

METROPOLITAN WASHINGTON AIRPORTS AUTHORITY
CUSTODIAL SERVICES AT THE DULLES TOLL ROAD
STATEMENT OF WORK

NOVEMBER 2010

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SECTION II - DEFINITIONS

The following list of definitions is provided to clarify verbiage used in this contract:

AIRPORTS AUTHORITY

The Metropolitan Washington Airports Authority

CONTRACTING OFFICER (CO)

The Contracting Officer (CO) is the Airports Authority representative responsible for executing all contracting functions, such as the terms, scope, price, or conditions of this contract on behalf of the Airports Authority.

CONTRACTING OFFICER’S TECHNICAL REPRESENTATIVE (COTR)

The Contracting Officer’s Technical Representative (COTR) is an Airports Authority employee, designated by the Contracting Officer to ensure the Contractor is meeting the terms of the contract. The COTR can **NOT** change the terms, scope, price, or conditions of this contract.

CONTRACTOR

Pertaining to this document, the word “Contractor” refers to the company awarded this contract. It also defines all personnel and sub-contractors hired by the Contractor to perform any services specified within this contract.

CONTRACTOR REPRESENTATIVE

A foreman, supervisor, or manager assigned to represent the interests of the Contractor with regards to all matters involving this contract.

DTR

Abbreviation for the Dulles Toll Road.

IAD

Abbreviation for Washington Dulles International Airport.

MAINTENANCE ENGINEERING/MA-226

A representative from the Maintenance Engineering Division or “MA-226” will administer this contract and serve as the “COTR”.

METROPOLITAN WASHINGTON AIRPORTS AUTHORITY (MWAA)

Metropolitan Washington Airports Authority is the governing body, which operates Washington Dulles International Airport. Also referred to as “Airports Authority”.

MSDS

Material Safety Data Sheet

OSHA

U.S. Occupational Safety and Health Administration is the Federal Government agency responsible for providing the rules and regulations on safety and health requirements in the work place.

QUALITY ASSURANCE (QA)

Quality Assurance is a program used by the Authority to ensure the Contractor is providing the services of this contract as defined by the contract specifications.

QUALITY CONTROL (QC)

Quality Control is a program designed by the Contractor to monitor its performance in this contract to ensure services are provided on a consistent standard at all times.

SECURITY OFFICER

A Security Officer is a person employed at the airport in a capacity to ensure a safe work place. A Security Officer can be a Police Officer, an employee of a Contractor hired to perform such services, or an Airport Operations Officer.

SECTION III - SCOPE OF WORK**01. SUMMARY OF WORK**

The Contractor shall perform custodial services at the Dulles Toll Road Administration Building and Toll Plazas in accordance with the contract documents.

02. DESCRIPTION OF SERVICES**A. Base Services**

The Contractor shall provide all labor, materials, equipment, and supervision required for the performance of custodial services at the Dulles Toll Road Administration Building and Toll Plazas. Services are to be provided in accordance with the specifications and information contained herein.

See **Appendix "B"** for a detailed break down of square feet and **Appendix "C"** for information regarding rest room/break room fixture counts.

B. Supplemental Services

The Contractor shall provide additional custodial services as specifically requested and approved by the Airports Authority. These services may include additional cleaning, trash policing, material, equipment and/or labor.

SECTION IV - GENERAL REQUIREMENTS

01. GENERAL

Custodial services shall conform to the requirements specified herein.

02. CLEANING TASKS AND FREQUENCIES

The Contractor shall perform cleaning tasks to the specified standards and frequencies defined in Section VII, "PERFORMANCE AND STANDARDS" and Section VIII, "TASKS AND FREQUENCIES".

03. CHANGES IN CLEANABLE SQUARE FOOTAGE

Modifications to the contract will occur when increases or decreases to the area to be cleaned under this contract incrementally exceed 5,000 square feet. Smaller increases or decreases will not result in contract modifications unless the Contractor can illustrate a negative impact on its operation caused by the change in cleanable square feet.

04. CONTRACTOR'S STAFFING REQUIREMENTS

A. The Contractor shall provide the necessary management, supervision, and service technician to provide the required custodial services.

B. Supervision

1. Supervisors are **NOT** to perform custodial tasks.
2. All supervisors are required to be able to understand, speak and write the English language and possess the ability to communicate with the employees whom they will supervise as well as with the general public. In addition, supervisors must have a general knowledge of custodial techniques.
3. All supervisory employees shall be required to know and understand the scope of work of this contract.

C. Service Technicians

1. The Contractor is required to provide all the necessary service technicians (labor) needed to perform the tasks defined in the scope of work.
2. Contractor employees hired to perform services defined by the SOW shall perform only those services. Contractor shall not use on duty personnel to perform services for other parties during their scheduled working hours.
3. The Contractor shall provide the number of service technician stated in Appendix "E".
4. In the event of absenteeism, the Contractor shall not go below 90% of the SHIFT MAN-HOUR REQUIREMENT.

5. **THE 90% MAN-HOUR ALLOWANCE DUE TO ABSENTEEISM IS CALCULATED AS FOLLOWS:**

8 hour shift x the number of technicians = **Shift Man-hour Requirements.**
Shift Man-hour Requirement x 90% = **Minimum Allowable Man-hours.**

Example:

8 hour shift x 10 technicians = 80 **Shift Man-hour Requirements**
80 x .90 = 72 **is the Minimum Allowable Man-hours**

6. Should the Contractor fail to meet the Minimum Allowable Man-hours Due to Absenteeism staffing figures on any particular shift, **a deduction of \$30 per man hour below the minimum allowable figure shall be taken by the Authority** from the Contractor's next monthly invoice. In addition, repetitively **(two days or more)** failing to meet the Proposed Shift Man-hour Requirements may be considered deficient performance.
7. It shall be the Contractor's responsibility to document the daily man-hours with sign in sheets or by time clock records. Daily man-hour documents shall remain on file in the Contractor's on-site office for review by the Contracting Officer's Technical Representative (COTR). The Contractor will provide a summary of these hours to the COTR electronically on a daily basis. Refer to **Appendix "F"**, Daily Man-Hour Report. The COTR will furnish the Contractor an electronic template in Microsoft Excel.
8. It is imperative that each employee receives proper and adequate training prior to commencement of work. Untrained employees shall not be permitted to perform the services specified within this contract. It shall be the Contractor's burden to provide evidence that employees are being properly trained if requested by the Airports Authority.
9. Service technicians utilized for Base Services project work, such as stripping and refinishing floors, removable light lenses and egg crate ceiling tile cleaning, and window cleaning above nine feet shall be in addition to the daily staffing requirements.
10. In order to attract and maintain a stable work force, the Airports Authority requires that the Contractor provide a minimum "Living Wage" rate of **\$13.30 per-hour** to its employees. At no time shall an employee be paid less than the amount agreed to in the contract document. See Section X – Attachment 02 Minimum Wage Requirement.
11. It is understood and agreed by the Airports Authority and the Contractor that the Contractor is retained as an independent contractor and in no event shall Contractor or any employee of the Contractor be considered an employee of the Airports Authority.
12. At any time during the contract period, if the Contractor fails to meet the task and frequency schedules, the COTR may determine that work is deficient. The Contractor shall be required to increase the manpower and/or equipment levels in order to correct these deficiencies at no additional cost to the Airports Authority. These increased levels shall be maintained in order to perform the required work.

D. Employee Uniforms

1. The Contractor shall provide, at a minimum, three (3) complete uniforms to employees. Foul weather gear shall be provided to employees who are required to perform job related duties outside during periods of inclement weather.
2. Uniform color will be approved by the COTR. Supervisors will be uniformed distinctly different than the employees. All uniforms must be approved by the COTR prior to the commencement of this contract.
3. Employees not in the required uniform **shall not be permitted** to work. Any employee found working and not wearing the required uniform will be asked to leave the floor until they are supplied the proper uniform.

05. CONTRACTOR FURNISHED ITEMS

A. Contractor Equipment

1. The Contractor shall provide and maintain all equipment necessary to perform the required services defined in this contract.
2. It shall be the responsibility of the Contractor to ensure that all equipment is outfitted with bumpers or guards so as not to cause damage furniture or the facility.
3. The Contractor shall provide all equipment stated in Appendix "I".
4. At any time during the contract period, if the Contractor fails to meet the task and frequency schedules, the COTR may determine that work is deficient. The Contractor shall be required to increase the manpower and/or equipment levels in order to correct these deficiencies at no additional cost to the Airports Authority. These increased levels shall be maintained in order to perform the required work.
5. The Contractor's vehicles shall be equipped with appropriate safety devices to ensure safe operations. These devices shall include, but not be limited to, amber (yellow) dome-type flashing light mounted on top of the vehicle, front and tail lights, horns, safety striping and/or triangles, and other safety devices as specified by the Airports Authority.
6. The Contractor shall have identification (ID) decals or other identification on all vehicles as approved by the Airports Authority. All vehicles shall have an approved ID decal on both the left and right side panels of the vehicle.
7. In the event of equipment failure, the Contractor shall either return the equipment to good operating condition within 24 hours or provide a replacement in good operating condition within 24 hours.
8. The Contractor shall have a green cleaning program that utilizes environmentally safe equipment.

