

RFP 26-002AV Appendix A

Minimum Standards for Janitorial/Cleaning Services (“Standards”)

The following are the Standards the selected company will be required to meet. By submitting a proposal, the selected company agrees to meet or exceed the Standards listed below. If the chosen company takes exception to any of the following Standards or wishes to detail or clarify how they would exceed the Standards, they should include that information with their proposal.

1. **Dusting:** A properly dusted surface is free of all dirt and dust, streaks, lint, and cobwebs. Dusting will be accomplished with proper cloths and apparatus. All sensitive and electronic surfaces will be avoided. No personal or individual office equipment or supplies will be moved or disturbed.
2. **Plumbing Fixtures and Dispenser Cleaning:** Plumbing fixtures (i.e., toilets, sink basins, urinals, faucets, etc.) and dispensers are clean when free of all deposits and stains so that the item is left without dust, streaks, film, odor, or stains and has a bright and uniform appearance. Care shall be taken to ensure that cleaning chemicals do not harm, dull or mark chrome finishes, do not scratch porcelain fixtures, and do not harm or stain finishes of walls or stalls.
3. **Sweeping:** A properly swept floor is free of all dirt, dust, gum, grit, lint, and debris.
4. **Vacuuuming:** Carpet is to be free from soil and debris. The vacuumed fibers should be cleaned to protect the pile from matting (preferably using a machine with cylindrical brushing action). Effective vacuuming requires multiple, slow, deliberate passes to ensure the removal of soil and dust at and/or below the carpet surface.
5. **Damp Mopping:** A satisfactorily damp mopped floor is free of dirt, dust, marks, film, streaks, debris, and/or standing water. The selected company will provide enough barricades, traffic cones, and proper slip hazard signs for each area being cleaned to adequately protect the public and/or passersby.
6. **Dust Mopping:** A satisfactorily dust-mopped floor is free of all dirt, dust, lint, and debris. The selected company shall use microfiber mops to reduce airborne contaminants. Stanchions in the checkpoint areas shall be moved and placed back in the same configuration after work is completed. Any other items moved shall also be returned to the original positions.
7. **Metal Cleaning:** All cleaned metal surfaces are without deposits or tarnish and with a uniformly bright appearance, free from spots, smudges, and streaks. The cleaning agent is to be removed from all adjacent surfaces, and surrounding finishes will not be damaged. Oil-based cleaners are to be avoided.
8. **Window Cleaning:** Cleaning of all interior and exterior windows for all airport facilities, except for the interior windows located within leased space. Windows shall be free of dust and loose, adhered, and impregnated soil over the entire surface of the glass. When cleaned, the glass shall be clean and free of streaks, drips, mildew, and fingerprints, and all moisture shall be removed from sills, sunshades, louvers, mullions, connecting pipes, related supporting structures, light fixtures, walls, and floor surfaces.

The selected company shall be required to keep documentation showing that the proper cleaning processes have been performed and the agreed-upon cleaning schedule has been met.

Glass cleaning work shall be accomplished with the least possible interference to Airport passengers and operations. Dark or tinted glass is to be included in the cleaning service.

9. **Wall Washing:** After cleaning, the surfaces of all walls, exposed pipes, and equipment will have a uniformly clean appearance, be free from dirt, stains, streaks, lint, and cleaning marks. Painted surfaces must not be unduly damaged. Hard finish wainscot or glazed ceramic tilesurfaces must be bright, free of film streaks and deposits.
10. **Floor Care:** The selected Company shall provide all carpet and hard floor cleaning products. It is not the Airport's intent to require a specific brand of product or equipment; however, the Airport reserves the right to review the selected company's proposed cleaning equipment and materials. If the company's cleaning equipment or products do not, in the Airport's opinion, provide effective sanitation and/or cleanliness of the facilities, the Airport may request alternative products/equipment. Flooring manufacturers' cleaning recommendations should be closely followed.

The selected company shall schedule the floor cleaning requirements to achieve a completely clean facility. Changes to the cleaning plan shall be mutually agreed upon by both parties. Work shall be scheduled in such a way that it does not disrupt the functions and normal day-to-day operations of the Airport.

