

**ATTACHMENT A**

**(also Exhibit "A")**

**JANITORIAL SPECIFICATIONS**

1. **General Conditions:**

The Contractor shall furnish all labor, supervision, materials, supplies, tools and equipment necessary for satisfactory contract performance. This includes facilities cleaning, supplying rest rooms with soap and paper products, plastic liners for trashcans and wastebaskets, all cleaning solutions, shampoo, scotch guard, etc. When not specifically identified in the specifications, such materials and equipment shall be subject to inspection, test, and approval by the Authority. The required objective is to maintain the facility(s) in such a manner that the location provides a clean, healthy, and safe environment for occupants and visitors of Bishop International Airport.

The Contractor shall be required to perform all cleaning services related to the carpeting, tile flooring, glass surfaces, stainless steel, etc., in accordance with the manufacturer's recommendation. Any deviations from these specifications shall require prior written approval of the Authority.

The Contractor shall be required to provide services as outlined herein, in the following areas:

**PUBLIC AREAS:**

The public areas consists of the airline ticket queuing areas, (including the space behind ticket counter to the office walls), baggage claim areas, rental car queuing areas, entrance vestibules, parking lots, terminal curb front, connector, passenger boarding area hold rooms, exterior gate areas, restaurant and lounge seating areas, passenger boarding bridges, checkpoint, elevators, escalators, business center(s) and any other areas commonly used by the general public. These areas consist of approximately 190,000 square feet of public space, exclusive of the parking lots. These areas are carpeted, tiled or paved, and shall be maintained in accordance with these specifications. These areas do not include leased tenant areas such as the kitchen, airline offices, car rental offices, or other concession areas.

**AIRPORT AUTHORITY OFFICES:**

The Airport Authority office areas consist of the administration area on the second floor, Police Offices on the first floor, one business center on the second floor, stairwells, dumpster area, and any other offices that may from time to time be occupied by the Authority. These areas encompass approximately 7,000 sq. ft. of space and are either carpeted or tiled. At no time shall an employee of the Contractor be allowed to perform cleaning in any security sensitive area without escort by a uniformed Police Officer.

## **TSA OFFICES & TICKET COUNTER AREAS:**

These areas include landside: break room, locker room, and space behind airline ticket counters to the office walls; connector: screening; airside: upper level offices and lower level offices and hallways. Where applicable, vacuuming should be performed daily. Behind the ticket counters, dust mopping should be performed daily, wet mopping should be performed at a minimum once per week. Trash receptacles in offices and behind the ticket counter should be emptied daily. Windows in the office areas shall be cleaned as necessary.

### **2. Work Schedule**

#### Public Areas

- a. Major cleaning is to be completed between 12:00 midnight and 4:30 a.m., seven (7) days per week including holidays.
- b. Regular cleaning is to be completed continuously between 6:00 a.m. and 12:00 a.m., seven (7) days per week including holidays.
- c. Awareness and sensitivity must be maintained for passenger traffic flow. For example, rest rooms must not be closed for cleaning during arrivals and departures of aircraft, and at no time shall any restroom be closed for longer than 30 minutes unless approved by the Authority,

#### Authority Offices

- a. Regular cleaning is to be performed daily, Monday thru Friday, between the hours of 5:00 p.m. and 6:00 a.m. Major cleaning such as carpet shampooing, etc, shall be performed on Saturday or Sunday.
- b. The security command center (Police Offices) shall be cleaned daily (excluding console and computer equipment) and coordinated with the Police Officer on duty.
- c. The Police Offices shall be cleaned daily between 8:00 a.m. and 3:00 p.m., coordinated with the Police Officer on duty.

#### TSA Offices and Ticket Counter Areas

- a. Times must be coordinated with TSA and airlines, respectively.

### **3. Special Work Requirements**

The Airport wishes to retain the option of directing the Contractor's personnel to provide necessary assistance, such as setting up chairs for meetings, moving furniture, or other miscellaneous assistance, when required. If additional staff is

required and the Contractor incurs additional costs, this additional cost is to be added to the monthly billings. **The Bidders are to identify their per hour labor rate for these types of services on their bid form (Attachment D).**

#### 4. Work Specifications

Interior - All interior glass surfaces, hand rails, entrance doors, etc, and window ledges within reach of the Contractors employees, are to be cleaned **daily** to remove smudges, fingerprints, dirt, etc. This includes windows and sills on all exterior walls of leased spaces; i.e. news/gift concession, tile counter front in the dining area, etc., and also includes all furniture in public areas, lounge and dining areas, as well as the front portions of all ticket counters/gate podiums. This includes the cleaning of the Automated Teller Machine, hotel kiosk, baggage cart machine, information booth, directional signage, advertising/car displays, flight information display monitors and kiosks, and any other terminal building support equipment that may from time to time be installed and/or operated by the Authority.

Exterior - All exterior areas adjacent to the terminal building, including the entire curbside area in front of the terminal on both the south and north side of the entrance roadway, shall be policed for litter as often as required, **but not less than once daily**. The security sensitive areas, such as the exterior gate loading areas, shall be coordinated with Airport Police and/or the Airlines. All exterior glass surfaces within a height of eight (8) feet shall be cleaned as needed. The under canopy blue steel supports and associated lighting along the curbside in front of the terminal shall be cleaned as necessary, but no less than twice per contract year.