B. Contractor Supplies

1. The Contractor shall provide all supplies necessary to perform the required services defined in this contract. The required supplies include but are not limited to:

- a. Toilet Tissue - 2 ply
 - b. Paper Towels - single fold natural; multifold bleached; 8-inch roll towels
 - c. Toilet Seat Covers – see Exhibit 2
 - d. Trash Can Liners - small, medium, and large sizes; waxed sanitary disposal liners
 - e. Liquid Hand Soap
 - f. Feminine Sanitary Products - #4 napkins and tampons
 - g. Disinfectants
 - h. Deodorizers & Deodorizing Urinal Screens
 - i. Detergents
 - j. Floor Chemicals such as stripper, wax, sealer, spray buff, carpet shampoo, spot remover, etc. All floor finish materials must be skid/slip resistant in nature and of high quality.
 - k. Miscellaneous items such as mop buckets and wringers, trash carts, maid carts, wet floor signs, rubber gloves, brooms, mops, dust pans, etc.
2. Submittals
- Prior to use of any products or materials, the Contractor shall provide the following submittals for review and approval by the COTR. The Contractor shall furnish three copies of each submittal. The COTR reserves the right to reject the use of any chemical or product proposed by the Contractor.
- a. Manufacturer's product data and literature
 - b. Manufacturer's installation recommendations
 - c. Samples, if required by the COTR.
 - d. Material Safety Data Sheets (MSDS)
3. **THE USE OF PETROLEUM BASED FLOOR PRODUCTS AND MOST AMMONIATED PRODUCTS IS PROHIBITED.**
4. The Contractor shall have a green cleaning program that utilizes environmentally safe products as well as the use of recyclable supplies and materials. The Contract shall utilize Green Seal-certified cleaning products that are less toxic and safer for both occupants and cleaning staff. Toilet tissue and paper towels made from 100% recycled content paper shall be utilized.
5. The Contractor shall schedule the delivery of supplies as to **not** coincide with peak business periods. The COTR shall have the unilateral right to define specific times during each 24-hour period when deliveries will be prohibited.

C. Walk Off Mats

1. The Contractor shall provide and maintain the specified number of walk off mats for the locations defined in Appendix "D".
2. All walk off mats should be at least 4' x 6', unless otherwise specified. Specified sizes are approximate; actual dimensions must be approved by the COTR prior to the start of work.
3. It will be the Contractor's responsibility to ensure walk off mats are properly placed at entrances and other locations when necessary because of inclement weather or a potentially hazardous situation.

06. DOCUMENTS AND SAMPLES AT THE SITE

The Contractor shall maintain at the site one record copy of the contract, amendments, modifications, drawings, approved submittals and MSDS in good order and marked currently to record changes.

07. COMMUNICATION DEVICES

- A. The Contractor shall provide and bear the expense for telephone service, including an answering service/machine for the Contractor's on site office.
- B. In addition to the Airports Authority-provided computers, the Contractor shall maintain a sufficient number of personal computers (PC) for office staff, equipped with an internet e-mail address for the duration of this contract. The PC shall have a dedicated phone line. The required computer software shall be Microsoft Office Professional (to include Microsoft Word, Access, and Excel) and Microsoft Project. The Contractor shall bear all expenses for this requirement.
- C. The Contractor, as a minimum, shall provide all on site managers and supervisors, with cellular telephones that have two-way radio capabilities (i.e. Nextel) and paging devices to be worn at all times while performing the requirements of this contract. Group leaders shall be provided paging devices to be worn at all times while performing the requirements of this contract. Pagers shall be alphanumeric, accessible through the internet e-mail and by telephone.
- D. In addition, the Contractor will provide the COTR a cellular telephone that has two-way radio capabilities. The use of two-way radios is permissible in compliance with Orders and Instructions (O&I) IAD 6-1-4 Radio Frequency Interference.
- E. The Contractor shall provide electronic mail (e-mail) address, facsimile, telephone and pager numbers by which the Airports Authority can contact individuals who have the responsibility and authority for implementing all the requirements of the contract.

08. CONTRACT PROGRESS MEETINGS

The Contractor's representative(s), including the on-site manager and subcontractor(s) shall attend all meetings as required by the COTR to discuss, coordinate and evaluate the status and performance of services under this contract. The meeting will be held as frequently as the COTR deems it necessary.

09. WORK SCHEDULE

- A. The Contractor shall submit to the COTR a monthly schedule of planned performance of work. The schedule shall be submitted no later than one week prior to the scheduled month.
- B. The COTR shall be notified in writing when changes are proposed to the planned schedule of work. Reasons for these changes will be indicated. Approval by the COTR is required before any changes shall be made in the work schedules.
- C. The safety, well-being and convenience of all airport employees and the traveling public shall be a prime consideration in scheduling and accomplishing all work.
- D. In the event of an urgent situation, such as water damages to the tenants' and airlines' spaces, plumbing/tunnel leaks, and other urgent cleaning, trash removal, etc., the Contractor shall redirect the necessary on-duty staff, at no additional cost to the Airports Authority, to properly respond and take appropriate actions as requested by the Airports Authority. It is understood that in re-directing the Contractor's staff to address these urgent situations, certain cleaning task and frequencies may not be performed timely.

10. REPORTING AND DOCUMENTING REQUIREMENTS

A. Facility Maintenance Items

Any needed repairs to the facility noticed by the Contractor should be reported immediately to the Authority's Work Order Desk and documented in a bound journal by the Contractor.

B. Unusual Events

Any unusual event, which may delay or deter the Contractor from fulfilling the requirements of the contract should be reported immediately to the COTR and documented in a bound journal by the Contractor.

C. Safety and/or Security Violations

Any and all safety and/or security violations must be reported immediately to a Security Officer.

D. Cleaning Schedules

The Contractor will compile and report electronically, cleaning schedules for non-daily tasks such as, but not limited to, rest room floor scrubbing, floor reconditioning, high cleaning, floor stripping, and window cleaning. Failure to perform services as scheduled may be considered as deficient performance.

E. Daily Man-Hours

The Contractor shall compile and report electronically, ALL man-hours on a daily basis as required using Appendix "F".

11. CONTRACTOR'S QUALITY CONTROL REQUIREMENTS

- A. The Contractor shall establish and maintain an effective Quality Control (QC) program throughout the tenure of this contract. The Contractor's QC program shall be submitted, in triplicate, for approval by the Airports Authority, prior to commencement of work under this contract.
- B. The Contractor's QC program shall include:
1. A proactive management system based on using QC inspections as a means of monitoring work performance to ensure services are being provided in accordance to contract specifications and standards.
 2. All forms to be used in the QC process, such as inspection forms and corrective action forms.
 3. Description of how inspections, scheduled and unscheduled, are to be conducted.
 4. The name(s) of the individual(s) assigned to perform the QC requirements of this contract, their qualifications, authority, and the extent of their responsibilities.
 5. A comprehensive training program that utilizes both classroom and on the job training environments to ensure a knowledgeable and an efficient work force.
- C. All inspections performed by the Contractor must remain on file, and made available to the Airports Authority when requested. As a minimum, one (1) inspection per week shall be submitted to the COTR for review. At times, scheduled and unscheduled, the COTR may request to accompany the Contractor while an inspection is performed.

11. AIRPORT AUTHORITY'S QUALITY ASSURANCE SURVEILLANCE PROGRAM (QASP)

- A. The Airports Authority shall monitor, inspect and evaluate the technical performance of the Contractor to ensure services are provided in accordance with the contract requirements.
- B. The Airports Authority shall utilize the following quality assurance surveillance methods:
1. Random and/or periodic inspection and monitoring.
 2. Contractor quality control inspection.
 3. Independent (i.e., third-party) quality assurance inspection.
 4. Review of progress status, schedule and reports including daily work reports, monthly man hours log and QC/weekly schedule.
 5. Review of deficiencies, complaints, recurrence of problems and contractor's responsiveness.
- C. The COTR and/or person(s) designated by the COTR shall serve as the quality assurance evaluator.

12. DEFICIENT PERFORMANCE

- A. General

In the event of deficient services by the Contractor, the CO shall have the right to exercise one of the following options:

1. The Contractor shall immediately correct such deficient item(s) of work upon notification by the Airports Authority, and the Airports Authority may assess liquidated damaged or a deduction for the deficiency as noted below.
2. If the Contractor fails to correct the deficiency after notice from the Airports Authority, the Airports Authority may correct the deficiency itself or by using another Contractor, or by any other means it deems necessary and reasonable. Direct labor and materials costs incurred by the Airports Authority for the correction of the deficiency, plus a ten (10) percent overhead amount will be deducted from the Airports Authority's payments to the Contractor.

B. Deficiencies – Typical Examples

Services shall be considered to have been deficiently performed when, in the reasonable judgment of the CO or COTR, any one or more of the following conditions exist:

1. The services in an area were not performed in strict accordance with the performance standards, or were not performed at the specified frequency, or were not performed during the specified shift.
2. The required equipment, tools, or chemicals were not:
 - a. Available on the job site
 - b. Used
 - c. Used according to manufacturer instructions
3. The employees performing the services were not uniformed in accordance with requirements.
4. Work requested was not completed in its entirety.

C. Other Deficiencies

1. Failure to Provide:
 - a. Staffing at specified levels
 - b. Equipment required to perform tasks defined in the contract
 - c. Sufficient chemicals, supplies, restroom supplies
2. Failure to provide documentation of training
3. Loss of keys provided to the Contractor by the Airports Authority
4. Failure to provide required reports and records
5. Failure to perform work in compliance with OSHA regulations

D. Liquidated Damages

1. For any instance of deficient service as determined by the COTR, the Contractor shall be required to immediately correct the deficiency. As it is difficult to precisely determine the damages suffered by the Airports Authority as a result of deficient service, the Airports Authority and the Contractor agree that the following liquidated damages will apply:
 - a. For the first instance of deficient service, the Contractor shall be assessed \$250 in liquidated damages.
 - b. For each subsequent instance of the same type of deficient service, the Contractor shall be assessed \$500 in liquidated damages.
2. If the Airports Authority intends to assess liquidated damages for a deficiency, the Airports Authority shall give written notice of this intent within seven (7) days after the Airports Authority's discovery of the deficiency.

13. EMPLOYEE TRAVEL TIME AND FEES

The Contractor shall bear all cost pertaining to its employee travel time and fees to and from the Dulles Toll Road Operations.

