

**Town of Atkinson**  
**21 Academy Avenue**  
**Atkinson, NH 03811**

## 2019 CLEANING BID SPECIFICATIONS

1. **PURPOSE:** The purpose of these cleaning contract specifications is to describe the Contractor's technical support requirements for the custodial services for the Town of Atkinson, NH.

2. **OVERVIEW:** The Contractor shall provide all personnel, labor, vehicles, tools, materials, equipment, transportation, supervision, and other items and services necessary to manage and perform custodial services at the municipal buildings outlined in a manner that will maintain a satisfactory facility condition and present a clean, neat, and professional appearance.

3. **FREQUENCY OF SERVICE:**

	<b>ACC</b>	<b>FS</b>	<b>TH</b>	<b>WP</b>	<b>HG</b>	<b>PD</b>
Bathroom Fixtures (FS incl. showers)	4@ 2x/wk	3@ 1x/wk	2@ 2x/wk	2@ 2x/wk	1x/wk	1x/wk
Maintain Floors	2x/wk	1x/wk	2x/wk	2x/wk	1x/wk	1x/wk
Vacuum Carpets	2x/wk	1x/wk	2x/wk	N/A	N/A	1x/wk
Vacuum/Clean Floor Mats	2x/wk	1x/wk	2x/wk	N/A	N/A	1x/wk
Clean Interior Glass & Mirrors	2x/wk	1x/wk	2x/wk	N/A	N/A	N/A
Clean Interior Tile/Other Floors	2x/wk	1x/wk	2x/wk	N/A	N/A	1x/wk
Remove Trash	2x/wk	1x/wk	2x/wk	2x/wk	N/A	1x/wk
Clean Kitchen	2x/wk	1x/wk	2x/wk	N/A	N/A	1x/wk
Dust Furniture	2x/wk	1x/wk	2x/wk	N/A	N/A	N/A
Regular Dusting	2x/mo	1x/mo	2x/mo	N/A	N/A	N/A
General Spot cleaning	As needed	As needed	As needed	N/A	N/A	As needed
High Dusting, including Window Treatments & Ceiling vents	2x/yr	2x/yr	2x/yr	N/A	N/A	N/A
Clean Light Fixtures	2x/yr	2x/yr	2x/yr	N/A	N/A	N/A
Strip & Wax VCT flooring	4x/yr	2x/yr	N/A	N/A	N/A	N/A
Heavy-duty cleaning of tile floors, including bathrooms	N/A	N/A	2x/yr	2x /yr	2x/yr	N/A
Clean & Sanitize Stove Hood	2x/yr	2x/yr	N/A	N/A	N/A	N/A
Clean Interior/Exterior Windows	1x/yr	1x/yr	1x/yr	N/A	N/A	N/A
Brush Screens	1x/yr	1x/yr	1x/yr	N/A	N/A	N/A
Shampoo & Extract Carpets	1x/yr	1x/yr	1x/yr	N/A	N/A	N/A
Spot Clean Carpets	As needed	As needed	As needed	N/A	N/A	As needed

Facility Legend:

ACC	Atkinson Community Center	
FS	Fire Station	
HG	Highway Garage	
TH	Town Hall	
WP	Woodlock Park Bathrooms	*April 1, through November 15 (after hours)
PD	Police Department	

**NOTE: Please see separate specification listing for Kimball Library**

**4. BID BREAKDOWN:**

- Monthly cost for each building, i.e. ACC, FS, TH, WP, HG, PD
- Total cost to the Town

5. **PERSONNEL:** The Contractor shall provide a list of all employees who shall perform work under this contract. The contractor employees shall have specialized training, prior work experience, or demonstrated technical skills required to fulfill the specific contract requirements. All Contractor personnel or representatives, who enter any Municipal facility, shall comply with all regulations in effect during the contract period.

The Contractor shall be responsible for maintaining satisfactory standards of employee competency and conduct and for taking disciplinary action against his/her employees as necessary. The Contractor shall remove any employee found under the influence of alcohol, drugs, or any other incapacitating agent, or who reflects disgrace or dishonor during service.

6. **QUALITY CONTROL:** The Contractor shall provide and maintain a written quality control program acceptable to the Town of Atkinson covering the service under this contract. The Quality Control Plan (QCP) shall explain the way the Contractor will ensure all contract requirements are being accomplished in an acceptable manner. The Town's Maintenance Supervisor will monitor the Contractor's performance under the contract using quality assurance procedures.

**7. CLEANING HOURS:**

**ROUTINE WORK:** Custodial services shall be provided in a non-disruptive manner and in the following time frames.

- Atkinson Community Center (ACC) – After 10:00 PM Tuesday and after 10:00 PM on the weekend
- Town Hall (TH) – After 10:00 PM on Tuesday and any time over the weekend
- Highway Garage (HG) – Any time Monday through Friday 8:00 AM to 4:00 PM
- Fire Station (FS) – Basement and first floor only, anytime on Tuesday
- Woodlock Park (WP) – Seasonal – April 1 through November 15 after 5PM & before 7AM
- Police Station (PS) – Prefer Weekday during day. If cost differential between weekday & nights or weekends, please specify.

