

Sno-Isle Libraries

Custodial, Window Cleaning and Floor Cleaning Services | ITB No. 2021.12.29

Scope of Work and Specifications

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**SNO-ISLE LIBRARIES
CUSTODIAL SERVICES
SCOPE OF WORK AND SPECIFICATION**

1. CONTRACTOR'S GENERAL RESPONSIBILITIES:

1.1. GENERAL:

- 1.1.1. Sno-Isle Libraries is the customer in accordance with this scope and specification and is referred to as "Sno-Isle Libraries" from herein. The Contractor is the service provider for this scope and specification and shall be referred to as the "Contractor" from herein.
- 1.1.2. Contractor agrees to furnish at its expense all necessary labor, equipment and all related materials to properly satisfy the requirements of this contract as per specifications.
- 1.1.3. At Sno-Isle Libraries direction, a services inspection of the premises provided here under will be made by the Contractor's representative quarterly or at the discretion of the Sno-Isle Libraries Facilities Manager if service issues are identified. The Sno-Isle Libraries Facilities Manager shall participate at their discretion. A detailed report will be provided by the Contractor to the Sno-Isle Libraries Facilities Manager within 48 hours of any inspection.
- 1.1.4. The Contractor shall immediately report to Sno-Isle Libraries any unusual or suspicious persons, conditions or emergencies pertaining to facilities, personnel, or equipment.
- 1.1.5. The Contractor will perform services in a professional manner and in no way interfere with the general routine of Sno-Isle Libraries services. Contractor's employees will not use Sno-Isle Libraries equipment, telephones or office equipment and all requests or other requirements shall be put in writing by the Contractor to the Sno-Isle Libraries Facilities Manager for consideration.
- 1.1.6. The Contractor shall be accountable for securing all entrances and offices during and following the performance of their duties. No unauthorized persons shall be on the premises during the performance of the Contractor's duties.
- 1.1.7. Sno-Isle Libraries has the option to change or modify services, such as, adding or removing a facility, or modifying day porter hours.

2. EQUIPMENT AND SUPPLIES:

- 2.1. The Contractor will provide and maintain, as appropriate, all the necessary equipment for the performance of the Contract. All equipment must be of high quality and good operating condition. All equipment must meet all federal, state and local safety regulations.
- 2.2. The Contractor will keep all equipment in safe operating condition. All electrical equipment will be grounded. Equipment found to be defective or hazardous will be removed from Sno-Isle Libraries and repaired or replaced by the Contractor at the Contractor's expense.
- 2.3. The contractor must order and receive consumable supplies from Sno-Isle Libraries' approved supplier and must at all times maintain an adequate supply of all consumable products. Sno-Isle Libraries pays for and is responsible for all billing and payment between Sno-Isle Libraries and the approved supplier. In order to maintain an adequate supply, it may be necessary for the Contractor to deliver consumable supplies to a specific site as needed.
- 2.4. The Contractor at their expense is responsible for the purchase of all necessary chemicals, materials, parts, spare parts, and tools to properly perform all of tasks and responsibilities under this contract.
- 2.5. All equipment and systems will be operated in accord with all federal, state, and local codes and good established operating procedures for startup, operation and shutdown in order to