14. AIRPORTS AUTHORITY FURNISHED FACILITIES/PROPERTY

- A. The Airports Authority will provide adequate amounts of administrative and storage space to the Contractor to fulfill the terms of this contract.
- B. All areas assigned to the Contractor shall be secured with a **"Best Locking System"** provided by the Airports Authority.
- C. The Airports Authority shall provide the Contractor with an initial set of keys needed to perform the services defined in this contract at no cost. The Contractor shall be responsible for all costs related to the replacement of keys originally provided. This may include a fine and/or the cost of re-coring door locks should the Airports Authority determine a breach of security may have resulted from the loss of the key(s). All keys provided to the Contractor remain the property of the Airports Authority and must be returned to the Airports Authority at the conclusion of the contract. It shall be the responsibility of the Contractor to ensure keys are returned to the Airports Authority.
- D. The Airports Authority shall provide sources for electricity and water required to perform the services defined in this contract.
- E. The Airports Authority will provide two computers connected to the Airports Authority's network for the Contractor to provide reports.
- F. The Contractor shall be responsible for maintaining its designated areas in a clean, hygienic, and safe condition at all times, free of debris, odors, fire hazards, and other potentially dangerous situations.
- G. The Contractor is also responsible for establishing and maintaining the security of its administrative and storage areas, equipment and materials.
- H. Alterations to the space furnished to the Contractor are prohibited without prior written permission from the Airports Authority. At the completion of the contract, the Contractor shall turn over the space to the

Airports Authority in the same condition as received, barring normal wear and tear. The Contractor shall pay for all repairs necessary to correct any and all damage to the provided space.

- I. The Contractor shall be responsible for acquiring telephone service for its space.
- J. Improvements to Contractor facilities shall comply with the current edition of the Airports Authority Design Manual, and all applicable laws and regulations of authorities having jurisdiction, including but not limited to:
 - 1. Building code requirements.
 - 2. Health and safety regulations.
 - 3. Utility company regulations.
 - 4. Police, Fire Department and Rescue Squad rules.
 - 5. Environmental protection regulations.
- K. The Contractor shall comply with all federal, state and local laws and regulations concerning storage and disposal of hazardous materials used by the Contractor.
- L. The Contractor shall dispose of trash, waste, debris and litter in the refuse containers furnished by the Airports Authority. Recycled materials including plastic, glass bottles, aluminum cans, papers and newspapers shall be disposed in the recycling containers furnished by the Airports Authority. Salvageable materials that are not permitted to be placed in the dumpsters shall be disposed of by the Contractor at an on-site location designated by the COTR. Materials shall include, but not be limited to, wood pallets, metals, etc.

15. SAFETY AND PROTECTION

- A. The Contractor shall be responsible for researching, understanding, administering, and practicing the environmental protection, safety and health provisions of the Airports Authority's Construction Safety Manual, Revision 14 (May 31, 1998), Occupational Safety and Health Administration (OSHA) and other applicable federal, state and local standards.
- B. The Contractor shall be responsible for initiating, maintaining and supervising all safety precautions and programs in connection with the performance of the contract. The Contractor shall take all necessary precautions for safety of, and shall provide reasonable protection to prevent damage, injury or loss to persons, properties, equipment, and vehicles.
- C. The Contractor shall develop and provide to the COTR the Contractor's Safety Plan. This plan shall fulfill the requirements of the Airports Authority's Construction Safety Manual. The plan should include but not be limited to a detailed description and schedule for the safety program the contract shall implement. The plan shall also include on the job site safety meetings which occur no less frequently than bi-weekly. Sign in sheets of employees which are in training and subject of training are to be submitted to the COTR within five (5) days of the training. All safety training provided as part of the plan shall comply with all OSHA standards. The plan shall be submitted by the Contractor to the COTR within ten (10) working days prior to the start of the period of this contract.
- D. The Contractor shall be responsible for observing and correcting any hazardous conditions, including, but not limited to, tripping hazards, spills, and other conditions that could reasonably be expected to

lead to bodily injury, that exist in areas maintained under this contract. Whenever any such hazardous condition is observed, the Contractor shall take reasonable steps to prevent injury until the condition is corrected, including, but not limited to, placement of orange safety cones to alert passersby to the condition, cordoning off the area, or appointing a custodian to guard the area.

- E. In addition, the Contractor shall take prompt, reasonable steps to correct the condition. If the Contractor cannot correct the condition, it shall notify the COTR or Contracting Officer (CO) immediately. The Contractor's daily report to the COTR shall include a description of the hazardous condition, location, time, etc., the steps taken to prevent injury, and the steps taken by the Contractor to correct the condition.
- F. The Contractor shall clean and remove Blood Borne Pathogen waste in conjunction with OSHA guideline 29CFR 1910.1030.
- G. The Contractor shall also be responsible for all injury to persons or damage to property that occurs as a result of the Contractor's negligence, and shall take proper safety and health precautions to protect the work, the workers, the public, and the property of others. The Contractor shall be responsible for all materials delivered and work performed until completion and acceptance of the entire work.
- H. The Contractor shall immediately notify the COTR and Airport Police of any damage to any vehicles or property caused by or involving the Contractor's equipment or personnel. The Contractor shall submit a written report to the COTR within one business day of any such incident.
- I. The Airports Authority shall notify the Contractor of any damage caused by the Contractor's equipment or personnel, promptly after the Airports Authority discovers the same or receives notice thereof.
- J. Damage caused by the Contractor to any vehicle or property shall be repaired or replaced to the satisfaction of the Airports Authority at the expense of the Contractor. The Airports Authority, at its sole discretion, may elect to repair or replace the damaged property, and deduct such costs from monies due the Contractor.
- K. The Contractor must perform all its activities pursuant to this contract in a safe manner. The Contractor shall assume responsibility for the actions of all its personnel and those of its subcontractor(s). The Contractor shall take appropriate action to prevent injury to the public or Airports Authority property.
- L. The Contractor's employees on the work site shall wear appropriate safety devices/apparel as required by OSHA. These devices/apparel shall include, but are not limited to, the following:
 - 1. Back support devices
 - 2. Eye protection
 - 3. Hearing protection
 - 4. Reflective vest
 - 5. Hand protection
 - 6. Head protection
 - 7. Foot protection

- M. The Airports Authority reserves the right to inspect all areas for safety violations at its discretion, direct the Contractor to make immediate improvement of necessary conditions and/or procedures, and/or stop the work if other hazards are deemed to exist.
- N. Notwithstanding any provision to the contrary, the Airports Authority shall not be obligated to make an equitable adjustment for any work stoppage that results from safety hazards created by the Contractor.
- O. In the event that the Authority should elect to stop work because of any type of existing safety hazards after the Contractor has been notified and provided ample time to correct, the Contractor shall bear all costs for eliminating the hazard(s) and shall not be granted compensation for the work stoppage. All additional expenses shall be paid by the Contractor.

11. SECURITY AND IDENTIFICATION

- A. The Contractor, its subcontractors, and all its employees shall be subject to and shall at all times conform with any and all rules, regulations, policies and procedures pertaining to security along the Dulles Toll Road. Any violations or disregard of the rules, regulations, policies and procedures may be cause for immediate termination.
- B. All the Contractor's personnel must undergo an identification procedure by the Airports Authority prior to commencement of work. The costs per ID badge and security key are as follows:
 - 1. ID badge (including finger printing and criminal history record check): \$38
 - 2. Security key: \$10 (non-refundable)
- C. The Contractor shall bear all expenses for the cost of the ID Badges and security keys. If an ID badge is returned within 30 days of termination, the Contractor shall be entitled to full refund. The Contractor shall also be entitled to a full refund for the return of the Intellikey.
- D. Employees will be issued ID badges, which must be visibly worn at all times. The initial ID badge will be issued at no cost. Should an employee lose a badge the replacement cost is as follows:
 - 1. \$50 for the first lost badge.
 - 2. \$100 for the second lost badge.
 - 3. \$200 for the third lost badge. *

* **In addition to the \$200, written permission from the Airport Manager is necessary for the reissuance of a third airport identification badge.**
- E. All airport ID badges remain the property of the Airports Authority and must be returned to the Airports Authority at the time of an employee's separation or termination from the Contractor. It shall be the responsibility of the Contractor to ensure badges are returned to the Airports Authority.
- F. Any and all personal packages brought onto and/or removed from Airports Authority property may be subject to inspection by a security officer.
- G. Firearms and/or explosives shall **NOT** be brought onto the Airports Authority's property. **VIOLATORS WILL BE PROSECUTED.**

SECTION V - SUPPLEMENTAL SERVICES**01. DESCRIPTION OF SERVICES**

The Airports Authority may, during the term of this contract, request that the Contractor perform Supplemental Services which are outside the requirements of the Base Contract. Supplemental services shall be performed in accordance with the terms of the Contract Documents.

02. CONTRACT SERVICES CALL ORDER

- A. All supplemental services shall be requested and approved in writing by the COTR using the "Contract Services Call Order" form shown in Appendix "A".
- B. The Call Order shall contain a detailed description of the services required from the Contractor. The Contractor shall provide the COTR a detailed cost estimate including an itemized breakdown for all labor, parts and/or materials, as well as schedule for completing the Call Order. The cost breakdown and schedule shall be made part of the Call Order. The Contractor shall not proceed with any work described in the Call Order until authorized by the COTR. The Airports Authority shall incur no obligation for out of scope of work that is not authorized.
- C. Supplemental services shall be paid based on actual quantities of services performed by the Contractor and accepted by the COTR. The cost to the Airports Authority for the supplemental services shall not exceed the approved Call Order amount.
- D. Applicable rates included on the Contract Schedule shall be used in preparing the Call Order.

SECTION VI - INVOICING

01. The Contractor shall submit one invoice per month for all services that have been performed and completed to the satisfaction of the COTR. Payment shall be made for actual quantities of service performed in accordance with the applicable fully loaded rates specified in the Schedule
02. Monthly invoices shall be itemized to provide a breakdown of cost, separating out base and supplemental services if applicable. Each individual call order shall be itemized separately on the invoice.
03. The Contractor shall present a copy of the invoice to the COTR for initial review prior to submitting it to the Airports Authority for payment in accordance with the RFP Section VII – CONTRACT PROVISIONS – 14 BILLING INSTRUCTIONS. The Contractor and COTR shall review the invoice for accuracy and completeness prior to final submission for payment.