**8. SECURITY, FIRE SAFETY, ACCIDENTS, ENVIRONMENTAL PROTECTION:**

The Contractor shall be responsible to ensure that Town equipment is safeguarded. The Contractor shall familiarize him(her)self and require his/her employees to become familiar with the methods of reporting a fire and fire alarms.

The Contractor shall ensure that no keys issued to the Contractor by the Town are lost or misplaced, nor do unauthorized personnel use them. The Contractor shall report the loss of a key as soon as possible to the Maintenance Supervisor, within 24 hours of the loss, and will be required to reimburse the Town for replacement of locks or re-keying because of the Contractor losing key(s).

The Contractor and his/her employees shall be cognizant of and observe all requirements for handling and storage of combustible supplies and materials and daily disposal of combustible waste.

The Contractor shall report any accident involving injury, death, damage to Municipal property, or accidental loss of Municipal Property to the Maintenance Supervisor. A written accident report shall be forwarded to the Maintenance Supervisor within two working days after the date of the incident. The Contractor will be held responsible for the cost to repair damage sustained to Town property as a result of the action of the Contractor or his/her employees.

The Contractor shall comply with all local laws, regulations, and standards regarding environmental protection.

**9. CLEANLINESS.** The Contractor shall ensure that custodial employees clean, sanitize, and thoroughly rinse mops, sponges, and similar tools and cleaning gear after each use. Mops, sponges, and similar tools and cleaning gear shall be replaced with new or clean items when rinsing does not restore them to a reasonable state of cleanliness.

**10. MATERIALS AND SUPPLIES:** The Contractor shall furnish all materials and supplies required to perform the work prescribed within this section including, but not limited to: rug shampoo, detergents, glass cleaner, stainless steel cleaner, bowl cleaner, scouring powder, brushes, sponges, cleaning cloths, wipes, waxes, polishes, rubber gloves, mops, brooms, mop buckets, floor scrubbers, disinfectants, along with any other consumable items. No materials or supplies shall be used that will damage floors, floor coverings, woodwork, painted surfaces, furniture, or other items/areas being cleaned.

Where applicable, the contractor shall provide window washing equipment suitable for reaching the exterior windows of the Town buildings.

Plastic Trash Container Liners: The Contractor shall furnish plastic trash container liners for each trash container each time it is emptied and leave one or more clean liners in the bottom of each can.

Rest Room Supplies: The furnishing of supplies for restocking of the restrooms including toilet paper, paper towels, and soap suitable for use in the existing dispensers are excluded from the cleaning contract. Contractors are responsible for servicing all dispensers, including soap with supplied products.

**11. CUSTODIAL SERVICES PERFORMANCE STANDARDS:**

IMPORTANT NOTE: The custodial staff shall not use the same bucket of cleaning solution or cleaning cloth used to clean toilets, to clean wash basins and fixtures. The staff shall not use the same bucket of cleaning solution or cloth used to clean floors, to clean the toilet urinals, wash basins, and fixtures.

Maintain Floors: All floors, except carpeted areas, shall be swept, dusted, mopped, damp mopped, wet mopped, dry buffed or spray buffed as needed to ensure they have a uniform, glossy appearance and freedom from dirt, debris, dust, scuff marks, heel marks, other stains, discoloration, and other foreign matter. Baseboards, corners, and wall/floor edges shall also be clean. All floor maintenance solutions shall be removed from baseboards, furniture, trash receptacles, etc. Chairs, trash bins, and other movable items shall be moved to maintain floors underneath these items. All moved items shall be returned to their original and proper position. Note: Special attention is to be paid to the new hardwood floor at the Community Center.

Vacuum Carpets: Vacuum carpeted areas. After vacuuming, the carpeted areas shall be free of all visible dirt, debris, litter and other foreign matter. Any spots shall be removed by carpet manufacturer's approval methods as soon as noticed. All tears, burns, and raveling shall be brought to the attention of the Maintenance Supervisor. Area and throw rugs are included to receive this service and shall be returned to their proper position.

Clean Carpets: Spot clean or shampoo dirty carpets over an area of 2 square feet or less. Spots must be removed immediately.

Vacuum and Clean Floor Mats: Vacuum and clean interior and exterior floor mats. A properly cleaned mat is free of dirt, sand, stones, gravel, mulch, insects, streaks, stains, and spots.

Clean Interior Glass/Mirrors: Clean all interior glass, including glass in doors, partitions, walls, display cases, directory boards, etc. by any appropriate means. After glass cleaning, there shall be no traces of film, dirt, smudges, water or other foreign matter.

Clean Tile Entryway and Bathroom Floors and Other Unique Floor Surfaces: For areas such as the tiled areas and other non-skid or unique floor surfaces, a damp mop may not sufficiently clean the floor. In this case, a mechanical scrubber or mechanical floor washing machine shall be used.