- provide safe and reliable equipment and system performance with regard to public safety, and comfort. If two or more code regulations or rules conflict, the most stringent will apply.
- 2.6. If available, sufficient space may be assigned to the Contractor for storage of supplies, materials, implements and equipment. The designated space will be maintained by the Contractor in a clean, orderly and safe condition at all times.
 - 2.7. Sno-Isle Libraries will not be responsible for the Contractor's equipment, materials, and implements while on Sno-Isle Libraries premises. All such arrangements are to be confirmed by the Contractor with the Sno-Isle Libraries Facilities Manager.
3. PERMITS AND LICENSES:
 - 3.1. Contractor's personnel will be licensed, or hold permits where required by all federal, state and local laws and codes. Such licenses and permits will be displayed in each location.
 4. SAFETY, HEALTH, AND ENVIRONMENT:
 - 4.1. Contractor shall develop an appropriate safety plan and take all necessary safety and other precautions to protect property and persons from damage, injury or illness arising out of the performance of the work. Safety plan shall include and meet pandemic state and/or federal requirements for employee illnesses. If an employee becomes ill, Contractor must contact Facilities Manager immediately. The safety plan shall be submitted to the Sno-Isle Libraries Facilities Manager for review and approval prior to the commencement of work.
 - 4.2. Contractor agrees and warrants that it will comply with local, municipal, state, and federal laws, orders, and regulations pertaining to health or safety which are applicable to the work.
 - 4.3. The Contractor's personnel must observe all OSHA safety regulations, particularly where safety of building occupants is concerned.
 - 4.4. The Contractor will not, at any time, store any flammable liquid, combustible, reactive substance or other hazardous material in any Sno-Isle Libraries facility.
 - 4.5. Hazardous Materials: It is not the intent of Sno-Isle Libraries under this contract to hold the Contractor, its employees, agents, or subcontractors responsible for the general removal from the facility any hazardous substances, including asbestos. In the normal performance of this contract, however, incidental contact with hazardous substances may occur. If a building material or a hazardous substance is in question (e.g. the presence of asbestos in floor tile), the Contractor shall contact the Sno-Isle Libraries Facilities Manager. It is, therefore, the responsibility of the Contractor to inform and educate their employees, agents or subcontractors with regard to hazardous materials in the workplace and to immediately inform the Sno-Isle Libraries Facilities Manager of any hazardous condition.
 - 4.5.1. Safety Data Sheets (SDS) corresponding to all chemicals used by the Contractor to complete all work under included in this contract must be presented to Sno-Isle Libraries on the first day of the assigned contract and kept current at all times for the duration of the contract. Any new supplies and chemicals must be approved by Sno-Isle Libraries prior to their use. The appropriate Safety Data Sheets shall be submitted to the Sno-Isle Libraries Facilities Manager.
 - 4.5.2. Individual containers for supplies and chemicals shall be labeled, particularly when transferred from a primary container to an application container. It is the contractor's responsibility to ensure that all containers are appropriately labeled in accordance with the OSHA Hazard Communication Standard, 29 CFR 1910.1200.
 - 4.5.3. The Contractor will maintain restroom Sharps containers including: inspection, removal, and refill of all full and used containers as required in accordance with WISHA or OSHA regulations. Sno-Isle Libraries will be responsible for the management, compliance, and recordkeeping requirements in accord with WISHA or OSHA regulations for disposal of all hazardous regulated (dual) waste material.

5. QUALITY CONTROL:

- 5.1. The Contractor will acknowledge receipt of all requests within the same day the request is made: 24 hours per day, 7 days per week, for all non-holiday work days.
- 5.2. If a request for service is not responded to within twenty-four (24) hours excluding closures and holidays, the Sno-Isle Libraries Facilities Manager reserves the right to hire another contractor or vendor to perform the requested work and deduct the actual costs for such work from the agreed upon contracted monthly payment to the Contractor.
- 5.3. If Sno-Isle Libraries or the Contractor reports substantial missed services, the Contractor will issue credit for the missed services. Furthermore, the Contractor must respond within two (2) hours to clean restrooms, empty trash, recycle and compost containers, and clean and disinfect touch points.

6. LOG BOOKS, PLANS, RECORDS, AND SCHEDULES:

- 6.1. LOG BOOK: A daily communication log book, or other means approved in advance by the Sno-Isle Libraries Facilities Manager, is required for the daily communication necessary to facilitate the proactive feedback between Sno-Isle Libraries staff and the Contractor's staff.
- 6.2. RECORDS: The Contractor shall develop staffing records and maintain scheduling reports of all periodic cleaning activities (contracted services provided monthly, quarterly, semiannual or annual). Such reports are to be made available to Sno-Isle Libraries within 48 hours of the request.
 - 6.2.1. Examples of periodic activities are: Window cleaning (interior and exterior), carpet cleaning and hard surface floor cleaning, waxing or stripping, ceiling vent dusting, high level dusting and book shelf dusting. This report will be a cumulative annual summary of all locations and the date(s) that the service(s) was performed. The report(s) will be submitted to the Sno-Isle Libraries Facilities Manager on a semi-annual basis. The Sno-Isle Libraries Facilities Manager may, at their discretion, edit the format of the Contractor's reports.