SECTION VII - PERFORMANCE STANDARDS**01. GENERAL**

The Contractor shall conform to the requirements specified herein.

02. BUFF/BURNISH FLOORS

The Contractor shall dust mop and machine scrub/damp mop the floor surface in preparation for spray buffing. The Contractor shall use high rpm floor machines, buffing pads, and a buffing solution to restore a uniform gloss and protective finish to resilient tile or terrazzo floors which are finished with a floor finish. The buffing solution shall be a premixed solution formulated as a companion product to the finish already on the floor. The Contractor shall dust mop the floor surface after buffing/burnishing. After buffing/burnishing, the entire floor shall have a uniform, glossy appearance, free of scuff marks, heel marks, and other stains, and shall have a uniform coating of floor finish. The Contractor shall remove all buffing solution from baseboards, furniture, trash receptacles, etc.

03. CARPET SHAMPOOING, BONNET METHOD

The Contractor shall remove carpet stains, completely vacuum, shampoo using bonnet equipment and supplies, and completely re-vacuum all carpet in the specified area. The Contractor shall shampoo areas such as corners that are inaccessible to the equipment with manual scrubbing devices. After shampooing and allowing sufficient drying time, the Contractor shall vacuum the carpet that will give the carpet pile a uniform appearance. The Contractor shall vacuum the carpet sufficiently prior to shampooing to remove dry loose soil from the carpet pile. The contractor shall use a pile brush to raise the pile of the carpet before and after shampooing if necessary in order to remove embedded soil and grit from the carpet pile or raise the carpet pile to allow sufficient penetration or to provide for adequate drying of the carpet. The Contractor shall utilize carpet blowers/fans to expedite the drying time if necessary.

04. CARPET SHAMPOOING, EXTRACTION METHOD

The Contractor shall remove carpet stains, completely vacuum, shampoo using water extraction equipment and supplies, and completely re-vacuum all carpet in the specified area. The Contractor shall shampoo areas such as corners that are inaccessible to the equipment with manual scrubbing devices. After shampooing and allowing sufficient drying time, the Contractor shall vacuum the carpet that will give the carpet pile a uniform appearance. The Contractor shall vacuum the carpet sufficiently prior to shampooing to remove dry loose soil from the carpet pile. The Contractor shall use a pile brush to raise the pile of the carpet before and after shampooing if necessary in order to remove embedded soil and grit from the carpet pile or raise the carpet pile to allow sufficient penetration or to provide for adequate drying of the carpet. The Contractor shall utilize carpet blowers/fans to expedite the drying time if necessary.

05. CLEAN AND DISINFECT DRINKING FOUNTAINS

The Contractor shall use spray bottles of germicidal disinfectant solution, clean cloths, scrub pads, and crème cleaner to remove all obvious soil, streaks, smudges, etc. from the drinking fountains and cabinets, and disinfect all porcelain and polished metal surfaces including the orifices and drain. After cleaning and disinfecting, the entire drinking fountain shall be free of streaks, stains, spots, smudges, scale, and other removable soil.

06. CLEAN AND DISINFECT FIXTURES

- A. The Contractor shall use spray bottles or pump-up sprayers, to apply germicidal disinfectant solution to all surfaces of washbasins, toilets, showers and adjacent surfaces.
- B. The Contractor shall use clean cloths (except inside toilet bowls and urinals where the Contractor shall use bowl mops) to remove soil from surfaces of these fixtures and adjacent surfaces. The Contractor shall use crème cleanser and scrub pads to remove soil not removed by the cloths and germicidal disinfectant solution. The Contractor shall use dry cloths to dry metal surfaces of faucets, handles, valves, etc. The cloths used in cleaning and disinfecting toilets, urinals and other surfaces contaminated with urine or feces shall be a color readily distinguishable from cloths used on other surfaces and fixtures. The Contractor shall replace deodorizing urinal screens monthly.

07. CLEAN AND REFILL FLOOR DRAINS

The Contractor shall use a floor drain brush to clean floor drains. The Contractor shall use abrasive cleanser and scrub pads to remove corrosion and tarnish. The Contractor shall pour a solution of germicidal disinfectant down the floor drain to fill the drain trap and prevent the escape of sewer gas.

08. CLEAN ESCALATOR TRACKS

The Contractor shall use an escalator cleaner equal to Cimex model X46 to vacuum dry soil from the escalator tracks. The Contractor shall use disposable cloths and detergent solution to spot clean stains from the tracks. After cleaning, the escalator tracks shall be free of dust, debris, spots, and stains that can be removed by such measures. The escalator shall be operated according to manufacturer's instructions. Stainless steel casing shall be maintained according to Polish Chrome Bright and Metal Stainless Steel standard.

09. CLEAN ELEVATOR DOOR TRACKS

The Contractor shall use a vacuum with crevice tool attached to vacuum dry soil from the elevator door tracks within the elevator cab and on the individual floors. The Contractor shall use disposable cloths and detergent solution to spot clean stains from the tracks. After cleaning, the door tracks shall be free of dust, debris, spots, and stains that can be removed by such measures. The elevator shall be keyed off while the work is in process and the automatic closing mechanisms shall not be defeated by jamming, propping, or otherwise mechanically disabling the doors.

10. CLEAN REMOVABLE LIGHT LENSES

The Contractor shall use spray bottles or pump-up sprayers, to apply an all-purpose cleaning solution to light lenses and adjacent surfaces. The Contractor shall use clean cloths/paper towels to remove soil from surfaces of these fixtures and adjacent surfaces. All surfaces shall be free of soil, debris and streaks at completion.

11. COLLECT RECYCLED MATERIALS / DISPOSE IN DESIGNATED RECYCLING BIN

Recycled materials including plastic, glass bottles, aluminum cans, papers and newspapers shall be disposed in the recycling containers furnished by the Airports Authority. The Contractor will not be required to separate recycled materials from normal trash already in trash receptacles.

12. DAMP WIPE

The Contractor shall use spray bottles or pump-up sprayers, to apply appropriate cleaning solution on a sponge, rag, or paper towel for the purpose of performing a cleaning task. All surfaces shall be free of soil, debris, and streaks at completion.

13. DAMP MOP NON-CARPETED FLOORS

The Contractor shall use detergent solution and mops to remove soil from non-carpeted floors and baseboards that cannot be removed by sweeping, dust mopping, or vacuuming. The Contractor shall dust mop floors that are coated with floor finish prior to damp mopping. The Contractor shall sweep other floor surfaces prior to damp mopping. The Contractor shall damp mop all areas of the floor. After the floor has been damp mopped, it shall have a uniform appearance free of soil, stains, streaks, swirl marks, detergent film, or any observable soil which can be removed by damp mopping. In rest rooms and locker rooms, the Contractor shall use germicidal disinfectant solution instead of detergent solution.

14. DESCALE TOILETS AND URINALS

The Contractor shall use acid-type bowl cleaners and nylon bowl mops to remove scale, scum, mineral deposits, rust stains, etc., from the insides of toilets and urinals.

15. DISINFECT ALL SURFACES

The Contractor shall use damp cloths, squeegees, and germicidal disinfectant solution from a spray bottle or pump-up sprayer to damp wipe and disinfect all surfaces of furniture, fixtures, walls, partitions, doors, etc.

16. DUST BUILDING SURFACES

The Contractor shall use dusting tools, treated dust cloths, or vacuum cleaners with dusting attachments to remove all dust, lint, litter, dry soil, etc., from the surfaces of ledges, heater convectors, window sills, fire extinguishers, counter tops, walls, door frames and sills, ceiling mounted fans, fixtures, partitions, rails, blinds, and other types of surfaces or specialty equipment such as test equipment, computers, typewriters, calculators, etc. up to 108" from the floor surface. The Contractor shall dust up to a height of 20 feet from the floor surfaces at the interior and exterior of exterior entry areas and canopies. The Contractor shall accomplish dusting by the removal of soil from the area - not by moving it from one surface to another.

17. DUST FURNITURE SURFACES

The Contractor shall use dusting tools, treated dust cloths, or vacuum cleaners with dusting attachments to remove all dust, lint, litter, dry soil, etc. from the surfaces of chairs, telephones, lamps, tables, cabinets, shelves, and other types of furniture and surfaces or building fixtures. Papers, typewriters, calculators, computers, staplers, and other similar desk items are not to be disturbed. The Contractor shall accomplish dusting by the removal of soil from the area - not by moving it from one surface to another.

18. DUST MOP OR SWEEP

The Contractor shall use a treated dust mop to remove soil and litter from non-carpeted floors. On resilient tile, terrazzo, and other smooth-finished floor surfaces, the Contractor shall use treated dust mops. On rough, unsealed concrete, or other floors where dust mopping is not effective, the Contractor shall use brooms. Prior to dust mopping the floor surface, the Contractor shall use mops and detergent solution to remove wet soil from the floor. The Contractor shall use a dustpan to remove accumulated soil and litter. After the floor has been dust mopped or swept, the floor surface, including corners and abutments, shall be free of dust, litter, and

debris that can be removed by dust mopping or vacuuming or with a putty knife. The Contractor shall vacuum elevator floor and door tracks and other areas such as corners and hard-to-reach areas.

18. EMERGENCY CLEANING

In the event of an emergency, such as a rest room flood, spills, breakage, etc., the Contractor will redirect a portion of the on-duty staff, properly equipped, to ensure a prompt cleanup of the area.

19. EMPTY TRASH RECEPTACLES

- A. The Contractor shall empty and return to their appropriate location all wastebaskets, cigarette ash receptacles, and other trash containers. The Contractor shall remove all cans, papers, and other containers marked "TRASH". The Contractor shall keep recyclable trash separated from other trash.
- B. The Contractor shall remove all collected trash to area(s) on the site or within the building as designated by the COTR in such a manner as to prevent the adjacent area from becoming littered by such trash.
- C. The Contractor shall replace all obviously soiled or torn trash receptacle liners with a new trash receptacle liner. The Contractor shall replace the liner in such a manner as to present a neat, uniform appearance.
- D. The Contractor shall use disposable cloths, and detergent solution or crème cleanser and scrub pads to remove stains and soil from the interior and exterior of trash receptacles.