Floor care equipment must always be in good repair. The Airport's Operations Division Manager or designee reserves the right to inspect equipment regularly. The selected company shall not remove any floor drains or screens in any sink. The selected company shall incur charges for repair if carpet fibers, mop strings, rubber gloves, stripper or waxes, or any other cleaning debris are the cause of any clogged drains.

All chemicals and procedures used in floor care must be pre-approved by the Airport's Operations Division Manager or designee. If the result is below standards and the discrepancy is caused by improper procedures or materials used, then it is the selected company's responsibility to correct the deficiency within twenty-four hours of notification of the discrepancy.

11. **Carpet Cleaning:** The following standards are not to be construed as complete. Any items not specifically included, but found necessary to properly care for carpets, shall be included as though written by these standards.

Carpets shall be maintained in such a manner as to promote longevity and shall be left in a clean, orderly, and safe condition. Upon completion of routine work, carpet shall be free of debris, soil, and dust and shall present a uniform and bright appearance when dry. The practice of using a bonnet for cleaning or drying carpet is not allowed. The use of rotary equipment is to be avoided to prevent damage to carpet fibers, and whenever possible, cleaning, extracting, pile lifting, and vacuuming shall be accomplished using equipment with cylindrical action to prevent the pile from matting.

12. **Spot Cleaning Carpets:** A carpet that is adequately clean is free of all stains, deposits, gum, and spills, leaving a uniform appearance. Care will be taken to use a product that will not harm the carpet fibers and will ensure complete surface removal. Adjacent surfaces will be protected or cleaned following the spot removal operation. Carpet extraction and shampooing (scheduled rotation, not daily vacuuming).

The selected Company shall vacuum and clean the walk-off mats. After vacuuming and cleaning, the mats shall be free of all visible lint, litter, and soil. Carpet-style entrance mats shall be vacuumed to remove soil and dirt and to restore resiliency of the carpet pile. Rubber or polyester entrance mats shall be swept and vacuumed to remove soil and grit. Mats shall

also be extracted or hosed down and then dried. Soil underneath entrance mats shall be removed, the rubber backing shall be cleaned to prevent mats from shifting or "walking," and clean mats shall return to their normal location. Mats must not overlap each other at any time.

The selected Company is responsible for moving and replacing all furniture, seating, waste receptacles, and non-stationary objects in the areas to be cleaned to ensure the entire floor surface will be cleaned. Carpet odors are to be removed, and carpet is to be left smelling fresh and clean. All carpet coverings in public traffic areas shall be dry by 4:00 a.m. unless approved by the Airport Operations Division Manager or a designee.

- 13. Interim Cleaning** is low-moisture cleaning of the carpets and includes the use of properly applied spotting and encapsulation chemicals following the manufacturer's recommendations. Interim cleaning is defined as spot cleaning, pile lifting, vacuuming, and application and brushing in of encapsulating chemical, followed by another complete vacuuming. Interim cleaning should be carried out regularly, with more frequent attention given to high-traffic areas, and should result in carpets that are free of spots, accumulated dirt, and grime. The nap of the carpet shall be lifted with proper pile lifting and complete vacuuming, following a pattern that will give the carpet pile a clean and uniform appearance, and shall be completed. Chairs, trash and recycling receptacles, tables, benches, and any other non-fixed items shall be tipped or moved where necessary to allow for cleaning of the whole surface and shall then be placed back into their original positions after the carpets are adequately dry. Fans and air movers should be used to ensure proper drying of carpets.
- 14. Deep extraction of carpets** shall be performed to remove embedded dirt and grime, to lift carpet piles, and to return carpets to a clean, bright, and uniform appearance. Extraction is defined as the spot cleaning, pile lifting, vacuuming, operation of the extraction equipment, and grooming of all carpet in an area. All vacuuming, both before and after the use of the hot water extraction equipment, shall be done with an upright or ride-on vacuum with active vacuum and cylindrical brushing action. Stained areas shall be treated with spot cleaning solutions following the manufacturer's recommendations. The spot cleaning process shall be performed until as much of the stain as possible has been removed. Pile lifting shall be done before the extraction process. The hot water extraction equipment, attachments, materials, and supplies shall meet or exceed the Standards, and the selected company shall ensure that the operators are properly trained, and all safety precautions are met. The extraction process shall be operated over the entire carpeted surface, and all instructions provided by the carpet manufacturer, the manufacturer of the equipment, materials, and chemicals shall be followed during this process. Chairs, trash and recycling receptacles, tables, benches, and any other non-fixed items shall be tipped or moved where necessary to allow for cleaning of the whole surface and shall then be placed back into their original positions after the carpets are adequately dry. Fans and air movers should be used to ensure proper drying of carpets. Work shall be scheduled in such a way that it does not disrupt the functions and normal day-to-day operations of the Airport.
- 15. Daily spot removal of carpet** in all Airport public areas is required by the selected company to ensure a visibly clean surface. The selected company shall remove all stains, gum, food, debris, sticky substances, vomit, trash, bio-hazard spills, and other substances from the carpet each night using a properly diluted cleaning solution. Care will be taken to use a product that will not harm the carpet fibers and ensure complete surface removal. The adjacent surfaces shall be protected or cleaned following the spot removal operation. Damaged carpet shall be reported to the Airport Operations Manager or a designee with a description and location. Notification of damage or of stains that cannot be removed from the surface shall be forwarded to the Airport Operations Manager or a designee no later than the following workday.