7. STAFFING:

- 7.1. GENERAL: The Contractor will provide all supervision and labor utilizing Washington State Labor & Industry Prevailing Wage Guidelines to meet the requirements of this specification. The Contractor shall ensure that all personnel assigned under this contract possess suitable qualifications to perform their respective work assignments.
- 7.2. ACCOUNT MANAGER(S): The Contractor will designate an account manager(s). The Account Manager(s) will be the point of contact for Sno-Isle Libraries in regard to the Contractor's day-to-day operations. The Account Manager(s) will have the authority to schedule work, employees, correct problems, meet with Sno-Isle Libraries, modify processes, and improve the level of service. The Account Manager(s) must be available to ensure that all services are performed, monitor performance, and respond to service requests during normal business hours, and provide coverage in a similar capacity for off-hours.
- 7.3. STAFF: The Contractor will maintain a readily available staff of thoroughly trained personnel to respond to emergencies within two hours of time reported and received by the contractor twenty-four hours a day, seven days per week, including holidays.
- 7.4. QUALIFICATIONS: The Contractor will provide custodial personnel that meet certain minimum qualifications as specified by Sno-Isle Libraries. The Contractor will remove individuals from any duties associated with the performance of this specification at the discretion of Sno-Isle Libraries. The Contractor shall notify Sno-Isle Libraries in writing within twenty-four hours of any changes of assigned personnel to this contract.

- 7.5. IDENTIFICATION: The Contractor will provide a uniform (shirt or apron) along with a visible picture identification badge listing the first and last name of each of its employees prior to working at any Sno-Isle Libraries facility. All Contractor personnel are required to carry and wear on their person such picture ID's and display them prominently.
- 7.6. CONTACT INFO: The Contractor will be required to provide contact telephone numbers for all related Contractor's account representatives, supervisory, and management personnel, in writing, to Sno-Isle Libraries prior to the commencement of the contract. Any subcontract work requires prior approval from the Sno-Isle Libraries Facilities Manager.
- 7.7. The Contractor certifies that it does not and shall not during the performance of this contract knowingly employ an unauthorized alien as defined in the federal Immigration Reform and Control Act of 1986.
- 7.8. The Contractor's assigned personnel shall possess the ability to perform the following tasks (which are described in detail in Section 10):
- Clean and service washrooms, replenish supplies.
 - Sweep and vacuum floors, walls, partitions, etc.
 - Dust mop, wet mop, and spray buff resilient floors.
 - Scrub and refurbish resilient floors and wood floors.
 - Move furniture as needed to clean, dust, vacuum, and sweep as specified
 - Transport and deliver cartons of supplies, materials, foodstuffs, etc.
 - Collect and separate for recycling, waste, compost for removal.
 - Operate equipment required to meet the scope of work and services herein.
 - Work aloft using ladders to perform required cleaning work.
 - Clean diffusers free of dust, grime, bugs, and fingerprints.
 - Refill Sno-Isle approved hand sanitizer spray bottles when they are low.
 - Clean the filters for the air scrubbers/purifiers as needed.
 - Responsible for washing microfiber towels used by staff once a week. If there is an excess of used microfiber towels, staff can request the towels be cleaned more than once a week.
 - All personnel shall have a working knowledge of the English language.
- 7.9. Sno-Isle Libraries reserves the right to demand additional training or the removal of any Contractor personnel assigned to this contractor without cause or justification.
8. PREVAILING WAGES:
- 8.1. Pursuant to RCW Chapter 39.12 and WAC 296-127, the Contractor shall pay not less than the prevailing wage rate determined by the State of Washington. Contractor shall pay the wage rates for each contract term. See Snohomish and/or Island County rates at <https://secure.lni.wa.gov/wagelookup/>. The Director of the Washington State Department of Labor and Industries shall arbitrate all disputes of the prevailing rate of wage.
- 8.2. Contractor agrees to alter the wages it pays its employees on an annual basis in order to recognize and follow the most recent prevailing wage rates established by the State of Washington Department of Labor and Industries each year. The Contractor acknowledges that Sno-Isle Libraries has borne the cost of the increase in wages due employees under WAC 296-127-023 for the duration of the contract and included these increases in the original contract amount. If the increase in wages due to employees exceed the contract amount, the Contractor must notify Sno-Isle Libraries 30 days prior to the anniversary date of the Contract in order to amend the Contract amount for each successive term.