20. EMPTY CIGARETTE URNS

The Contractor shall empty all cigarette ash trays and urns and return them to their appropriate location. The Contractor shall use disposable cloths, and detergent solution or crème cleanser and scrub pads to remove stains and soil from the interior and exterior of cigarette ashtrays and urns.

21. ENTRANCE MATS: CLEAN

The Contractor shall use a vacuum cleaner to remove moisture and dry soil from carpeted-type entrance mats. The Contractor shall use carpet stain remover and gum remover to remove carpet stains and gummy soil. The Contractor shall clean exterior entrance mats by hosing with water and/or vacuuming.

22. ENTRANCE MATS: REPLACE

The Contractor shall replace soiled mats with clean mats as specified. In addition, when inclement weather occurs the Contractor shall place mats and wet floor signs at entrance doors.

23. HIGH DUSTING/CLEANING

High surface shall be interpreted to mean those surfaces and objects above 108", which comprise the structure and furnishings of the facility, and shall include, but are not limited to: wall/ceiling junctures, light fixtures, ventilation louvers, overhead signs, sills, ledges, etc.

24. MACHINE SCRUB NON-CARPETED FLOORS

Use an autoscrubber to remove soil and spills from non-carpeted corridors and lobbies. Brush or pad pressure shall be adjusted high enough to provide firm contact with the surface, but not enough to cause any deleterious

effect to the finish being cleaned. Litter should be picked up and the floor should be properly dust-mopped prior to scrubbing. A correctly diluted low-sudsing detergent concentrate shall be used to prevent excessive foaming in the solution recovery tank. Where practical to do so, furnishings and floor-mounted trash and ash receptacles shall be moved out of the area to be scrubbed, thereby reducing the amount of hand mopping required. The squeegee, when properly adjusted, shall leave no streaks or puddles while scrubbing. Detergent solution left on the surface as a result of turns made during the autoscrubbing operation shall be removed promptly with a mop, mop bucket, and wringer. If the solution is allowed to dry, it will leave a whitish discoloration on the finish. When the floor has been completely scrubbed, it shall be free of soil, streaks, film or stains.

25. MACHINE SCRUB REST ROOM FLOORS

The Contractor shall use electrically powered floor machines with a scrubbing brush, pressure washer, or grout cleaning machines and detergent/disinfectant solution to remove soil and stains from floor surfaces and from baseboards, partition bases and legs. The Contractor shall use hand brushes in areas inaccessible to the machines listed above. The Contractor shall use a wet/dry tank vacuum to pick up the scrubbing solution and wet mops, buckets, and wringers in areas inaccessible to a tank vacuum. The Contractor shall remove all splash marks from baseboards, furniture, and other surfaces.

26. MOP: SPOT

The Contractor shall use detergent solution and mops to remove spots, spills, and obvious soil from non-carpeted floors which cannot be removed by vacuuming or dust mopping. After the floor has been spot mopped, it shall have uniform appearance free of soil, stains, streaks, swirl marks, detergent film, or any observable soil which can be removed by damp mopping. In rest rooms and locker rooms, the Contractor shall use germicidal disinfectant solution instead of detergent solution.

27. MOP: THOROUGHLY

The Contractor shall use detergent solution and mop entire area to remove spots, spills, and obvious soil from non-carpeted floors which cannot be removed by vacuuming or dust mopping. After the floor has been thoroughly mopped, it shall have uniform appearance free of soil, stains, streaks, swirl marks, detergent film, or any observable soil which can be removed by damp mopping. In rest rooms and locker rooms, the Contractor shall use germicidal disinfectant solution instead of detergent solution.

28. POLICE

The Contractor shall collect litter and sweep and/or vacuum obvious soil from floors. Spot clean unsightly soil from building and furniture surfaces. Spot mop hard surface floors to remove liquids and/or unsightly soil. Empty trash and ash receptacles which may become filled prior to the next scheduled routine cleaning. Remove carpet stains. Vacuum or exchange wet or ineffective entrance mats.

29. POLICE REST ROOMS/LOCKER ROOMS

The Contractor shall collect litter and sweep and/or vacuum obvious soil from floors. Spot clean unsightly soil from building and furniture surfaces. Spot mop hard surface floors to remove liquids and/or unsightly soil. Empty trash receptacles which may become filled prior to the next scheduled routine cleaning. Restock dispensers which may be become depleted prior to the next scheduled routine cleaning.

30. POLISH CHROME BRIGHT AND METAL STAINLESS STEEL

The Contractor shall polish stainless steel surfaces with glass cleaner and soft, clean cloths. The Contractor shall use a clean cloth and stainless steel polish to remove smudges, fingerprints, marks, streaks, tape, etc., that glass cleaner cannot remove. The Contractor shall remove excess stainless steel polish.

31. REALIGN FURNITURE

The Contractor shall return furniture to its designated position to ensure the area is neat and presentable in appearance.

32. RESTOCK DISPENSERS

The Contractor shall check and refill each toilet tissue, hand soap, paper towels, sanitary napkin, and toilet seat cover dispenser, etc. The Contractor shall refill dispensers in accordance with the directions of the supplier and dispenser manufacturers. The Contractor shall wipe surfaces adjacent to hand soap dispensers to remove spillage and leakage.

33. REMOVE CARPET STAINS

The Contractor shall use carpet stain remover, a dampened utility brush, clean cloths, aerosol gum remover and wet/dry tank vacuums to remove non-permanent stains from carpeted floors. The Contractor shall blot or vacuum carpet and scrape as much of the stain from the carpet as practical before applying carpet stain remover to the carpet. The Contractor shall spray carpet stain remover onto the stain and use a utility brush if required. After the stain has dissolved, the Contractor shall blot and rub the stain up in such a manner as to prevent spreading of the stain. After the stain has been removed, the Contractor shall blot or vacuum the carpet dry.

34. RECONDITION FINISHED FLOORS

- A. The Contractor shall remove soil, scratches and scuff marks, and the top layer of floor finish from resilient tile and terrazzo floors and all finish and soil from baseboards, furniture, partition legs, and bases. The Contractor shall apply a minimum of two additional coats of floor finish. The Contractor shall use a single-disc floor machine, scrubbing pad, putty knife, abrasive pads, mop, mop bucket, and wringer, detergent solution and rust remover to remove all removable marks, heel marks, scuff marks, rust stains, gum, and other types of stains and soil.
- B. The Contractor shall use manual scrubbing devices in areas inaccessible to the floor machine. The Contractor shall use wet/dry tank vacuums except in areas where its use is not practical or effective. The Contractor shall rinse thoroughly with clean water all floor surfaces to which detergent solution has been applied. When wet/dry tank vacuums are used, the Contractor shall rinse the floor surface at least once after the detergent solution has been picked up with the wet/dry tank vacuum. When a wet/dry tank vacuum is not used, the Contractor shall rinse the floor surface at least twice. After the top layer of floor finish has been removed, the Contractor shall use a fine strand rayon mop to apply at least two coats of floor finish. The contractor shall apply no finish within 1" of baseboards and furniture sitting directly on the floor surface. After the finish has dried, the reflectance shall be uniform and no streaks, swirls, etc. shall be visible.

35. REMOVE AND CLEAN EGG-CRATE CEILING TILE

The Contractor shall remove and clean egg crate ceiling tiles. Method of cleaning may vary from damp wiping to using a sonic cleaning machine. All surfaces shall be free of soil, debris, and streaks at completion.

36. SPOT CLEAN BUILDING SURFACES

The Contractor shall use clean, damp cloths, scrub pads, spray bottles of detergent solution, glass cleaners, or crème cleanser to remove smudges, fingerprints, marks, streaks, tape, etc. from the surfaces of ledges, windows, partition glass, window sills and blinds, fire extinguishers, counter tops, walls, doors, door frames and sills, pictures, partitions, rails, FIDS/BIDS, and other types of fixtures and surfaces which are not considered to be furniture surfaces or specialty equipment such as test equipment, computers, typewriters, calculators, etc. up to nine feet from the floor surface. The Contractor shall perform spot cleaning up to a height of ten feet from the floor surfaces at the interior and exterior of exterior entry areas.

37. SPOT CLEAN FURNITURE SURFACES

The Contractor shall use clean, damp cloths, scrub pads, spray bottles of detergent solution, glass cleaner, or crème cleanser to remove smudges, fingerprints, marks, streaks, tape, etc. from the surfaces of chairs, telephones, cleared surfaces of desks, lamps, tables, cabinets, shelves, and other types of furniture and surfaces which are not considered to be building surfaces or building fixtures. Typewriters, calculators, papers, computers, staplers, and other similar desk items are not to be disturbed.

38. STRIP AND REFINISH FLOORS

- A. The Contractor shall completely remove all non-permanent floor finish and sealant from resilient tile or terrazzo floors and from baseboards, furniture, partition legs, and bases. Apply a minimum of three coats of floor sealant and four coats of floor finish. The Contractor shall use single-disc floor machines, stripping pads, putty knives, abrasive pads, mops, mop buckets and wringers, floor finish remover, and rust remover to remove all removable marks, heel marks, scuff marks, rust stains, gum, and other types of stains and soil. The Contractor shall use manual scrubbing devices in areas inaccessible to the floor machines. The Contractor shall use a wet/dry tank vacuum to pick up stripping solution except in areas where its use is not practical. The Contractor shall rinse thoroughly with clean water all floor surfaces to which floor finish remover has been applied. When a wet/dry tank vacuum is used, the Contractor shall rinse the area at least once after the floor finish has been picked up with the wet/dry tank vacuum. When a wet/dry tank vacuum is not used, the Contractor shall rinse the floor at least twice. After the floor finish has been removed, the Contractor shall use a fine strand rayon mop to apply at least two coats of floor sealant and three coats of floor finish. The Contractor shall apply no finish within 1" of baseboards and fixed furniture sitting directly on the floor surface.
- B. The Contractor shall remove all floor sealant, floor finish, stripper, and stripping slurry from baseboards, furniture, and other such areas. After the finish has dried, the reflectance shall be uniform and no streaks, swirls, etc., shall be visible.
- C. The Contractor shall use floor finish product equivalent to "Butcher's" High Noon Ultra High Speed Finish or an Airports Authority approved equal. The Contractor shall use sealant product equivalent to "Butcher's" Iron Stone Acrylic Seal or an Airports Authority approved equal. The Contractor must submit product information and sample for proof of comparability.