- 16. Hard Floors:** Damage to walls caused by the operation of the selected company's staff shall be the responsibility of the selected company and repaired at the selected company's sole cost.

The following Standards are not to be construed as complete. Any items not specifically included but found necessary to properly care for all hard floor surfaces shall be included as though written into these specifications. Hard floors shall be maintained in such a manner as to promote longevity and shall be left in a clean, orderly, and safe condition. Machine scrubbing, stripping, and refinishing of terrazzo, tile, and resilient floors.

The result of all hard floor cleaning procedures is to leave all surfaces free of dust, dirt, soil, gum, cleaning agents, and all removable stains. Care shall be taken to avoid damaging any hard floor surface, irrespective of the method of cleaning employed.

- 17. Hard floor surfaces,** which have been swept, mopped, or cleaned with an auto scrubber, shall present a uniformly clean appearance with no evidence of surface spoilage or spotting. Floors should be dry prior to any metal objects being placed back on the floor so as not to allow any rust to form on the floor. All cleaning solutions shall be removed from baseboards, furniture, trash receptacles, chairs, and other similar items. The selected company is responsible for moving and replacing all furniture and small items in the area to be cleaned.
- 18. Floor finish removal (stripping)** is accomplished when all visible floor surfaces, including surfaces that can be exposed by the removal of non-fixed furnishings, have all finish and/or sealer removed down to the flooring materials without causing damage, are free of all dirt, removable stains, deposits, debris, cleaning solution and standing water, and the floor has a uniform appearance when dry. Floors shall be scrubbed with a floor machine equipped with a stripping pad, except those areas where the use of manual devices is necessary, such as along walls, in corners, etc. The stripping solution and rinse water shall be picked up with a wet/dry vacuum following the removal operation immediately; the floor surface shall be left PH neutral. Care is to be taken to clean and leave no finish on window ledges, mullions, baseboards, walls, doors, furniture, and other adjacent areas.
- 19. Finished floor (application)** is satisfactorily completed when all old wax/polish has been completely removed, including in corners and along edges, and a sufficient coat(s) of wax/polish has been properly applied with enough drying time between each coat to assure that the reflectance shall be uniform with no streaking, swirls, globs, bubbling, or yellowing. The use of a sealer before wax application will only be allowed with prior approval; waxes not requiring a sealer are preferred. When waxing a floor, the Company shall utilize a premium, high solids (25 or higher content), high durable wax that should last one year between stripping processes.
- 20. Finish recoating** shall be done in traffic areas where the finish is worn and needs to be recoated. A satisfactorily recoated floor is scrubbed, cleaned, and rinsed in preparation to recoat with more finish. Care will be taken to apply finish to worn areas of the floor and feathered into the areas where the finish is not worn, and not to add unneeded layers of finish to longedges or in areas where it does not wear.
- 21. Auto scrubbing** is satisfactorily performed when all surfaces are without embedded dirt, cleaning solution, film, debris, stains and marks, or standing water, and the floor has a uniformly clean appearance. The method used must be sufficient to clean all grout and/or uneven floor surfaces. Floor surfaces should be pH-neutral when scrubbing is complete. When cleaning with an auto scrubber, extra time needs to be considered for detailed mopping of corners, edges, around furniture, plants, etc., and picking up any water left behind from the machine.