General Spot Cleaning: Perform spot cleaning on a continual basis. Spot cleaning includes, but is not limited to removing or cleaning smudges, fingerprints, marks, streaks, spill, etc. from washable surfaces of all wall, partitions, vents, grill work, doors, door guards, door handles, push bars, kick plates, light switches, temperature controls, fixtures and heating units. After spot cleaning, the surface shall have a clean, uniform appearance, free of streaks, spots and other evidence of soil.

Regular Dusting: Use a lightly treated dust cloth, lightly treated handheld dusting tool, lambs wool dusting tool, tank vacuum with dusting attachments, or combination of these dusting tools to remove all dust, lint, litter, dry soil, from the horizontal surfaces of book shelves, desks, chairs, file cabinets, and other types of furniture and equipment and form horizontal ledges, window sills, window frames, hand rails, etc. below 6 feet from the top of the floor surface. Items on desktops are not to be disturbed. After regular dusting, all surfaces shall have a uniform appearance, free of streaks, smudges, dust, lint, litter, etc. Dusting shall be accomplished by removal of soil from the area, not by rearrange it from one surface to another.

Remove Trash: All trash & recycling containers shall be emptied and returned to their initial location. Boxes, cans, and papers placed near a trash receptacle and marked "TRASH" shall be removed. Plastic trash bin liners shall be replaced if obviously soiled or torn. Trash & recycling receptacles shall be left clean, free of foreign matter, and free of odors. The exterior of wastebaskets shall be damp wiped with neutral detergent from a spray bottle and clean sponge or synthetic fiber cloth to remove evident soil.

In rest rooms, locker rooms, and food service areas, germicidal detergent will be used in lieu of neutral detergent. Trash and recyclables are to be collected and disposed in the appropriate trash bins and containers at the rear of the buildings.

Clean and Disinfect: Completely clean and disinfect all surfaces of sinks, toilet bowls, urinals, dispensers, plumbing fixtures, doors, walls, floors and other such surfaces using a germicidal detergent. After cleaning, receptacles will be free of deposits, dirt, streaks, and odors. Disinfect all surfaces of partitions, stalls, stall doors, entry doors, including handles, kick plates, ventilation grates, metal guards, etc. and wall areas adjacent to wall mounted lavatories, urinals, and toilets. All trash shall be removed.

Clean Kitchens: The Contractor shall remove grease, film, dirt, food remnants, water spots, and other foreign matter from the table tops, and kitchen equipment tops. Clean kitchen cabinets, counters, and sinks using a non-abrasive type cleaner. Remove all food and cooking residue. Clean microwave ovens and exterior of refrigerators with soap and water. Clean ceramic tiles with soap and water. After cleaning, the surfaces shall have a clean, uniform appearance, free of dust, oil, stains, and foreign matter.

Clean Interior and Exterior Windows: Clean all windows. Blinds shall be pulled up or removed to expose the entire glass surface. After surfaces have been cleaned, all traces of film, dirt, smudges, water and other foreign matter shall be removed from frames, casings, sills, and glass.

Brushing of screens: A properly brushed screen is free of dust, dirt, cobwebs, dead insects and other debris. Brushing shall be accomplished outside of the building and shall include window frames and tracks.

High Dusting: High dusting shall be defined as the removal of dust, cobwebs, oily film, etc from all fixtures and surfaces above 6 ft. from the top of the floor. This includes all exposed surfaces, including, but not limited to piping, conduit heating/cooling ducts, exhaust vents, light fixtures, structural projections, etc. After high dusting, all areas and surfaces above 6 ft. from the top of the floor surface shall be free from all types of soil removable by dusting or damp wiping.

Clean Light Fixtures: Light fixtures shall be damp wiped. The Contractor shall clean lamps, ceiling, and wall light wall fixtures, including reflectors, interior/exterior lens surfaces, bulbs, and fluorescent tubes. A properly cleaned light fixture has a globe and shade or plastic type panel that is free of all dust, dirt, stains, dead insects, and cleaning marks both inside and out. Bulbs and fluorescent tubes that are removed for cleaning shall be re-installed.

Furniture: Wipe desks, tables and chairs to remove dust.

Clean/Shampoo Carpets: All carpets shall be cleaned in accordance with standard commercial practices. A heavy-duty spot remover may be required for heavily soiled areas. After shampooing, the carpeted areas will be uniform in appearance and free of stains and discoloration. All cleaning solutions shall be removed from baseboards, furniture, trash bins, chairs, and other similar items. All carpets shall be vacuumed after shampooing. Chairs, trash receptacles, and other items shall be moved to clean carpets underneath and returned to their original locations. Carpet shall not be saturated and excess water removed immediately following shampooing.

END OF 2019 CLEANING CONTRACT SPECIFICATIONS

Atkinson, NH Cleaning Contract: Effective January 1, 2019