39. THOROUGHLY CLEAN BUILDING SURFACES

The Contractor shall use clean, damp cloths, scrub pads, spray bottles of detergent solution, glass cleaners, or crème cleanser to thoroughly clean fingerprints, marks, streaks, tape, etc. from the surfaces of ledges, windows, partition glass, window sills and blinds, counter tops, walls, doors, door frames and sills, partitions, rails, FIDS/BIDS, and other types of fixtures and surfaces which are not considered to be furniture surfaces or specialty equipment such as test equipment, computers, typewriters, calculators, etc., up to nine feet from the

floor surface. The Contractor shall perform thorough cleaning up to a height of ten feet from the floor surfaces at the interior and exterior of exterior entry areas.

40. VACUUM: SPOT

The Contractor shall use a carpet vacuum to remove visible soil and debris from the carpet surface. The Contractor shall use a hose and brush or crevice attachment to vacuum areas inaccessible to the carpet vacuum. After vacuuming, the carpet shall be free of all visible soil and litter. Vacuum elevator floor and door tracks. Use a vacuum cleaner to remove moisture and dry soil from carpeted-type entrance mats.

The Contractor shall use carpet stain remover and gum remover to remove carpet stains and gummy soil from entrance mats.

41. VACUUM: THOROUGHLY

The Contractor shall use a carpet vacuum to remove visible and hidden soil and debris from the carpet surface and from within the carpet pile. The Contractor shall use a hose and brush or crevice attachment to vacuum areas inaccessible to the carpet vacuum. After completely vacuuming, the carpet shall be free of all visible soil and little and all soil which can be removed from the carpet pile.

42. WINDOW AND GLASS CLEANING, INTERIOR/EXTERIOR, ABOVE NINE FEET

- A. Windows and/or glass requiring scaffolding or lifts to reach shall be considered project work and be coordinated with the COTR. Cleaning solutions used must not be harmful to building surfaces including, but not limited to, metal trim and rubber window gaskets. All spills, splashes, and drips must be wiped clean and dry to avoid staining.
- B. The Contractor shall use a commercial product designed to wash windows/glass, then dry surfaces with a high quality squeegee. Squeegee rubber shall be replaced as required to avoid streaking. When completed, all windows/glass shall be free from dirt, smudges, fingerprints, watermarks, streaks, and chemical residue. The Contractor shall scrape any debris from windows/glass that is not removed in the process described above. Metal trim, braces, and window frames shall be wiped clean and dried. Insect and bird nests in proximity to windows shall be removed and disposed of.

SECTION VIII - TASK AND FREQUENCIES

DTR Task & Frequencies

| CLEANING TASK AND FREQUENCY SCHEDULE | | | | | | | | | | | | | |
|--------------------------------------|--|-----------|-----------|--|----------|----------|-----------|---------|----------|-----------|-------------|-------------|--------|
| LOCATION: DTR Administrative Office | | | | Services: 6 days a week, Monday - Saturday | | | | | | | | | |
| SHIFT(S) | | FROM | 7:30 AM | TO | 4:00 PM | FROM | __/__/__ | TO | __/__/__ | | | | |
| TASKS | | FREQUENCY | | | | | | | | | | | |
| | | N/A | as needed | upon request | on-going | per hour | per shift | per day | per week | per month | per quarter | semi-annual | annual |
| GENERAL MAINTENANCE | | | | | | | | | | | | | |
| 1 | Empty Trash Receptacles & Replace Liners | | | | | | | | 6 | | | | |
| 2 | Empty Cigarette Urns | | | | | | | | 6 | | | | |
| 3 | Spot Clean Trash Receptacles & Cigarette Urns | | | | | | | | 6 | | | | |
| 4 | Spot Clean Building Surfaces | | | | | | | | 6 | | | | |
| 5 | Thoroughly Clean Building Surfaces | | | | | | | | 1 | | | | |
| 6 | Clean/Disinfect Drinking Fountains | | | | | | | | 6 | | | | |
| 7 | Clean/Disinfect Public Telephones | X | | | | | | | | | | | |
| 8 | Dust Building Surfaces | | | | | | | | 1 | | | | |
| 9 | Dust Furniture Surfaces | | | | | | | | 1 | | | | |
| 10 | Dust FID/BID Monitors | X | | | | | | | | | | | |
| 11 | Damp Wipe Fid/Bid Monitors | X | | | | | | | | | | | |
| 12 | Spot Clean Interior Window Glass [up to 9' from floor] | | | | | | 1 | | | | | | |
| 13 | Thoroughly Clean Interior Window Glass [up to 9' from floor] | | | | | | | | 1 | | | | |
| 14 | Thoroughly Clean Exterior Window Glass [up to 9' from floor] | | | | | | | | | 1 | | | |
| 15 | Thoroughly Clean Window Glass [above 9' from floor] | X | | | | | | | | | | | |
| 16 | Police Exterior Sidewalks | | | | | | 1 | | | | | | |
| 17 | Police Public Stairways | X | | | | | | | | | | | |
| 18 | Police Non-Public Stairways | | | | | | 1 | | | | | | |
| 19 | Spot Mop Stairways | | | | | | 1 | | | | | | |
| 20 | Thoroughly Mop Stairways | | | | | | | | | 1 | | | |
| 21 | Police Area | X | | | | | | | | | | | |
| 22 | Collect Newspapers/Dispose in Recycling Container | X | | | | | | | | | | | |
| 23 | Clean Escalator Tracks | X | | | | | | | | | | | |
| 24 | Clean Elevator Tracks | | | | | | 1 | | | | | | |
| 25 | Clean Baseboards/Edges | | | | | | | | | 1 | | | |
| 26 | Clean Light Fixture Interior/Exterior | | | | | | | | | | | 1 | |
| 27 | High Dust/Clean | | | | | | | | | 1 | | | |
| 28 | Clean Entrance Mats | | X | | | | | | | | | | |
| 29 | Replace Entrance Mats | | X | | | | | | | | | | |
| 30 | Realign Chairs and Seats | X | | | | | | | | | | | |
| 31 | Polish Chrome, Stainless Steel, Bright Metal [up to 9' from floor] | | | | | | | | | 1 | | | |
| 32 | Remove and Clean Egg Crate Ceiling Tile | X | | | | | | | | | | | |
| 33 | Clean Removable Light Lenses | | | | | | | | | 1 | | | |
| 34 | Garage Policing | X | | | | | | | | | | | |
| FLOOR MAINTENANCE | | | | | | | | | | | | | |
| 35 | Spot Vacuum Carpeted Floors | | | | | | | | 3 | | | | |
| 36 | Thoroughly Vacuum Carpeted Floors | | | | | | | | 3 | | | | |
| 37 | Remove Carpet Stains | | X | | | | | | | | | | |

DTR Task & Frequencies

| CLEANING TASK AND FREQUENCY SCHEDULE | | | | | | | | | | | | | |
|--|---|-----------|-----------|--|----------|----------|-----------|---------|----------|-----------|-------------|-------------|--------|
| LOCATION: DTR Administrative Office | | | | Services: 6 days a week, Monday - Saturday | | | | | | | | | |
| SHIFT(S) | | FROM | 7:30 AM | TO | 4:00 PM | FROM | __/__/__ | TO | __/__/__ | | | | |
| TASKS | | FREQUENCY | | | | | | | | | | | |
| | | N/A | as needed | upon request | on-going | per hour | per shift | per day | per week | per month | per quarter | semi-annual | annual |
| 38 | Spot Clean Carpet (Bonnet Method) | | X | | | | | | | | | | |
| 39 | Shampoo Carpeted Floors (Extraction Method) | | | | | | | | | | 1 | | |
| 40 | Dust Mop Hard Surface Floors | | | | | | 1 | | | | | | |
| 41 | Wet Mop Hard Surface Floors | | | | | | 1 | | | | | | |
| 42 | Spot Mop Floors | | X | | | | | | | | | | |
| 43 | Machine Scrub Hard Surface Floors | | | | | | | | | 1 | | | |
| 44 | Buff/Burnish Floors | | | | | | | | 1 | | | | |
| 45 | Recondition Hard Surface Floors | | | | | | | | | 1 | | | |
| 46 | Strip and Refinish Hard Surface Floors | | | | | | | | | | | 1 | |
| REST ROOM/LOCKER ROOM MAINTENANCE | | | | | | | | | | | | | |
| 47 | Empty Trash Receptacles & Replace Liners | | | | | | | | 6 | | | | |
| 48 | Restock Hand Soap, Toilet Tissue, Paper Towel, Seat Cover, and Sanitary Napkin Dispensers | | | | | | | | 6 | | | | |
| 49 | Clean/Disinfect Fixtures, Sinks, Toilets, Urinals, Shower Stalls | | | | | | | | 6 | | | | |
| 50 | Clean/Disinfect Baby Changing Stations | X | | | | | | | | | | | |
| 51 | Sweep/Dust Mop Floors | | | | | | | | 6 | | | | |
| 52 | Spot Mop Floors with Disinfectant Solution | X | | | | | | | | | | | |
| 53 | Thoroughly Mop Floors with Disinfectant Solution | | | | | | | | 6 | | | | |
| 54 | Spot Clean Mirrors | | | | | | | | 3 | | | | |
| 55 | Thoroughly Clean Mirrors | | | | | | | | 3 | | | | |
| 56 | Clean & Refill Floor Drains | | X | | | | | | | | | | |
| 57 | Spot Clean Stall Partitions | | | | | | | | 3 | | | | |
| 58 | Thoroughly Clean Stall Partitions | | | | | | | | 3 | | | | |
| 59 | Power Wash Rest Room/Locker Room w/ KA/VAC Type Machine | | X | | | | | | | | | | |
| 60 | Machine Scrub Rest Room Floors | | | | | | | | | 1 | | | |
| 61 | Descale Toilets and Urinals | | | | | | | | 1 | | | | |
| 62 | LEFT BLANK INTENTIONALLY | | | | | | | | | | | | |
| 63 | LEFT BLANK INTENTIONALLY | | | | | | | | | | | | |
| 64 | LEFT BLANK INTENTIONALLY | | | | | | | | | | | | |
| 65 | EMERGENCY CLEANING | | X | | | | | | | | | | |