9. CUSTODIAL SERVICES SCOPE OF WORK:

This is an overview of the scope of work required and expected of the Contractor in the performance of all custodial services for Sno-Isle Libraries. In accord with the specifications, and requirements outlined herein, and shown in the documents Building General Information B1, Custodial Bid Sheet B2, the services to be provided are as follows:

Baseline Custodial Services Scope of Work – Included in Contract

1. General cleaning:
 - a. sweep, mop, buff and polish as directed by the Sno-Isle Libraries Facilities Manager.
 - b. spot clean (walls, doors, glass, floors including carpet).
 - c. vacuum (floors/carpets).
 - d. floor cleaning including: wet mop, floor waxing, and polishing.
 - e. dust (walls, furniture, shelving, blinds, high partitions, vents).
 - f. clean (common areas, drinking fountains, entries, light fixtures, dry erase boards).
 - g. police building grounds (perimeter, entries, outside trash containers, dumpster).
2. Specialized cleaning:
 - a. Refill Sno-Isle approved hand sanitizer spray bottles when they are low.
 - b. Clean filters for the air scrubbers/purifiers as needed.
 - c. Responsible for washing the microfiber towels used by staff once a week. If there is an excess of used microfiber towels, staff can request the towels be cleaned more than once a week.
3. Restrooms/Break Room/Employee Lounge:
 - a. clean and sanitize restrooms, break room, employee lounge (floors, sinks, toilets, urinals, fixtures, glass, mirrors, drinking fountains).
 - b. stock restrooms (soap, paper products, air freshener, and other consumables).
 - c. clean and stock kitchen/break area (floors, counters, sinks, chairs, tables, fountains).
4. Graffiti Removal:
 - a. In all locations inside the facility; common areas, restrooms, conference rooms, etc.
5. Trash, Recycle, and Compost Collection & Removal:
 - a. empty trash, recycle, and compost receptacles
 - b. replace soiled receptacle liners and clean as needed and as directed
 - c. remove and dispose of waste, recycle, compost, and trash
6. Day Porter:
 - a. The Contractor will provide a Day Porter for high traffic and high use sites. Day Porter sites are identified in document "Custodial Bid B2", at the specific locations.
7. Ice Melt Services:
 - a. Spread ice melt as needed depending on weather conditions

Additional Custodial Services – Considered Above Contract

To be provided upon request based on "Custodial Unit Pricing B3"

- A. Appliance cleaning such as microwaves, stoves and refrigerators
- B. Window blind or window shade cleaning
- C. Cleaning frequencies greater than those specified herein
- D. Construction clean up; extra cleaning or trash collection or other non-routine activities
- E. Other requests not covered (emergencies, special events, pressure washing, etc.)
- F. Upholstery cleaning
- G. Specialized restoration of furniture, office equipment, or other fixtures
- H. Special requests for the use of ice melt in unidentified areas
- I. Minor custodial maintenance requests not defined herein at a per hour rate

10. OTHER SERVICES – SCHEDULED AND UNSCHEDULED:

- 10.1. HARD SURFACE FLOORS: The Sno-Isle Libraries Facilities Manager may request that the Contractor provide hard surface floor cleaning or refinishing services (hard surface floor waxing) beyond the frequency included in this contract.
- 10.2. TILE FLOORS: Resilient flooring will be dry mopped with a chemically treated sweeping tool. All other areas will be broom swept. After sweeping and dry mopping floors, all corners, behind doors, under furniture, closets, etc., will be clean and free of dust, dirt, debris and streaks.
- 10.3. WINDOW BLIND CLEANING: The Sno-Isle Libraries Facilities Manager may request window blind cleaning, including all sashes.
- 10.4. If any of the above services are not included in the contract, the Contractor will be paid an additional fee in accordance with the unit pricing set forth in attachment “Custodial Unit Pricing B3”. Sno-Isle Libraries reserves the right to hire another vendor for any of the above services.

11. CARPET AND FLOORING DIMENSIONS:

- 11.1. The dimensions for carpet and flooring have been verified by Sno-Isle Libraries. If, after award of contract, the Contractor finds the dimensions on the “Carpet and Floor Cleaning B5” to be inaccurate, please provide a report outlining the discrepancies to the Sno-Isle Libraries Facilities Manager. With the Sno-Isle Libraries Facilities Manager’s approval, the price will be adjusted accordingly.