All finished floor areas will be buffed to an acceptable sheen with an acceptable floor buffer or burnisher as needed to sufficiently maintain maximum gloss on flooring without a matte finish. All residual dust from this process will be removed from the floor, edges, baseboards, and surrounding surfaces will be buffed.

- 22. Spot Cleaning Fabrics:** All stains, gum, food debris, sticky substances, vomit, trash, bio-hazard spills, and any other substances shall be removed from the fabric on chairs, benches, and other surfaces each night using a properly diluted cleaning solution. The selected company shall take care to use a product that will not harm the fabric fibers and ensure complete spot removal. The adjacent surfaces shall be protected or cleaned following the spot removal operation.
- 23. Entrance Vestibule Areas:** Entrances to the airport facilities shall present a clean, well-kept, orderly, and welcoming appearance. Debris is to be swept up and put in the trash; the entrance carpet is to be vacuumed and maintained free from soil, debris, and gum. Spot-clean doors, glass, and doorframes, carpet, and adjacent areas are to be maintained as needed to always ensure an acceptable appearance.
- 24. Sidewalks and Walkways:** The sidewalks in front and around the terminal, including outside parking lots, parking garages, and around the car rental building, have waste and recycling receptacles that are to be emptied and spot cleaned as needed to maintain safe and sanitary conditions. Front of Terminal sidewalks shall be pressure-washed on a seasonal basis (per specifications). Sidewalk pressure washing must be coordinated and completed before commencing window washing. The parking garage stairs and landings shall be swept.
- 25. Waste and Recycling Receptacles:** Waste and recycling receptacles are to be emptied and spot cleaned as needed to maintain safe and sanitary conditions. Walls or surfaces surrounding the receptacles are to be spot cleaned, and the floors under and near the cans are to be clean and kept free of stains, spots, rust, and rings. Liners are to be replaced at each emptying of the receptacle; receptacles shall not be allowed to overflow. Periodically, all receptacles are to be thoroughly cleaned, inside and out as needed, with germicidal detergent. All receptacles in the public areas are to be kept neatly aligned, and the receptacles turned with lettering or signage facing out for easy visibility.
- 26. Drinking Fountains:** Clean drinking fountains shall be free of streaks, stains, spots, smudges, scale, and other removable soil and present a uniformly bright appearance. Clean and disinfect all polished metal surfaces, including the orifices and drain; care shall be taken to prevent overspray or damage to other surrounding finishes or walls. Surrounding walls, floors, and other surfaces shall be kept clean and free of streaks, water spots, and stains.
- 27. Elevators and Adjacent Areas:** All interior and exterior walls, floors, doors, ceilings, door tracks, glass, switches, buttons, controls, and equipment will have a uniformly clean appearance, free from dirt, dust, stickers, stains, streaks, lint, and cleaning marks. Floors are to be maintained according to standards for carpet and/or hard surface materials. Metal and bright work are to be maintained in accordance with the standards listed herein. All adjacent areas are to be left free of residue and spotting following the cleaning procedures. Elevator and adjacent areas are to be maintained as needed to always ensure an acceptable appearance.
- 28. Escalators, and Adjacent Areas:** All interior and exterior areas, cladding, glass, treads and risers, landings, handrails, switches, buttons, controls, and related equipment will have a uniformly clean appearance, free from dirt, dust, stickers, stains, streaks, lint, and cleaning marks, and be maintained by standards listed herein. Adjacent floor areas are to be

maintained according to standards for carpet and/or hard surface materials. Metal and bright work are to be maintained per the standards listed herein. All adjacent areas are to be left free of residue and spotting following the cleaning procedures. Escalators and adjacent areas are to be maintained as needed to always ensure an acceptable appearance.

