaning, the building shall be usable and safe for academic staff and students. Post Construction cleaning shall be submitted under a separate cost (See Appendix I).

1. Vacuum all areas, using a HEPA vacuum, from ceiling to floor. This is a critical step in the process due to construction dust. The HEPA vacuum cleaner is designed to pick up finer particles and eliminate airborne particles, maintains a cleaner environment and keeps fine particles from being pushed back into the air.

2. Damp wipe from ceiling to floor, including piping, air vents, light fixtures, horizontal surfaces, lockers, window sills, blinds, walls, baseboards, doors, etc.

3. Wash restroom/locker walls, partitions, fixtures with germicidal cleaner.


5. Pour antimicrobial agent in floor drains.

6. Clean interior perimeter glass.

7. Shampoo all carpeted areas with hot water extractor and authorized cleaning solution.

8. Machine scrub (no stripping should be required since this is new flooring) and recoat VCT and coat finish with City Schools approved floor sealer and finish. Six (6) coats will be applied for all hallways and common areas. Four (4) coats will be applied to all classrooms and administrative areas.

9. Machine scrub (no stripping should be required since this is new flooring) and recoat Terrazzo flooring with City Schools approved sealer.

10. Clean/damp wipe/polish any furniture, cabinets, shelving, appliances, etc.


N. **Swimming Pool Area**

1. Pool area, including locker rooms, showers, walls, and deck area shall be cleaned weekly and or as directed by the school Principal.

2. Floors shall be swept and mopped after each event.

3. Bathrooms shall be cleaned in accordance with Scope of Services Section 3.0 A.

4. Bleacher area shall be swept, mopped, and cleaned prior to each event and after each event.

O. **Inclement Weather and Emergencies**
1. During snow, ice, flood, high winds, and other disturbances contractual contractor will provide services to ensure proper egress in and out of school and any building on campus.

2. Sidewalks and door entries will require snow removal prior to, during and after snow event. Custodial staff should have necessary equipment on site to assist with removal. BCPS staff will supply salt; school may supply spreader and or snow blower.

3. Certain times throughout the year the school may encounter broken water pipe that may require clean up of large amount of water. Contractor should have access to additional manpower and equipment to provide for clean up services.

4. Should broken waterline or other emergency occur during the regular scheduled shift, staff will provide clean up at no additional charge. Should the clean up occur after hours and staff is required to assist emergency rates will apply.

5.0 GENERAL REQUIREMENTS

A. Materials

Contractors shall provide, transport, and install all required materials and supplies needed to perform custodial services as specified in this solicitation. Contractors shall comply with the Maryland Education Code Annotated 5-112 (e) – Procurement of Green Product Cleaning Supplies. To be qualified as a Green Product Cleaning Supply, cleansers such as bathroom cleaners, carpet cleaners, general purpose and hard floor surface cleaners, glass window and mirror cleaners, and hand soaps shall meet one of the following criteria:

- Recognized by the US Environmental Protection Agency (EPA) Design for the Environment Formulator Program
- Certified by Green Seal
- Certified by the Environmental Choice EcoLogo Program

1. Supplies and materials shall be new and of such quality, quantity, and size to assure satisfactory results for its intended use by City Schools.

2. The Contractor shall be responsible for all combustible materials and the safe storage of all combustible materials.

3. All wax shall meet Underwriter Laboratories (U.L.) requirements regarding slip resistance. It shall have no offensive odor during or after application. Wax must contain no less than 22% of solids.

4. Detergent shall be PH neutral and shall contain no animal fats, fish oils, resins or abrasives.

5. The Contractor shall submit Global Harmonized Sheets (formerly named Material Safety Data Sheets) to the City Schools Project Manager and secure his / her approval for all cleaning materials and supplies used during the life of this contract. The Global Harmonized Sheets for all cleansers and chemicals utilized
by the Contractor shall be kept onsite in a binder, within the school's main office. The binder is to be labeled Global Harmonized (MSDS) Sheets / Custodial.