12. CUSTODIAL SERVICES: SPECIFICATION

- 12.1. All daily and nightly custodial services will be rendered, according to the weekly frequency identified in document “Custodial Bid Sheet B2” excluding holidays when locations close.
 - 12.1.1. The following are Sno-Isle Libraries holidays: New Year’s Day, Martin Luther King Day, Presidents Day, Memorial Day, Independence Day, Labor Day, Veteran’s Day, Thanksgiving Day and Christmas Day. The Contractor shall confirm holidays and closures by location with the Sno-Isle Libraries Facilities Manager in advance.
- 12.2. Each Sno-Isle Libraries facility will be cleaned in accordance with the scope of work and specification herein and document “Custodial Bid Sheet B2”. The Contractor will provide service to these locations at the direction of the Sno-Isle Libraries Facilities Manager.
- 12.3. If directed to provide additional services, the Contractor will be compensated in accord with the pricing or rates set forth in the document “Custodial Unit Pricing B3”.
- 12.4. ACCESS HOURS: The Contractor shall schedule all services in accordance with document “Building General Information B1,” under “Custodial Access Hours” as designated for the facility.
- 12.5. SUPPLIES: The Contractor shall fill all standard product dispensers, soap dispensers, and consumable products dispensers as part of this contract. The Contractor will be responsible, at the discretion of the Sno-Isle Libraries Facilities Manager, for the installation, maintenance, and replacement of product dispensers including sanitary napkin machines and hand soap. The Contractor is responsible for refilling the Sno-Isle approved hand sanitizer spray bottles when they are low.
- 12.6. SUPPLY ORDERS: The Contractor must order and receive consumable supplies from Sno-Isle Libraries’ approved supplier and must at all times maintain an adequate supply of all consumable products. In order to maintain an adequate supply, it may be necessary for the Contractor to deliver consumable supplies to a specific site as needed.
- 12.7. SPECIAL EVENTS: At any given time, the Contractor can expect Sno-Isle Libraries to have special events in progress at its facilities. During such events, the building population may

- increase. The Contractor at all times remains responsible to provide adequate service, and supplies, to accommodate such events. Advance notice will be provided whenever possible.
- 12.8. PLUMBING: The contractor shall attempt to plunge and clear stopped toilets and urinals before contacting the Sno-Isle Libraries Facilities Manager to communicate it was to no avail.
 - 12.9. LOCK UP: Upon completion of tasks, all lights are to be turned off, windows closed, doors locked, and offices left in a neat, orderly condition with chairs pushed in. All janitor closets, slop sinks, and other custodial or janitor utility areas will be organized, equipment stored in their assigned location and the area left in a clean orderly condition.
 - 12.10. SECURITY SYSTEM: The Contractor will follow all Sno-Isle Libraries procedures for entering and exiting facilities. The Contractor's personnel will sign in upon each entrance to and exit from any Sno-Isle building. For visits during the "Custodial Access Hours" in "General Building Information B1", the Contractor may be required to operate the Sno-Isle Libraries security alarm upon entering the building. The Sno-Isle Libraries Facilities Manager is responsible for providing written instructions for the use and operation of the security system.
 - 12.11. FLOORS: Sweep and mop floors to maintain a slip resistant finish and clean condition and pay special attention to hard-to-reach areas. Mops used for restrooms shall be color coded and kept separate from use in all other areas. Machine buff floors with cleaning fluid seasonally in areas prone to heavy snow and mud traffic, or as deemed necessary by the Sno-Isle Libraries Facilities Manager. Floor types may include: stone, ceramic, marble, asphalt tile, linoleum, rubber, vinyl, terrazzo, and wood flooring. The Contractor will maintain floors according to manufacturer specifications.
 - 12.12. CARPETED AREAS AND WALK-OFF MATS: All carpeted areas and mats will be vacuumed and free from dust, dirt, paper pieces, paper clips, hair, and debris upon each scheduled visit.
 - 12.12.1.1. The Contractor will be required to maintain any walk-off mats for all entranceways and other locations as determined and supplied by Sno-Isle Libraries. Replacement of walk-off mats will be at the discretion of the Sno-Isle Libraries Facilities Manager.
 - 12.13. SPOT CLEANING: Contractor will also look for and remove spots, stains, and gum deposits during each scheduled visit. A spot or stain is considered any stain less than or equal to the size and area of an 18" diameter circle or shape, or 1.77 square feet.
 - 12.14. VACUUMING: The Contractor shall vacuum carpeted areas with high powered commercial grade UL approved HEPA-filtered vacuum cleaners equipped with a micro static filtration system with an efficiency rating of 99.9% for 0.3 micrometer size particles in good working order. Carpet sweepers or other vacuums are acceptable if approved in advance by Sno-Isle Libraries in writing.
 - 12.14.1. The Contractor is responsible for spot vacuuming nightly in all carpeted areas
 - 12.14.2. The Contractor is responsible for detailed vacuuming once a week (in corners, under desks etc.)
 - 12.15. CLEANING & DUSTING: The Contractor will remove dust from all areas in the most effective and appropriate method, such as cloths, rags, vacuum tools, etc. There will be no dust streaks, spots, smudges, fingerprints, etc.
 - 12.15.1. Use of a Color-Coded Microfiber Towel Cleaning System is required. It must be approved by the Sno-Isle Libraries Facilities Manager. A suggested format is listed below.
 - 12.15.1.1. RED – High risk areas; restrooms, toilets, urinals, waste containers.
 - 12.15.1.2. YELLOW – Washbasins, sinks, cabinets, or other washroom surfaces.
 - 12.15.1.3. BLUE – Other low risk areas, shelves, counters, etc. excluding food areas.
 - 12.15.1.4. GREEN – Food processing, servicing, kitchens, or other eating areas.