- 29. Stairwells/Halls:** All walls, floors, stairs, stair treads, doors, door thresholds, and glass will have a uniformly clean appearance, free from dirt, dust, stickers, gum, stains, marks, streaks, lint, and cleaning marks. Floor and wall finishes will be maintained according to the standards listed herein; care and detail shall be paid to treads, grids, edges, and baseboards to always ensure an acceptable appearance. Concrete surfaces are to be swept of all dirt, dust, cobwebs, and debris according to need. Railings will have a uniformly clean appearance, free from dirt, stains, smudges, adhered foreign substances, grease, oil, and grime.
- 30. Vents /Grills/Exhaust Fans/Light Fixtures:** Vents, diffusers, and exhaust fans, grills, and light fixtures will have a uniformly clean appearance, free from dirt, dust, stains, and cobwebs.
- 31. Walkways and Elevator Landings:** Floor areas are to be swept free of all dirt and dust, pick up litter and debris, empty trash cans, and spot clean as required. Scrub sealed concrete and/or concrete floor surfaces as needed or as may be called out in the specifications to maintain surfaces free of embedded soiling, film, removable stains, gum, marks, and standing water. Trash cans, seating, and other movable items will be shifted for complete cleaning of the floor surface and returned to their original positions, and the floor will have a uniformly clean appearance. Dust and clean all ledges, edges, and maintain walls, railings, and windows according to standards listed herein.

The selected company shall provide enough barricades, traffic cones, and proper slip hazard signs for each floor area being cleaned to adequately protect the public.

- 32. Waste Disposal Standards:** All collected trash must be moved by the selected company to the areas designated by the Airport for disposal. Trash is to be collected in liners and transported with the least amount of impact or inconvenience to Airport tenants, employees, or passengers. Trash is not to be left within the public way or the public view.

If trash is stockpiled for reduced frequency of trips to the areas designated, the stockpiling shall be done out of public view and for no more than two (2) hours. The selected company shall ensure that all its employees are properly trained in the operation of the compactor to ensure that trash is placed in the appropriate compactor, is completely compacted before leaving the dock area, and to prevent "bridging" debris within the compactor.

The selected company should ensure that its employees are trained not to utilize the same elevators as the public while transporting waste or offending the public with trash carts or other cleaning equipment. All trash carts shall be kept clean, odor-free, and well-maintained. Tracking oil, dirt, debris, salt, grease, black drag or wheel marks, or other outside substances into the airport facilities must always be prevented. The selected company shall be held responsible for damages to floor finishes or other surfaces caused by improper use or maintenance of trash carts or other equipment. All trash collection containers shall be pretreated and cleaned on a regular basis to prevent offensive odors and unprofessional appearance.

The selected company shall remain the owner of all chemical products it specifies, procures, uses, and stores at the airport facilities. Upon completion of services or termination of the contract for any reason, the selected company must remove and take

possession of remaining stock, excluding a two (2) week supply of janitorial products and supplies, to ensure that adequate supplies are available through a transition period to a new Contractor.

Management and disposal of all chemical wastes (and waste otherwise restricted from disposal as sanitary waste) and any associated costs, which are generated through the selected company's cleaning actions, are the sole responsibility of the selected company. Solid waste that exhibits no hazardous characteristics or contamination by regulated substances may be disposed of responsibly in an available on-site airport trash receptacle or dumpster. Recyclable materials should be collected and disposed of per the guidelines below. No waste materials or effluent may be discharged outdoors or to the airport's stormwater system. Only wastewater suitable for discharge to the sanitary sewer will be allowed. All sanitary sewer discharges shall comply with airport regulations.

- 33. Recycling Program Collection:** The selected company shall support the airport's commitment to recycling. Recyclables collected from the public areas of the airport facilities shall be placed in liners and kept separate from collected waste. The selected company shall be responsible for placing segregated waste materials into the proper receptacles. This includes all current and future waste streams and recycling/composting waste streams. The selected company shall handle segregated materials in a manner to ensure that recycling/composting receptacles are not used for inappropriate materials.

Single stream recyclables - including but not limited to, clean paper and cardboard, newsprint, numbered plastic, aluminum, telephone books, and glass bottles and jars - shall be transported to the areas designated or to collection sites as designated by the airport. The company's selected employees are responsible for picking up and transporting the appropriate recyclables. Cardboard is to be collected separately and transported to the designated compactor.

The selected company should ensure that employees are trained not to utilize the same elevators as the public while transporting recyclables or offend the public with recycling carts or other cleaning equipment. All recycling carts shall be kept clean, odor-free, and well-maintained. Tracking oil, dirt, debris, salt, grease, black drag or wheel marks, or other outside substances into the Airport Facilities must always be prevented. The selected company shall be held responsible for damages to floor finishes or other surfaces caused by improper use or maintenance of recycling carts. All recycling collection containers shall be pretreated and cleaned regularly to prevent offensive odors and an unprofessional appearance.