NOTES :

1 STRIPPING & WAXING WILL BE COORDINATED WITH COTR AND MAY BE PERFORMED ON DIFFERENT SHIFT

DTR Task & Frequencies

| CLEANING TASK AND FREQUENCY SCHEDULE | | | | | | | | | | | | | |
|--------------------------------------|--|-----------|-----------|---|----------|----------|-------------|---------|-------------|-----------|-------------|-------------|--------|
| LOCATION: DTR Toll Collection Booths | | | | Services:3 days a week, Tues, thrus and Sat | | | | | | | | | |
| SHIFT(S) | | FROM | | TO | | FROM | ___/___/___ | TO | ___/___/___ | | | | |
| TASKS | | FREQUENCY | | | | | | | | | | | |
| | | N/A | as needed | upon request | on-going | per hour | per shift | per day | per week | per month | per quarter | semi-annual | annual |
| GENERAL MAINTENANCE | | | | | | | | | | | | | |
| 1 | Empty Trash Receptacles & Replace Liners | | | | | | | | 3 | | | | |
| 2 | Empty Cigarette Urns | X | | | | | | | | | | | |
| 3 | Spot Clean Trash Receptacles & Cigarette Urns | | | | | | | | 3 | | | | |
| 4 | Spot Clean Building Surfaces | | | | | | | | 3 | | | | |
| 5 | Thoroughly Clean Building Surfaces | | | | | | | | 1 | | | | |
| 6 | Clean/Disinfect Drinking Fountains | X | | | | | | | | | | | |
| 7 | Clean/Disinfect Public Telephones | X | | | | | | | | | | | |
| 8 | Dust Building Surfaces | | | | | | | | 1 | | | | |
| 9 | Dust Furniture Surfaces | | | | | | | | 1 | | | | |
| 10 | Dust FID/BID Monitors | X | | | | | | | | | | | |
| 11 | Damp Wipe Fid/Bid Monitors | X | | | | | | | | | | | |
| 12 | Spot Clean Interior Window Glass [up to 9' from floor] | | | | | | | | 3 | | | | |
| 13 | Thoroughly Clean Interior Window Glass [up to 9' from floor] | | | | | | | | 1 | | | | |
| 14 | Thoroughly Clean Exterior Window Glass [up to 9' from floor] | | | | | | | | 1 | | | | |
| 15 | Thoroughly Clean Window Glass [above 9' from floor] | X | | | | | | | | | | | |
| 16 | Police Exterior Sidewalks | | | | | | | | 3 | | | | |
| 17 | Police Public Stairways | X | | | | | | | | | | | |
| 18 | Police Non-Public Stairways | X | | | | | | | | | | | |
| 19 | Spot Mop Stairways | X | | | | | | | | | | | |
| 20 | Thoroughly Mop Stairways | X | | | | | | | | | | | |
| 21 | Police Area | X | | | | | | | | | | | |
| 22 | Collect Newspapers/Dispose in Recycling Container | X | | | | | | | | | | | |
| 23 | Clean Escalator Tracks | X | | | | | | | | | | | |
| 24 | Clean Elevator Tracks | X | | | | | | | | | | | |
| 25 | Clean Baseboards/Edges | X | | | | | | | | | | | |
| 26 | High Dust/Clean | | | | | | | | | 1 | | | |
| 27 | Clean Entrance Mats | X | | | | | | | | | | | |
| 28 | Replace Entrance Mats | X | | | | | | | | | | | |
| 29 | Realign Chairs and Seats | X | | | | | | | | | | | |
| 30 | Polish Chrome, Stainless Steel, Bright Metal [up to 9' from floor] | X | | | | | | | | | | | |
| 31 | Remove and Clean Egg Crate Ceiling Tile | X | | | | | | | | | | | |
| 32 | Clean Removable Light Lenses | | | | | | | | 1 | | | | |
| 33 | Garage Policing | X | | | | | | | | | | | |
| FLOOR MAINTENANCE | | | | | | | | | | | | | |
| 34 | Spot Vacuum Carpeted Floors | X | | | | | | | | | | | |
| 35 | Thoroughly Vacuum Carpeted Floors | X | | | | | | | | | | | |
| 36 | Remove Carpet Stains | X | | | | | | | | | | | |
| 37 | Spot Clean Carpet (Bonnet Method) | X | | | | | | | | | | | |

DTR Task & Frequencies

| CLEANING TASK AND FREQUENCY SCHEDULE | | | | | | | | | | | | | |
|--|---|-----------|-----------|---|----------|----------|-------------|---------|-------------|-----------|-------------|-------------|--------|
| LOCATION: DTR Toll Collection Booths | | | | Services:3 days a week, Tues, thurs and Sat | | | | | | | | | |
| SHIFT(S) | | FROM | | TO | | FROM | ___/___/___ | TO | ___/___/___ | | | | |
| TASKS | | FREQUENCY | | | | | | | | | | | |
| | | N/A | as needed | upon request | on-going | per hour | per shift | per day | per week | per month | per quarter | semi-annual | annual |
| 38 | Shampoo Carpeted Floors (Extraction Method) | X | | | | | | | | | | | |
| 39 | Dust Mop Hard Surface Floors | | | | | | | | 3 | | | | |
| 40 | Wet Mop Hard Surface Floors | | | | | | | | 3 | | | | |
| 41 | Spot Mop Floors | X | | | | | | | | | | | |
| 42 | Machine Scrub Hard Surface Floors | X | | | | | | | | | | | |
| 43 | Buff/Burnish Floors | X | | | | | | | | | | | |
| 44 | Recondition Hard Surface Floors | X | | | | | | | | | | | |
| 45 | Strip and Refinish Hard Surface Floors | X | | | | | | | | | | | 1 |
| REST ROOM/LOCKER ROOM MAINTENANCE | | | | | | | | | | | | | |
| 46 | Empty Trash Receptacles & Replace Liners | | | | | | | | 3 | | | | |
| 47 | Restock Hand Soap, Toilet Tissue, Paper Towel, Seat Cover, and Sanitary Napkin Dispensers | | | | | | | | 3 | | | | |
| 48 | Clean/Disinfect Fixtures, Sinks, Toilets, Urinals, Shower Stalls | | | | | | | | 3 | | | | |
| 49 | Clean/Disinfect Baby Changing Stations | X | | | | | | | | | | | |
| 50 | Sweep/Dust Mop Floors | | | | | | | | 3 | | | | |
| 51 | Spot Mop Floors with Disinfectant Solution | X | | | | | | | | | | | |
| 52 | Thoroughly Mop Floors with Disinfectant Solution | | | | | | | | 3 | | | | |
| 53 | Spot Clean Mirrors | | | | | | | | 3 | | | | |
| 54 | Thoroughly Clean Mirrors | | | | | | | | 3 | | | | |
| 55 | Clean & Refill Floor Drains | | X | | | | | | | | | | |
| 56 | Spot Clean Stall Partitions | | | | | | | | 3 | | | | |
| 57 | Thoroughly Clean Stall Partitions | | | | | | | | 3 | | | | |
| 58 | Power Wash Rest Room/Locker Room w/ KA/VAC Type Machine | X | | | | | | | | | | | |
| 59 | Machine Scrub Rest Room Floors | | X | | | | | | | | | | |
| 60 | Descale Toilets and Urinals | | | | | | | | 1 | | | | |
| 61 | LEFT BLANK INTENTIONALLY | | | | | | | | | | | | |
| 62 | LEFT BLANK INTENTIONALLY | | | | | | | | | | | | |
| 63 | LEFT BLANK INTENTIONALLY | | | | | | | | | | | | |
| 64 | EMERGENCY CLEANING | | X | | | | | | | | | | |

NOTES :

- 1 STRIPPING & WAXING WILL BE COORDINATED WITH COTR AND MAY BE PERFORMED ON DIFFERENT SHIFT

SECTION IX - APPENDICES

APPENDIX A
CONTRACT SERVICES CALL ORDER

METROPOLITAN WASHINGTON AIRPORTS AUTHORITY
DULLES TOLL ROAD
CUSTODIAL SERVICES

CONTRACT SERVICES
CALL ORDER # _____

| | |
|--------------------|-------------------------|
| Prepared by: _____ | Date Prepared: _____ |
| Contractor: _____ | Contract #: _____ |
| Address: _____ | Contractor POC: _____ |
| _____ | Office Telephone: _____ |
| | Office Fax: _____ |

Description and Location of Work: _____

Schedule of Completion: _____

Services or Work shall be performed in accordance with the terms and condition of the Contract Documents.

Cost: _____

APPROVAL / ACCEPTANCE

Note: By signing this Call Order, the Contractor acknowledges to perform the work described herein after this Call Order is approved in writing by the COTR. Furthermore, the cost to the Airports Authority for this services or work shall not exceed the approved Call Order amount.