This cleaning shall include power washing or machine scrubbing of the curbside concrete.

Carpet Vacuum – Pile lifting of carpeted areas. Carpets shall be clean and free from dust balls, dirt and other debris; nap on carpet shall lie in one direction upon completion of the vacuuming task. The Contractor shall provide commercial-grade upright vacuums with power driven brushes and HEPA-filtered exhaust or equipment that meet these standards be used exclusively in all carpeted areas where water and/or snow does not present a problem.. These brushes shall be removable for cleaning and be replaced as needed or required by the Authority. **Beater bar type vacuums shall not be used.** Note: Prior to vacuuming area, move and vacuum under all easily movable objects (chairs, waste receptacles, tables on wheels, typing stands, boxes, etc.). Be sure to replace all items moved. All public areas shall be vacuumed at least twice daily, or as requested by the Authority. Proper vacuuming is defined as at least three slow passes over the same area. Carpet within the Airport Authority Office areas shall be vacuumed once daily according to the work schedule. Pile lifting shall be performed as needed.

Spot Removal - Carpet - Buildup, spillage or crusted material shall have been removed along with spots, smears and stains. There shall be no evidence of “fuzzing” caused by harsh rubbing or brushing of carpet. Spot cleaned areas shall blend with adjacent areas. All employees should be trained in spot removal which will be performed as often as required. The method used to remove a spot will depend on what caused the stain, the size of the stain, and the instructions provided by the carpet manufacturer. Spot removal shall be done as often as required or requested by the Authority.

Fabric Cleaning – of Business Center partitions shall be performed upon request. Upholstery shampooing of public and office furniture shall be performed upon request.

Tile Floor Swept and Mopped - All floors shall be cleaned at least **daily** and kept free of all dirt, water, streaks, mop marks, mop strings, gum, grease, tar, etc. and present an overall appearance of cleanliness. All surfaces shall be dry and corners cleaned. Cleaning shall be done in accordance with the manufacturers recommendations. Special care shall be taken so as not to spill or spray hard surface cleaners on carpeted areas. Any hard surface solvents that come into contact with carpeted areas shall be removed by blotting with a wet towel, followed by blotting with a dry towel. Burnishing of restaurant tile floors shall be performed at least five times per week.

Trash Removal - Waste contained in all interior and exterior wastebaskets and adjacent to those wastebaskets shall be emptied as often as necessary, but **no less than once daily**. This includes wastebaskets in all public areas, curbside, airport authority offices, TSA offices, rental car ready lots, employee parking lots, public paid lots, etc. All waste paper receptacles shall be periodically damp wiped inside and out, disinfected as necessary, and furnished with plastic liners. All ashtrays shall also be emptied and damp wiped. The Contractor is also responsible for cleaning the area around the trash dumpsters as needed.

Recyclables: The Airport is in the process of developing a recycling program for its facilities. When the recycling program is in place, Contractor will remove all recyclable materials from marked containers located throughout the terminal building and deposit into designated recycling dumpster(s). Recycling can liners will be provided by the Contractor.

#### Clean and Supply Restrooms

When the Authority requests restroom cleaning during the day, an approved sign must be placed at the entrance warning tenants that the restroom is closed. A schedule for closing restrooms must be established with the Director of Maintenance and Facilities in advance. There are fifteen (15) restroom areas in the terminal which encompass approximately 4,800 sq. ft. These restrooms provide seventeen (17) urinals, forty-one (41) commodes, and forty-three (43) sinks with fixtures. Restroom floors and walls are ceramic tile and shall be

maintained in accordance with the manufacturers recommendations, thoroughly cleaned as often as required (but no less than once daily), and in accordance with the following:

- a. Restroom fixtures including toilets, urinals, commodes, sinks, faucets, hand dryers, etc, shall be washed inside and outside utilizing a disinfectant, and shall be free of stains and odors. Floors shall be swept/dust mopped and be free of dirt and wet mopped with disinfectant. All waste receptacles shall be emptied, cleaned, and disinfected as required. Partitions shall be cleaned to be free of dust, dirt, stains and graffiti. Mirrors shall be cleaned and polished. Restroom walls shall be cleaned free of film, streaks and stains. All metal fixtures and hardware will be cleaned. Radiators, window sills, ledges and grills shall be dusted. Vandalism will be reported immediately upon discovery.
- b. Servicing Restroom: All restroom supply holders including paper towel, toilet tissue, and soap dispensers, sanitary napkins, sanitary napkin disposal units must be checked daily and shall be replenished as often as required. Deodorant cakes shall be placed in all urinals; commercial air fresheners shall be supplied as necessary to dissipate odors. Supplies shall be compatible with presently installed holders, dispensers, racks, etc.
- c. Toilets/Urinals: Thoroughly clean toilets, toilet seats, and urinals with approved acid free bowl cleaner, rinse thoroughly. Wipe each toilet, toilet seat and urinal completely with approved disinfectant solution. Buff-dry to a streak, smear and smudge free "shine". Leave seats in a raised position. Special attention shall be given to floors, especially around the urinals and commodes, for elimination of odors and stains and to provide a uniformly clean appearance throughout.
- d. Sharp Containers: Containers shall be emptied, cleaned, replaced as required. Disposal of medical waste shall be according to manufacturer, state, and federal guidelines as appropriate. Contractor will replace broken, defective, or tampered sharps containers located throughout the airport facilities as needed.
- d. All restrooms shall be policed no less often than every thirty (30) minutes between the hours of 5:00 a.m. and midnight. Policing shall include the pick-up and removal of waste materials such as hand towels and toilet paper, wiping down the counters, mirrors and fixtures if necessary, and replenishing the paper towel dispensers, soap, and toilet paper.