The selected company shall be responsible for supporting any future recycling/composting efforts or program enhancements that the Airport implements during the term of the Contract. This may include, but is not limited to, changes in the recycling materials, segregation approach, locations and types of receptacles, and volume of materials generated. The selected company shall be constructive in its efforts to comply with the Airport's recycling, composting, and waste management programs.

- 34. Public Restrooms/Mother's Rooms:** Public restrooms/Mother's Rooms shall be kept clean and shall not become dull in appearance. Waste receptacles are to be emptied and spot cleaned; trash is not allowed to overflow. All basins, bowls, toilets, seats, urinals, baby changing stations, and all other restroom surfaces within touchable range will be properly cleaned, sanitized, rinsed, and dried spot-free. De-scaling shall be performed as required to keep surfaces free from streaks, stains, scale, scum, urine deposits, and rust stains. Dispensers shall be emptied prior to being cleaned and then refilled with supplies. Spot clean light switches, doors, and walls. All restroom mirrors, basins, shelves/counters, bright work, and stainless steel or solid surface partitions shall have a clean and polished appearance. Solid surface materials shall not become stained or dingy. Floor and wall

tile shall be maintained to standards listed herein, and special care given to grout, baseboards, drains, and edge details around stall wall supports, counters, trash receptacles, and all other permanently fixed equipment or finishes to prevent the buildup of odor-causing bacteria. Special care shall be given to prevent standing water and slick surfaces, and the selected company shall use appropriate signage and barricades to protect against slips and falls. Flooding restroom surfaces is not acceptable. The selected company shall notify the Airport Operations Division Manager or a designee to report on any inoperable fixture within the restrooms.

The selected company shall be required to define its deep cleaning restroom cleaning processes before the award of this Contract. Documentation shall be kept by the selected company showing that the proper cleaning process has been performed and the agreed-upon cleaning schedule has been met.

35. Public Seating Areas: Seating areas that are designated as part of the selected company's responsibility are to be maintained free of litter, spills, food and drink waste, packaging, accumulated dust, dirt, gum, stickers, and debris. All furniture surfaces, tabletops, counters, seats, backs, legs, feet, arms, and seams shall be wiped clean, and fabrics shall be spot-free and have a uniformly clean appearance, free from dirt, dust, stickers, stains, streaks, lint, and cleaning marks. Tables and chairs that have been displaced shall be repositioned and straightened, taking care to prevent damage to wall finishes. Floors are to be maintained according to standards for carpet and/or hard surface materials. Metal and bright work are to be maintained following the Standards listed herein.

36. Public Open Floor Space Areas: The airport facilities, terminals, concourses, connectors, walkways, halls, stairs, and other movement areas are public open floor space areas. The Standards listed herein for floor finishes, walls, stairs, halls, drinking fountains, windows, and glass, etc., shall always be maintained at acceptable cleaning levels.

37. Non-Leased Passenger Loading Bridges ("PLB's"): All interior finishes of the non-leased PLBs shall meet the standards listed herein for floors, walls, glass, doors, handrails, and ceilings. The selected company shall coordinate with the Airport to schedule deep cleaning that requires the closing of the bridge. The selected company is only responsible for the cleanliness of the PLB and not its operation.

38. Dispensers: All dispensers (soap dispensers, toilet paper and towel dispensers, tampon machines, etc.) within the areas serviced by the selected company shall be purchased, supplied, and installed by the Airport, and stocked and maintained by the selected company, unless otherwise specified in writing by the Airport's Operations Division Manager. The selected company shall provide all sanitary napkins and tampons.

The selected company shall not be required to replace or repair any defective or damaged dispensers or any parts thereof, except for damage to sanitary napkin and tampon dispensers caused by neglect or damage caused by the selected company. The selected company's employees shall report any defective or damaged dispensers or any parts thereof to the Airport Operations Division Manager or a designee upon discovery.

The Airport Operations Division Manager or a designee shall be notified immediately of any sanitary napkin or tampon dispensers that are inoperable and the status of pending repairs or replacement (if damage caused by the company). The Airport shall provide timely maintenance and repair of sanitary napkin and tampon dispensers to ensure product availability to customers.