

**EXHIBIT F**  
**RFP# 223-23-10 Revised**

**SCOPE OF SERVICES**  
**JANITORIAL SERVICES**

**Overview:**

The awarded Contractor shall be responsible for providing complete janitorial building and floor-cleaning services for the Administration building and Maintenance/Transportation building. Cleaning areas will consist of the main front lobby, all access areas, stairwells, breakrooms, restrooms, locker rooms, all offices, elevators, hallways, department suites, totaling approximately 80,000 square feet of cleanable space, and responsible for changing urinal cartridges as needed at its administrative and maintenance facilities located at 301 E. Belt Boulevard, Richmond, Virginia.

GRTC Transit System Operations and Maintenance Facility is a LEED Certified facility, all cleaning agents and paper products **must** be Green Seal certified or recognized by the U.S. EPA's Design for the Environment Program and approved by GRTC's Environmental Safety Specialist when possible. The awarded Contractor shall provide an established "green cleaning" program and should have experience in providing comprehensive janitorial building and floor-cleaning services for similar types and sizes of multi-floor complex offices suites comparable to those at GRTC Transit System's operations and maintenance facility.

**Contractor's Responsibilities:**

- a. Shall provide complete janitorial services for the above mentioned cleanable space, as well as, Day-Porter and any request services outside the normal cleaning schedule.
- b. Shall be required to furnish all personnel (1- Day-Porter, 8 night time cleaners), equipment, machinery, transportation, and other implements necessary to execute to execute this contract. Equipment and machinery will include, but may not be limited to, scrubbing machines, buffers, vacuum cleaners, carpet cleaners, dusting materials, moping materials, brooms, rags, and brushes. The proposal should include an outline of the type of equipment the Contractor intends to use.
- c. Shall provide all janitorial materials necessary to perform complete janitorial services, which will include, but may not be limited to: cleaning agents, trashcan liners, floor finishes, all paper products, urinal cartridges, hand soap dispensers, and hand soaps. Paper products, urinal cartridges, and hand soaps must be compatible with existing dispensers.

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- d. Shall prepare and deliver weekly reports to the GRTC Project Manager and will meet with the Project Manager on a monthly basis to inspect the facility and discuss any items of concern and a plan to have them resolved.
- e. All work shall meet the Contractor's highest levels of workmanship and GRTC's expectations of workmanship quality.

**DAY PORTER:**

The Day Porter shall be responsible in keeping the high traffic areas spotless and appealing for those who use or even pass through them. Day porter hours shall be Monday – Friday, 7am to 2pm.

The Day Porter's Responsibilities:

- a. Keep bathrooms clean in both Administrative & Maintenance buildings.
  - Mops all bathroom floors daily and change urinal cartridges when needed.
  - Revisits high-traffic area bathrooms minimum of twice daily and clean/mop as needed.
- b. Replenish paper supplies in bathrooms, kitchenettes, and anywhere else that paper supplies are available to staff.
- c. Keep hallways and lobbies clean.
- d. Keep exterior of building maintained.
  - Trash pickup around buildings
  - Checking trash cans
- e. Insure high-traffic areas are free of safety hazards.
- f. Pour approximately one quart/liter of water down each floor drain in the following rooms, minimum of once per month or as needed.
  - Administration building: 111,113,114,212,213,312,324, and 326.
  - Maintenance building: 104, 135, 136, 140, 144 (middle stairwell), 146, 148, 149, 150, 160, 163, 215, 216, 222, 227, 239, and 240 (Exhibit A, floor plans).

**NIGHTTIME CLEANERS:**

The night time cleaners shall be responsible for all tasks assigned in the cleaning schedule provided per nightly, weekly, monthly, and quarterly. Before leaving for the night, they are to ensure that both facilities are clean, all product and materials are filled, and things are put away. There shall be 8 cleaners on site nightly (4 for Administration and 4 for Maintenance buildings) The cleaners hours shall be 7 days a week, 10 pm until 4 am.

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Carpet Cleaning and Floor Care Specifications:

In high-traffic and customer- access areas on a quarterly basis (every three months):

- a. Carpeted areas must be shampooed and must be coordinated with GRTC's facility department prior to scheduling work.
  
- b. Vinyl composition tile flooring shall be cleaned, polished, and waxed with approved cleaning method and cleaning products.