Service Animal Relief Area – All fixtures including sinks, faucets, hand dryers, etc., shall be washed inside and outside utilizing a disinfectant and shall be free of stains and odors. Floors shall be swept/dust mopped and be free of dirt and wet mopped with disinfectant. All waste receptacles shall be emptied, cleaned, disinfected as required, and pet waste bags replenished as appropriate. Mirrors

shall be cleaned and polished. Walls shall be cleaned free of film, streaks and stains. All metal fixtures and hardware will be cleaned. Vandalism will be reported immediately upon discovery. Animal relief area shall be sufficiently rinsed, deodorized and free of all pet waste.

Dust/Damp Wipe Horizontal Surfaces - All file cabinets, tables, chairs, bookcases, radiators, window sills, baggage claim devices, advertising displays, automobiles, and miscellaneous furniture shall be dusted **daily**. Desks not clear of paperwork and computers are excluded from dusting. Also, vending machines, , signs, carrousel, and artificial plants are to be dusted and damp wiped.

Telephones - Disinfectant - All Airport Authority office, courtesy, and public pay telephones are to be sprayed **daily** with disinfectant, wiped clean and dried. All kiosks shall be cleaned daily. There are approximately four(4) Airport Authority phones (courtesy phones) and one (1) public pay phone in the terminal.

Drinking Fountains - There are ten (10) drinking fountains in the terminal. All drinking fountains are to be disinfected **daily** and cleaned with stainless steel cleaner.

Escalators - All escalator hand rails and side panels shall be cleaned and disinfected **daily**. Escalator stairs, entry and exit panels, shall be swept to remove debris and maintained in accordance with the manufacturers instructions. Cleaning of the escalators shall be performed so as not to interfere with the movement or convenience of the public.

Elevators - All elevator walls, doors, hand rails, etc, shall be cleaned **daily**. All carpeting or tile flooring shall be cleaned in accordance with the schedule for the cleaning of similar floor treatments described herein.

Silk plants - all silk plants (i.e. those under the landside escalators, and those in the planter area by the Airport Authority offices) shall be dusted at least **weekly**, or more often if necessary.

Passenger boarding bridges - all passenger boarding bridges shall be vacuumed at least **daily**, and shampooed as often as necessary but no less than the normal schedule for the terminal. Walls shall be cleaned on an as needed basis.

Cleaning of vacated tenant space – from time to time tenant spaces are vacated. Such areas will require general cleaning, carpet extracting and/or floor stripping and refinishing. Such work to be scheduled with the Director of Maintenance & Facilities and performed in a timely manner.

### Policing - Terminal Interior

A policing tour of all public interior terminal areas is to be completed as often as required, but as a minimum, a policing tour is to be completed every two (2) hours. The Contractor is to be alert to special needs that may occur during the day so that they may be taken care of immediately. This job includes performance of the following tasks:

- a. Pick up paper, trash, empty bottles and other discarded materials from all public areas to include planters, stairwells, etc.
- b. Picking up and removing gum, spots of tar and other foreign substances.
- c. Tidying up drinking fountains and glass surfaces.
- d. Mopping up wet areas caused by spillage, accidents or inclement weather.
- e. Servicing paper product dispensers.

### Policing – Terminal Exterior

At least **daily**, a policing tour shall be performed through all public areas and parking lots, landscape areas, etc., and all discarded materials placed in approved containers or the dumpster(s). Maintain floor-type ash receptacles in neat and presentable condition.

Snow Removal – The Contractor is to keep the sidewalks and entrances along the entire roadway in front of the terminal building, ground transportation area, employee parking area, rental car parking area etc., clear of snow and ice. Ice melting material will be supplied by the Authority. The Authority will also supply walk off mats for all entrances. The Contractor is responsible for providing adequate equipment to perform snow removal, to include the cleaning of the walk off mats, subject to the approval of the Authority.

## **5. Work Specifications – MONTHLY**

The Contractor shall provide carpet shampooing for the public area of the entire terminal, and Airport Authority offices, **at least once per month** or as requested by the Authority. Carpeted areas shall be shampooed using a hot water extraction method and a detergent without residue. This shampooing shall be performed only between the hours of 12:00am and 6:00am. After every third carpet shampoo, the Contractor shall apply scotch guard. Pile lifting shall be performed as needed.