

KIMBALL LIBRARY

5 Academy Avenue, Atkinson, NH 03811

2019 CLEANING CONTRACT SPECIFICATIONS

1. **PURPOSE:** The purpose of these cleaning contract specifications is to describe the Contractor's technical support requirements for the 2017 custodial services at the Kimball Library, 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 Kimball Library in a manner that will maintain a satisfactory facility condition and present a clean, neat, and professional appearance.
3. **TERMS & CONDITIONS:** Either party can terminate this contract with a 30 day written notice.

4. **FREQUENCY OF SERVICE:**

<u>Category</u>	<u>Frequency</u>
Maintain Floors	3 times per week
Vacuum Carpets	3 times per week
Vacuum/clean floor mats	3 times per week
Clean Interior glass/mirrors	3 times per week
Clean Interior tile floors/other floors	3 times per week
Remove Trash	3 times per week
Clean and Disinfect	3 times per week
Clean Staff Kitchen	3 times per week
Furniture Dusting:	3 times per week
Regular dusting	2 times per month
General Spot Cleaning	Once per month
High Dusting	Twice per year
Clean Light Fixtures	Twice per year
Clean Interior/Exterior Windows	Once per year
Brushing of Screens	Once per year
Clean and/or Shampoo Carpets	Once per year
Spot clean carpets:	As needed
Clean white boards	As needed
Clean Galley Kitchen	As Needed

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 the Kimball Library, 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 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 quality control program acceptable to the Kimball Library covering the service under this contract. The Quality Control Plan (QCP) shall explain the manner in which the Contractor will ensure all contract requirements are being accomplished in an acceptable manner. The Library Director and Staff will monitor the Contractor's performance under the contract using quality assurance procedures.

7. HOURS OF OPERATION:

ROUTINE WORK. Custodial services shall be provided in coordination with specific time frames provided by the Library Director and/or Staff and shall include the following holidays.

Holidays:

- 1 January – New Year’s Day
- Third Monday in January
- Third Monday in February
- Last Monday in May
- 4 July – Independence Day
- First Monday in September
- Second Monday in October
- 11 November
- Fourth Thursday in November
- Fourth Friday in November
- 25 December – Christmas Day

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

The Contractor shall be responsible to ensure that Library equipment is safeguarded. The Contractor shall familiarize himself and require his employees to become familiar with the methods of reporting a fire and fire alarms.

The Contractor and his 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 Library property, or accidental loss of Library Property to the Library Director. A written accident report shall be forwarded to the Library Director within two working days after the date of the accident.

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, and 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.

The contractor shall provide window washing equipment suitable for reaching the exterior windows of the Library. The Contractor shall furnish other equipment required in performance of the contract including such items as floor buffers, vacuum cleaners, floor scrubbers, carpet cleaners, etc.

The Contractor shall furnish all supplies required to perform under the contract including:

Cleaning Supplies: Mops, brooms, mop buckets, rubber gloves, sponges, wipes, waxes, polishes, cleaners, disinfectants, etc.

Plastic Trash Container Liners: The Contractor shall furnish plastic trash container liners for each trash container each time it is emptied. Liners shall be of clear plastic and grade 0.34 mil or thicker.

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 is excluded from the cleaning contract..

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, and 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 should be returned to their original and proper position.

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 Library Director and/or staff. Area and throw rugs are included to receive this service.

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, and fixtures. 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 from 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.

Cleaning whiteboards: Remove all dry erase marks, finger marks from the writing surface of the whiteboards. Wipe the board tray with a damp sponge or cloth. After cleaning the whiteboards shall have a uniform appearance with no remaining marks or streaks.

Remove Trash: All trash 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 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 is to be collected and disposed in the trash bins/containers at the rear of the Library.

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.

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 and shall blend in with the area below 6 ft.

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