6. It is the Contractor's responsibility to maintain this binder. When requested, the Contractor shall deliver a school's binder to the City Schools Project Manager within 24 hours of the request.

7. Green products are to be used. A Waiver for certain products may be asked of and only be approved by the Director of Facilities Maintenance and Operations.

B. Equipment

The Contractor shall provide a list of equipment for each school location. If equipment shortages are determined, the Project Manager will dictate minimum equipment requirements.

1. All electrical cleaning equipment shall be UL approved.

2. All cleaning equipment used during the life of this contract shall have bumpers and guards to prevent marking or scratching of fixtures, furnishings and/or building surfaces.

3. The Contractor shall have a wet vacuum and an automatic scrubber onsite at each school location at all times.

C. Employee Identification

1. Contractor's employees shall wear uniforms and display photo identification badges during the time the employees are in City School's buildings. These uniforms shall be consistent throughout all locations served by the same Contractor.

2. Contractor's employees shall be required to sign in at their time of arrival and sign out upon leaving any building; at any time, including those personnel whose hours include a lunch break.

3. The Contractor shall maintain a logbook for each location serviced for verification by City Schools at any time.

D. Contractor Personnel

1. The Contractor shall maintain adequate staffing to provide satisfactory custodial services. If at any time inadequate staffing is observed, the Contractor shall increase staffing immediately. Failure to maintain adequate staffing will result in contract termination.

2. Contractor's managers and supervisors shall be familiar with all phases of contract work, and shall posse at least three (3) years of experience in supervising janitorial staff.
3. The Contractor shall have responsible supervision for its workers at all times. Employees shall be working under continuing first-line supervision.

4. Contractor’s employees shall be thoroughly instructed by their supervisors as to their required duties, the methods of performance, and all rules and regulations regarding this contract.

5. The Contractor shall be responsible for any and all damages to property or equipment or claim for damages or injury to persons which may result from the services performed under this contract.

6. Contractor’s managers / supervisors shall be well qualified to operate all equipment under their charge and to train personnel in the usage of the equipment before it is used.

7. All Contractors’ employees shall maintain a courteous and respectful attitude toward the public and to all City Schools building occupants at all times.

8. The Contractor and his employees shall comply with all City Schools and Municipal rules, regulations, ordinances, and laws during the performance of janitorial services at each location during the term of the contract.

9. City Schools reserves the right to request, in writing, the removal of any of the employees of the Contractor who violate the requirements set for in this solicitation.

E. Quality Control

1. The Contractor shall establish and maintain a complete quality control plan to ensure that the requirements of this contract are continually provided as specified. A copy of this quality control plan shall be furnished to the school’s principal within 15 days after contract award.

2. The Contractor shall maintain onsite employee sign-in sheets and daily logs to communicate to the day shift any information required to provide satisfactory custodial services.

3. The above documentation shall be maintained during the term of the contract, and shall be made available at the request of the City Schools Project Manager.

F. Quality Assurance

1. The City Schools Project Manager shall be the sole, undisputed judge of the acceptability of all work performed. If work quality and conditions are not acceptable, the Contractor will be called in to review and correct all problem areas immediately. This unsatisfactory work is to be corrected within 72 hours.

2. If the Contractor fails to correct unsatisfactory or complete work within the allotted timeframe, the Contractor shall be charged the cost of making the corrections by City Schools or another Contractor. This cost will be deducted from any monies that are due.
3. Two failed inspections within a 12-month period may result in contract termination.

G. **Building Security**

1. Contractors shall call City Schools' police when entering and exiting the school building. City Schools may furnish keys to the Contractor for building access at the time services are to be performed depending upon the individual school circumstances.

2. The Contractor shall be responsible for the safekeeping of all keys in their custody. Lost keys shall be reported immediately to the Project Manager.

3. The Contractor shall be charged for the replacement of any lost or damaged keys.

4. If any keys issued to the Contractor during the term of this contract are not returned at the expiration of contract, the costs for replacement shall be deducted from the final payment to the Contractor.