Contractor Signature _____ Date: _____

COTR Signature _____ Date: _____

Remarks: _____

APPENDIX B
SQUARE FOOTAGE BREAKDOWN

Appendix B

| DTR FLOOR SQUARE FOOTAGE | | | | | | | | |
|---------------------------------|-----------------|---------------|--------------|----------------|-----------------|--------------|--------------------------|--------------|
| Location | Terrazzo | Carpet | Vinyl | Ceramic | Concrete | Other | Other Description | Total |
| DTR Administration Building | 0 | 4,233 | 0 | 2,026 | 0 | 340 | Stairs / Elevators | 6,599 |
| DTR Toll Plazas | 0 | 0 | 0 | 0 | 0 | 160 | Rubber | 160 |
| SUB-TOTALS | 0 | 4,233 | 0 | 2,026 | 0 | 500 | | |
| TOTAL | | | | | | | | 6,759 |

| WINDOW / GLASS SQUARE FEET | | | | | | |
|-----------------------------------|---|--|-------------------|--------------|--------------------------|--------------|
| Location | Curtain Walls / Windows UNDER 9' | Curtain Walls / Windows OVER 9' | Sky Lights | Other | Other Description | Total |
| DTR Administration Building | 1,203 | | | | | 1,203 |
| DTR Toll Plazas | 1,277 | | | | | 1,277 |
| TOTALS | 2,480 | 0 | 0 | 0 | | 2,480 |

APPENDIX C
REST ROOM / BREAK ROOM FIXTURES

APPENDIX D
WALK OFF MAT REQUIREMENT

Appendix D

| WALKOFF MAT REQUIREMENT | | | | |
|--------------------------------|---|----------------|-----------------|-----------------|
| | LOCATION | 4' X 6' | 4' X 10' | 6' X 20' |
| 1 | Dulles Toll Road Administration Building | 12 | 0 | 0 |
| 2 | Emergency Spares | 3 | | |
| 3 | <i>LEFT BLANK INTENTIONALLY</i> | | | |
| 4 | <i>LEFT BLANK INTENTIONALLY</i> | | | |
| | | 15 | 0 | 0 |
| | | | | 15 |

* FIGURES INCLUDE REPLACEMENT MATS

APPENDIX E
STAFF TABLE

Appendix E

| DTR PROPOSED STAFFING REQUIREMENTS | | | | | | | | | |
|------------------------------------|--------------------------------|--------------------|-----|-----|-----|-----|-----|-----|-----|
| Location | Shifts | | Sun | Mon | Tue | Wed | Thu | Fri | Sat |
| DTR Administration Building | Shift 1 10:30 pm to 7:00 am | # of Employees | | | | | | | |
| | | Proposed Man-Hours | | | | | | | |
| | | Minimum Man-Hours | | | | | | | |
| | Shift 2 6:30 am to 3:00 pm | # of Employees | | | | | | | |
| | | Proposed Man-Hours | | | | | | | |
| | | Minimum Man-Hours | | | | | | | |
| | Shift 3 2:30 pm to 11:00 pm | # of Employees | | | | | | | |
| | | Proposed Man-Hours | | | | | | | |
| | | Minimum Man-Hours | | | | | | | |
| DTR Toll Plazas | Shift 1 10:30 pm to 7:00 am | # of Employees | | | | | | | |
| | | Proposed Man-Hours | | | | | | | |
| | | Minimum Man-Hours | | | | | | | |
| | Shift 2 6:30 am to 3:00 pm | # of Employees | | | | | | | |
| | | Proposed Man-Hours | | | | | | | |
| | | Minimum Man-Hours | | | | | | | |
| | Shift 3 2:30 pm to 11:00 pm | # of Employees | | | | | | | |
| | | Proposed Man-Hours | | | | | | | |
| | | Minimum Man-Hours | | | | | | | |

APPENDIX F
MAN-HOUR REPORT

Appendix F

| DTR ADMINISTRATION BUILDING | | | | | | | | | | | | | |
|-----------------------------|-----|---------------------|---------|--------|------|--------------------|---------|--------|------|---------------------|---------|--------|------|
| | | SHIFT 1 | | | | SHIFT 2 | | | | SHIFT 3 | | | |
| | | 10:30 PM TO 7:00 AM | | | | 6:30 AM TO 3:00 PM | | | | 2:30 PM TO 11:00 PM | | | |
| DATE | DAY | CONTRACT HRS | MINIMUM | ACTUAL | DIFF | CONTRACT HRS | MINIMUM | ACTUAL | DIFF | CONTRACT HRS | MINIMUM | ACTUAL | DIFF |
| December 1, 2011 | Sat | | | | 0.00 | | | | 0.00 | | | | 0.00 |
| December 2, 2011 | Sun | | | | 0.00 | | | | 0.00 | | | | 0.00 |
| December 3, 2011 | Mon | | | | 0.00 | | | | 0.00 | | | | 0.00 |
| December 4, 2011 | Tue | | | | 0.00 | | | | 0.00 | | | | 0.00 |
| December 5, 2011 | Wed | | | | 0.00 | | | | 0.00 | | | | 0.00 |
| December 6, 2011 | Thu | | | | 0.00 | | | | 0.00 | | | | 0.00 |
| December 7, 2011 | Fri | | | | 0.00 | | | | 0.00 | | | | 0.00 |
| December 8, 2011 | Sat | | | | 0.00 | | | | 0.00 | | | | 0.00 |
| December 9, 2011 | Sun | | | | 0.00 | | | | 0.00 | | | | 0.00 |
| December 10, 2011 | Mon | | | | 0.00 | | | | 0.00 | | | | 0.00 |
| December 11, 2011 | Tue | | | | 0.00 | | | | 0.00 | | | | 0.00 |
| December 12, 2011 | Wed | | | | 0.00 | | | | 0.00 | | | | 0.00 |
| December 13, 2011 | Thu | | | | 0.00 | | | | 0.00 | | | | 0.00 |
| December 14, 2011 | Fri | | | | 0.00 | | | | 0.00 | | | | 0.00 |
| December 15, 2011 | Sat | | | | 0.00 | | | | 0.00 | | | | 0.00 |
| December 16, 2011 | Sun | | | | 0.00 | | | | 0.00 | | | | 0.00 |
| December 17, 2011 | Mon | | | | 0.00 | | | | 0.00 | | | | 0.00 |
| December 18, 2011 | Tue | | | | 0.00 | | | | 0.00 | | | | 0.00 |
| December 19, 2011 | Wed | | | | 0.00 | | | | 0.00 | | | | 0.00 |
| December 20, 2011 | Thu | | | | 0.00 | | | | 0.00 | | | | 0.00 |
| December 21, 2011 | Fri | | | | 0.00 | | | | 0.00 | | | | 0.00 |
| December 22, 2011 | Sat | | | | 0.00 | | | | 0.00 | | | | 0.00 |
| December 23, 2011 | Sun | | | | 0.00 | | | | 0.00 | | | | 0.00 |
| December 24, 2011 | Mon | | | | 0.00 | | | | 0.00 | | | | 0.00 |
| December 25, 2011 | Tue | | | | 0.00 | | | | 0.00 | | | | 0.00 |
| December 26, 2011 | Wed | | | | 0.00 | | | | 0.00 | | | | 0.00 |
| December 27, 2011 | Thu | | | | 0.00 | | | | 0.00 | | | | 0.00 |
| December 28, 2011 | Fri | | | | 0.00 | | | | 0.00 | | | | 0.00 |
| December 29, 2011 | Sat | | | | 0.00 | | | | 0.00 | | | | 0.00 |
| December 30, 2011 | Sun | | | | 0.00 | | | | 0.00 | | | | 0.00 |
| December 31, 2011 | Mon | | | | 0.00 | | | | 0.00 | | | | 0.00 |

APPENDIX G
STAFF TASKING PLAN

APPENDIX H
SUPPLY PLAN

APPENDIX I
EQUIPMENT PLAN

APPENDIX J
EXPERIENCE AND PAST PERFORMANCE

COMPARABLE CONTRACTS (DTR)

| <i>Facility Name & Address</i> | <i>POC</i> | <i>Telephone Number</i> |
|---|-------------------------------|--|
| | | <i>Email:</i> |
| <i>Period of Performance</i> | <i>Annual Contract Value</i> | <i>Cleanable Square Feet</i> |
| | | |
| <i>Number of Working Shifts / Hours</i> | <i>Number of Working Days</i> | <i>Number of Employees / Man-hours</i> |
| | | |
| <i>Multiple Building Facility</i> | <i>Security Requirements</i> | |
| | | |
| <i>Description of Services:</i> | | |
| | | |
| <i>Facility Name & Address</i> | <i>POC</i> | <i>Telephone Number</i> |
| | | |
| <i>Period of Performance</i> | <i>Annual Contract Value</i> | <i>Cleanable Square Feet</i> |
| | | |
| <i>Number of Working Shifts / Hours</i> | <i>Number of Working Days</i> | <i>Number of Employees / Man-hours</i> |
| | | |
| <i>Multiple Building Facility</i> | <i>Security Requirements</i> | |
| | | |
| <i>Description of Services:</i> | | |
| | | |

NOTE: USE THIS FORM TO COMPLETE EVALUATION CRITERION 3

PREVIOUS CONTRACT (DTR)

| <i>Facility Name & Address</i> | <i>POC</i> | <i>Telephone Number</i> |
|---|---------------------------------------|--|
| | | <i>Email:</i> |
| <i>Period of Performance</i> | <i>Annual Contract Value</i> | <i>Cleanable Square Feet</i> |
| | | |
| <i>Number of Working Shifts / Hours</i> | <i>Number of Working Days</i> | <i>Number of Employees / Man-hours</i> |
| | | |
| <i>Multiple Building Facility</i> | <i>Reason Why Contract Terminated</i> | |
| | | |
| <i>Description of Services:</i> | | |
| | | |

NOTE: USE THIS FORM TO COMPLETE EVALUATION CRITERION 3

APPENDIX K
CUSTODIAL DRAWINGS