- 12.15.2. Low Level Dusting: Move and dust all vertical and horizontal planes below 92" to include tables, windowsills, counter tops, lamps, door trim, woodwork, glass, fire extinguishers, miscellaneous shelves, etc. to be dust free at all times.
 - 12.15.3. High Level Dusting: Thoroughly dust all high level vertical and horizontal planes above 92" and below 192".
 - 12.15.4. HVAC air supply diffusers and return air vents generally located in the ceiling and below 192" in height in the ceiling or a wall will be kept clean and dust free on a quarterly basis.
 - 12.15.5. Bookshelf Dusting: All open bookshelf space below 92" will be kept clean and dust free on a monthly basis.
- 12.16. COMMON AREAS:
- 12.16.1. Meeting Rooms & Open Spaces: All conference rooms are to be inspected and cleaned according to the General Cleaning Service schedule for the building. All trash, including left-over food products are to be removed, all floors are to be vacuumed and all areas including tables and serving areas are to be cleaned, dust, and debris free. Dry Erase Boards shall be cleaned nightly.
 - 12.16.2. Interior Entry Areas: All finishes that are located in the lobby area will be wiped clean and free of dust, fingers marks, blemishes etc. All doors, ventilation enclosure covers, directory boards, sign frames, partitions, etc. will be kept clean per scheduled frequency for general cleaning and any graffiti found will be attempted to be removed.
 - 12.16.3. Building Exterior: The Contractor shall survey the building exterior during each scheduled visit and report to the Sno-Isle Libraries Facilities Manager any graffiti, posters, and other vandalism, etc. If instructed the Contractor shall perform any work necessary to correct the problem in accordance with maintenance requests in document "Custodial Unit Pricing B3".
 - 12.16.4. Exterior Entrance Areas: The Contractor will maintain a clean building exterior entrance area for a perimeter of 10' from any entrance or exit, including adjoining sidewalks, entranceways, courtyards, ballot boxes, book drops, and trash receptacles, etc. The areas must be kept free of debris and litter per scheduled service for general cleaning. Scheduled exterior cleaning includes, but is not limited to:
 - 12.16.4.1. Sweeping or blowing of dust, dirt, and debris at all exterior entries
 - 12.16.4.2. Monitoring and removing all trash and debris in and around exterior entrances and exits of the building, paying special attention to the cleanup of trash and debris in the area immediately around any on-site dumpster locations.
 - 12.16.4.3. Removal of cigarette butts, leaves, and spider webs on walls, ceilings lights, etc., and miscellaneous debris from immediate entrance areas.
- 12.17. RESTROOMS/BREAKROOMS/KITCHENS:
- 12.17.1. Lavatories & Restrooms: The Contractor is to post signs to notify that any restroom will be out of service during the cleaning of that restroom.
 - 12.17.2. Per scheduled frequency, the Contractor shall:
 - 12.17.2.1. Replenish all paper products including toilet tissue, and toilet seat covers, soap dispensers, urinal mats, sanitary napkins, or air fresheners if installed.
 - 12.17.2.2. Replace the sharps containers when they are full. See below for process.
 - 12.17.2.2.1. Check to see if the sharps containers are full.
 - 12.17.2.2.2. Tape up the full, used containers. Write "used" on the outside of the white box and place the taped-up box on the custodial logbook.