5. Where a facility is serviced and equipped with a security alarm system, the Contractor shall be responsible for disarming the alarm when their employees enter the building, and for arming the alarm when they leave.

I. **Storage Areas**

1. City Schools will make an effort to provide suitable areas/space for storage of the Contractor's materials in a safe manner and for maintaining proper housekeeping for this site.

2. The Contractor shall obtain permission from the City Schools Project Manager regarding the storage of equipment, supplies, materials and/or tools; such storage shall be done in a safe manner and shall not interfere with City Schools operations. The Contractor shall be responsible for any accidents caused by negligence.

3. City Schools shall have access to the Contractor's storage areas. In the event the designated storage area is later needed by City Schools, another area will be assigned.

4. Utilization of such space shall be the sole responsibility of the Contractor. Any damage to property or injury to persons will be the contractor's sole liability.

5. It shall be the sole responsibility of the Contractor to protect and safeguard his materials, tools and equipment. City Schools will not be responsible for vandalism and/or theft of the Contractor's materials, tools and equipment being used during the life of this contract.

6. The Contractor shall remove from the site all of his unused materials, supplies and/or equipment within one (1) day after contract expiration.
I. **Joint Occupancy**

1. During the life of this contract there may be some areas of the building occupied by other activities which may prevent or delay scheduled cleaning. In this case, Contractors may have to reschedule time for cleaning occupied area(s). The rescheduled time shall be approved by the Project Manager.

2. The Contractor shall schedule and coordinate cleaning services so as not to interfere with the City Schools operations in any building or with personnel performing their work duties. The Project Manager shall have the final approval of all submitted schedules.

3. There shall be no interference with the operation of fire alarms, bells, communication equipment, or computer terminals, and etc.

J. **Utilities/Supplies**

1. City Schools will provide electric lighting services in the buildings and electric power supply for power equipment used by the Contractor during the work performance under this contract. Equipment with electrical power requirements exceeding the existing circuits’ capacity shall not be used. If used, the Contractor shall have an independent power source.

2. The Contractor shall conserve electric energy at all times. For example, in a multi-story building, the Contractor’s employee shall illuminate only those wings, classrooms, suites, or floors where actually custodial service activities are in process. Contractor’s employees shall turn off the lights when cleaning work is completed and before Contractor’s employees leaving the area.

3. The City Schools shall provide necessary water supply for the Contractor.

4. The Contractor shall utilize proper and acceptable sanitary practices governing the disposal of waste water of every kind.

5. Any location with defective lighting, leaky faucets, etc. shall be reported to the Project Manager.

K. **City Schools Equipment and Property**

1. Contractor’s employees are not to use agency telephones at any time unless it relates to the cleaning operation or in cases of emergency.

2. Contractor’s employees shall not use City School’s telephones to make long distance calls.

3. Contractor’s employees shall not use or tamper with office machines, equipment, computers or agency employee’s personal property at any time.

4. Contractor’s employees shall not open at any time desk drawers or cabinets.
L. Lost and Found Items

The Contractor shall enforce and ensure that articles found by his employees are returned to the City Schools Project Manager.

M. Consent to Search

All employees shall sign a consent allowing random searches of all items being brought into or taken from any City Schools buildings.

N. Prohibited Acts

1. The Contractor acknowledges by the signing of this contract that the following acts by the Contractor, his employees, and/or agents performing services on City School’s property are prohibited.

   a. The unlawful manufacture, distribution, dispensing, possession or use of alcohol or drugs, except medication prescribed by a doctor.

   b. Smoking inside or outside of buildings except where designated for each location, if any.

   c. Use of profanity or abusive language.

   d. Contractor and/or his employees shall not permit any relatives, friends or any other persons not employed by the Contractor on the premises.

   e. Violation of the above prohibitions may result in contract termination in addition to any criminal penalties that may arise.