Requested Services outside the Normal Cleaning Schedule:

- a. Stripping and waxing of office floor or area spaces
- b. Cleaning prior and after special office events and activities
- c. Special request for shampoo of office or area carpet

Supplies:

Supplies are to be provided by the contractor shall be included in the base price. Supplies must be Green Seal or U.S. EPA Design for the Environmental certified, and will include:

- a. All cleaning supplies.
- b. All equipment necessary for cleaning activities listed above.
- c. All restroom products and paper products
  - Two-ply toilet paper
  - Bathroom paper towels
  - Toilet seat covers
  - Feminine products dispenser supplies
  - Sanitary trash bags (woman's only)
  - Trash bags for all receptacles
  - Hand soap dispensers
  - Hand soap for all dispensers in both facilities
  - Urinal cartridges

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**General Cleaning Schedule**

A. Office space cleaning frequency specifications

Description of Activity	Daily	Weekly	Monthly	Quarterly	Semi – annually
Empty all waste baskets and reline with new liner. Remove trash to designated area	X				
Empty all recycling receptacles and remove materials to designated area.	X				
Dust clean all telephone, file cabinets, convector grills, chairs, and chair bases (contractor will not disturb desk articles)	X				
Dust all office desks on a rotating schedule. (Schedule provided)		X			
Dust clean all window frames, convector tops, pictures, and wall hangings		X			
Dust all accessible window covering		X			
Dust all lighting and ventilation fixtures (outside surfaces only)		X			
Damp wipe to sanitize all telephones	X				
Spot clean doors, door frames, and switch plates to remove fingerprints, spills, and other marks	X				
Spot clean all interior partitions, glass windows, and glass entrance doors	X				
Remove dust from all spaces up to 60 inch above the floor	X				
High dust all areas above 60 inches from the floor with treated cloth		X			
Vacuum all carpeting	X				
Spot clean carpeting as needed		X			
Vacuum upholstered furniture and wipe all chair legs with a treated cloth		X			
Edge vacuum all carpeted areas, dust baseboards, and dust base molding		X			
Sweep and damp-mop and non-carpeted areas	X				
Buff all composition floors			X		
Scrub all refinished all composition floors. Non-skid wax to be always used				X	
Lights will be turned off and door will be locked (except where specifically designed otherwise)	X				

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b. Lunchrooms/kitchenettes and rest rooms.

<b>Description of Activity</b>	Daily	Weekly	Monthly	Quarterly	Semi – annually
Damp wipe interior and exterior of trash cans	X				
Damp wipe tables, chairs, and countertops	X				
Damp wipe all doors, kick plates, door frames, light switches, glass, thresholds, partitions, and base boards to remove streaks, stains and smudges.	X				
Dust clean exterior of ventilating diffusers and light lenses		X			
Clean and polish towel and toilet tissue dispensers, flushometers, shelves, piping, feminine hygiene dispensers, toilet hinges and other metal surfaces to remove all soil	X				
Clean glass mirrors and vanity tops to remove all fingerprints, streaks, smudges, and splash marks.	X				
Empty and damp-wipe all waste containers using an appropriate cleaner. Reline with proper liner for each container. Liners should be minimally visible from outside the container.	X				
Clean toilets and urinals inside and out, and both sides of toilet seats using proper cleaners. Remove all stains under sinks, toilets, and urinals. Mop restroom floors with proper cleaner, and rinse with clean water. Clean all side of the toilet partitions and doors.	X				
Refill all toilet tissues, toilet seal covers, and paper towel dispensers as needed	X				
Machine-scub all ceramic tile floors and reseal to maintain appearance.			X		

Janitor's Closets and Hallways

<b>Description of Activity</b>	Daily	Weekly	Monthly	Quarterly	Semi – Annually
Remove any and all accumulated trash	X				
Spot-clean walls and doors, and clean and sanitize all water fountains	X				

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Vacuum carpet in hallways	X				
Sweep flooring	X				
Mop flooring		X			
Maintain an orderly arrangement for all janitorial equipment, supplies, and paper products. Maintain an SDS log for all chemicals and cleaners used.	X				
Clean and disinfect service sinks	X				

D . Stairways and Landings

<b>Description of Activity</b>	Daily	Weekly	Monthly	Quarterly	Semi-Annually
Damp-wipe and clean all doors, walls, light switches, glass, handrails, etc.	X				
Sweep and damp-mop all stairs and landings	X				
Clean and remove any and all debris on stairs and landings	X				
Sweep flooring	X				
Spot clean as needed		X			

E. Elevators

<b>Description of Activity</b>	Daily	Weekly	Monthly	Quarterly	Semi-Annually
Damp-wipe and clean all exterior doors, cab walls, exterior door frames and all interior and exterior buttons	X				
Clean interior stainless-steel panels with approved cleaner	X				
Vacuum all carpeting to remove soil, loose paper, and trash. Spot clean to remove stains as needed	X				