- 12.17.2.2.3. Library staff will send the used container to the Facilities staff via Sno-Isle's delivery system.
- 12.17.2.3. Wash basins, fixtures, toilet bowls, toilet seats, and urinals. Damp wipe shelves and mirrors.
- 12.17.2.4. Mop and clean all tile and resilient floors. Floors are to be cleaned, disinfected and rinsed. Spot clean doors, partitions, walls, dispensers, tile, sills, ledges, trim, molding, pipes, plumbing bright work (chrome) and attempt to remove any graffiti.
- 12.17.2.5. All floor drains shall be left partially filled with water during each scheduled service to trap drains and gases.
- 12.17.2.6. Clean all soap dispensers and all exposed plumbing under fixtures if requested. No acids or toxic cleaning chemicals are permitted.
- 12.17.2.7. Clean entrance and exit doors and glass, vacuum all carpeted areas, clean and wipe down tables, chairs, mirrors, trash receptacles, etc.
- 12.17.2.8. Empty trash, recycle, and compost receptacles, and replace plastic liners in receptacles and containers.
- 12.17.2.9. Clean all windowsills, surfaces, and enclosures.
- 12.17.2.10. Clean and polish all drinking fountains.
- 12.17.2.11. Clean and degrease if necessary all vents in common areas as needed.
- 12.17.2.12. Attempt to clear stopped up toilets and urinals. Report any malfunctioning equipment to the designated Sno-Isle Libraries representative for the facility.

13. TRASH, RECYCLE, AND COMPOST SERVICES:

- 13.1. All trash, recycle, and compost containers at Sno-Isle Libraries facilities will be emptied per frequency and schedule, and washed if requested, to maintain clean and sanitary conditions. All trash, cardboard boxes, waste materials, and recyclables accumulated from normal operation of Sno-Isle Libraries is to be collected and removed to designated areas per visit. Recycle liners are to be replaced as needed. Trash and compost liners are to be replaced per frequency.
 - 13.1.1. All plastic liners used for trash or recycling removal will be clear and two-ply and recyclable unless the size of liner required is not available commercially.
 - 13.1.2. All plastic liners used for composting will be translucent green and two-ply.
 - 13.1.3. All trash, recycle, and compost will be disposed of in an approved manner, so that debris will not leak, fall on the floor or ground, or fly about from wind gusts.
 - 13.1.4. The Contractor is responsible for removing all building trash, recycle, and compost and collected from all wastebaskets and trash containers, and depositing in a designated location outside the building, usually an on-site dumpster. Sno-Isle Libraries may request the removal of certain trash to the on-site dumpster such as boxes, bags, or containers. This will be part of the Contractor's nightly responsibility. However, the Contractor is only to collect and remove trash from wastebaskets and containers, and other items specifically labeled "GARBAGE, TRASH, RECYCLE, or COMPOST."
 - 13.1.5. Collect and transport all applicable trash, recycle, and compost material in a safe, clean, and efficient manner, without disruption to Sno-Isle Libraries staff or operations. The Contractor shall be responsible for any damage or disruption caused, including cleaning any dust, dirt, spills, stains, or other debris or waste created by the collection of materials. Staging of trash collection shall be done upon a single can liner to avoid seepage, spills and stains on carpets and floors.
 - 13.1.6. All trash, recycle, and composting services at Sno-Isle Libraries locations are to be provided in accord with these specifications and applicable law/ordinances. If any

actions place Sno-Isle Libraries at risk of noncompliance, the Contractor will advise the Sno-Isle Libraries Facilities Manager.

- 13.1.7. Recyclable or compostable material may include, but not limited to, standard paper, newspaper, magazines, cardboard, glass, plastic containers, aluminum cans, disposable batteries, or food waste and packaging. In performing all applicable recycling services under this contract, the Contractor shall:
 - 13.1.7.1. Break down, bundle, and remove cardboard boxes to the appropriate approved container. Any non-recyclable material such as wood, foam, or plastic shall be removed from cardboard boxes and placed in the appropriate waste stream and container.
 - 13.1.7.2. Collect and transport aluminum cans, glass, and plastic to designated containers or single stream recycling dumpsters at each facility location.
- 13.1.8. If a change in local jurisdiction requires that Sno-Isle Libraries initiate in its recycling programs at a location, the Contractor is required to bring it to Sno-Isle Libraries attention to negotiate a change in service if it requires extra work above the contract.
- 13.1.9. The Contractor is responsible for visually checking the content of all recycling, compost, and garbage containers to determine if local staff and patrons are recycling properly. If local staff and patrons are not complying with the recycling program, the Contractor shall promptly notify the Sno-Isle Libraries Facilities Manager to facilitate resolution.

14. CARPET/HARD SURFACE FLOOR CLEANING:

- 14.1. The Contractor will be responsible for providing and maintaining all necessary equipment for the performance of carpet cleaning using hot water extraction on a quarterly basis identified in document "Carpet and Floor Cleaning B5". Hard surface floor cleaning will be done on a semiannual basis identified in document "Carpet and Floor Cleaning B5".

15. WINDOW CLEANING (INTERIOR AND EXTERIOR):

- 15.1. The Contractor will be responsible for interior and exterior window cleaning on a semiannual basis identified in document "Window Cleaning B4", including all sashes of the building shell on the exterior and interior to the libraries and the Marysville Service Center.

16. UPHOLSTERY CLEANING:

- 16.1. The Contractor will be responsible for cleaning the upholstered furniture for all locations except the Marysville Service Center on an annual basis unless requested by the Sno-Isle Facilities Manager identified in document "Custodial Unit Pricing B3".

17. DAY PORTER SERVICES:

- 17.1. The Contractor will provide a Day Porter for high traffic and high use sites. Day Porter sites are identified in document "Custodial Bid Sheet B2", at the specific locations. Day Porters are to be at the locations at an agreed upon schedule between the hours of 1:00 PM to 3:00 PM, Monday through Thursday, excluding Sno-Isle Libraries holidays. Day Porters will be used in some of the locations.
- 17.2. All tasks required of Day Porter personnel are intended to supplement the regular custodial cleaning crew tasks and are not to be provided as supplemental service in place of routine weekly baseline cleaning service activities.

- 17.3. The work activities may include, but are not limited to the following, and may be added to, or changed from time to time based upon individual facility requirements:
- A. Perform a daily disinfectant clean using GS Neutral disinfectant cleaner on doorknobs, restrooms, horizontal surfaces, and computer keyboards/mouse in public and staff spaces that are not in use
 - B. Clean and refresh all restrooms, restoring them to a neat and clean condition
 - C. Check and refill dispensers; maintain all consumable supplies and paper products
 - D. Monitor and clean up entranceways and empty exterior trash cans as needed
 - E. Check all lobby and library waste, recycle, compost, and trash receptacles and empty if over half full
 - F. Emergency clean-up if needed
 - G. All Day Porters are expected to be able speak and understand the English language
 - H. All assigned Day Porter personnel shall comply with "Section 7.5 – IDENTIFICATION"
 - I. Other tasks as requested within the scope of work and specifications included herein
18. ICE MELT SERVICES:
- 18.1. The Contractor will apply and spread pathway and sidewalk ice melt to the exterior entrance ways and exits including some sidewalks, exterior steps, landings, and loading docks within 15' of entrances and exits at all Sno-Isle Libraries properties as needed based on weather conditions.
- 18.2. The Contractor is responsible for monitoring weather conditions for the accumulation of ice overnight on pathways and sidewalks. Calcium chloride ice melt or sand (as provided by Sno-Isle Libraries) is to be evenly applied on all entries, paths, sidewalks, and steps.
19. MISCELLANEOUS REQUIREMENTS:
- 19.1. All drinking fountains are to be cleaned and all mineral residues are to be removed per visit.
- 19.2. Spot cleaning includes removing splash marks from all vertical and horizontal surfaces such as floors, counter tops, walls, furniture, glass/windows, and carpets.
- 19.3. All furniture that is not attached or is moveable, such as chairs and tables are to be moved during normal cleaning operations and put back into the same place it was moved from.
- 19.4. All dual basin mop buckets will utilize separate wash and rinse pails. All water used in buckets to mop floors or clean fixtures must be changed frequently. The contractor will not leave water in wash pails overnight. Under no circumstances is water used to mop a floor to be used to clean any other surfaces. In addition, all cleaning tools and equipment used on floors, toilets, or urinals must under no circumstances ever be used to clean any other surfaces.
- 19.5. All fingerprints, smudges, scuff marks, graffiti, gum, or foreign matter is to be removed from tabletops, partitions, directory boards, metal partitions, and other similar surfaces.
- 19.6. The Contractor will not disturb or move any materials on a Sno-Isle Libraries employees' desktop or occupied individual workstation work surface, their work, etc. unless specifically requested to do so in writing by the Sno-Isle Libraries Facilities Manager or designated Sno-Isle Libraries representative.
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