**EXHIBIT F**

**CUSTODIAL SERVICE SPECIFICATIONS**

**Cleaning Schedule:**

**DAILY: Monday – Friday**

* Complete hygienic cleaning of rest rooms: replace 2 ply toilet tissue, 2 ply paper towels, hand soap, urinal tablets, etc.
* Empty waste baskets; collect trash; the contractor will be responsible for physically removing and disposing of trash from the facility daily.
* Vacuum carpet: remove spots by cleaning or shampooing as necessary.
* Sweep, dry mop or vacuum and damp mop all non-carpeted floors (includes stairwells).
* Clean sinks, counters, tables and chairs in the interview rooms, conference rooms and lobby areas.
* Wash door glass, interior windows and glass walls.
* Clean and disinfect all water fountains.
* Break down all cardboard boxes and remove them to the recycling area.
* Collect recyclable paper/products and remove to recycling bins.
* Police entrances to building; pick up trash, cigarette butts, etc.
* Keep custodial closets clean and free of odors.
* Maintain/clean all entry floor mats and runners.

**WEEKLY:**

* Low and mid-level dusting (up to 6 feet).
* Clean the exterior of the refrigerators and microwave ovens in the employee lounges (kitchen).
* Machine buff/polish tiled floor areas.
* Clean sinks, counters, tables and chairs in the employee lounges (kitchens)

**MONTHLY:**

* Wash desks and table tops (if cleared).
* Vacuum and damp wipe air intake and exhaust grills.
* High level dusting (above 6 feet).
* Meet with Owner’s Representative for walk-through of facility as defined in Exhibit B.

**QUARTERLY: (March, June, September, December)**

* Wash all reception and interview room chairs.
* Metal cleaning and polishing.
* Shampoo/clean high traffic carpet areas using professional cleaning equipment with a minimum temperature of 140 degrees F.

**SEMI-ANNUALLY: (May And November)**

* Strip, seal, and refinish tile floor areas, cleaning baseboards afterwards.
* Shampoo/clean carpet using professional cleaning equipment with a minimum temperature of 140 degrees F.
* Wash inside and outside of exterior windows and vacuum vertical window treatments.

**ANNUALLY:**

* Wash file cabinets and bookcases. (December)
* Wash light fixtures and lenses. (June)
* Vacuum systems furniture panels/partitions. (July)

**As Needed / Requested:**

* Spot clean walls, system furniture partitions, vertical window treatments and woodwork as needed.

**Custodial Services General Specifications and Standards of Service**

The Lessor’s Provider agrees to complete the project described below in accordance with these specifications and conditions.

**A. Description of Work:** The work to be accomplished consists of performing custodial services according to specific frequencies listed. Frequency may not be decreased without written approval/acceptance by the Department Representative.

1. **General Relationship:**

 Any employee of the Lessor’s Provider who may, in any manner, be unsatisfactory to the State (either because of dress, mannerisms, crude habits, criminal records or other reasons) shall immediately be replaced by another employee upon request of the State.

The Lessor’s Provider, or any of its representatives or agents agree to treat with the strictest confidence any and all material information, written/verbal or otherwise kept or maintained in the premises being cleaned. Any violation of this confidentiality will make the contract with the Lessor’s Provider null and void immediately.

 If, in the judgment of the Department Representative, the appearance of the area under contract does not meet the standards and services as set forth herein, it will be the Lessor’s Provider responsibility to take immediate corrective action.

**C. Supplies and Equipment:** The Lessor’s Provider will furnish all supplies and equipment for accomplishment of all work. Lessor’s Provider equipment shall be of the size and type suitable for accomplishing the various phases of work described and/or needed, and shall operate from existing sources of the State furnished electrical power, water supply, etc., and shall have a low noise level of operation. Equipment considered by the Department to be improper or inadequate for this purpose shall be removed from the job and replaced with satisfactory equipment.

The Lessor’s Provider will only be allowed what storage and supply areas are now available and the State will in no way be responsible for lost, damaged or stolen equipment or materials.

1. Materials and Supplies: The Lessor’s Provider shall furnish all materials and supplies required including, but not limited to, hand soap, paper towels, toilet paper, interior and exterior entry mats, plastic liners, sanitary napkins and tampons (when dispensers are provided) and personal seat covers and dispensers.

Fixture deodorant/sanitizers or other odor masking materials are not acceptable. If such products are needed, the area has not been cleaned and disinfected/deodorized satisfactorily.

2. All supplies/materials used shall have the necessary Under-writers seal of approval, be OSHA approved, be non-slip if applicable and will otherwise create no harmful or hazardous conditions. Any doubtful flammable or otherwise harmful materials may be submitted to the State for analysis upon request. IF requested, Lessor’s Provider will submit a complete listing, by manufacturer’s name and/or number, of cleaning supplies, chemicals, and floor finishes he proposes to furnish for this contract. Any of these materials found not satisfactory to the State will not be used, and substituted materials must be approved before use. The Lessor’s Provider must maintain on the State’s premises a complete set of MSDS (Material Safety Data Sheets) and have them accessible to the Department Representative.

3. Samples: The Department Representative may require samples of supplies before the Lessor’s Provider commences work or at any time during the work to determine compliance with the standards required by these specifications. Any item failing to meet these specifications shall be replaced by the Lessor’s Provider with supplies meeting the itemized specifications or required standards.

**D. Use of State Facilities:**

1. The custodial closet is available for use by the Contractor without cost for the purpose of storing of materials and equipment, excluding flammable materials. Lessor’s Provider will be responsible for the orderliness and cleanliness of this closet at all times.

2. The State will not be responsible in any way for damage to the Lessor’s Provider stored supplies, materials, or equipment, the supplies, materials and equipment being used throughout the building; or the Lessor’s Provider employees personal belongings brought into the building occasioned by fire, theft, accident or otherwise.

3. Upon completing work in each area within the building, the Lessor’s Provider personnel will assure that all windows are closed, lights are off, and all entrance doors are locked prior to leaving the area. The preceding would not apply if the Lessor’s Provider has completed work substantially prior to the end of the normal work day for State employees. Lessor’s Provider employees will park only in areas designed by the State.

**E. Lessor’s Provider Personnel:**

1. Lessor’s Provider employees shall not utilize or operate State-owned equipment of any type without specific authorization of the Department Representative. This is to include, but is not limited to, all office machines, telephones, etc.

2. The Lessor’s Provider will screen all personnel to assure the State that all employees are of good character. The Lessor’s Provider shall employ only personnel skilled or capable of becoming skilled in janitorial work. Contractor’s personnel will notify the Department Representative of inoperative water fixtures, lights, commodes, damage to buildings and fixtures, or any vermin such as cockroaches, water bugs, silver fish, mice, rats, etc.

3. Safety: The Lessor’s Provider shall be responsible for instructing employees in safety measures considered appropriate. The Lessor’s Provider shall not permit placing or use of mops, brooms, or equipment in traffic lanes or other locations in such manner to create safety hazards and shall provide appropriate warning signs for slippery floor areas caused by cleaning or waxing operations. Lessor’s Provider employees shall be required to interrupt their work at any time to allow passage of personnel. Lessor’s Provider must comply with all Federal or State safety laws and regulations (including OSHA/MSDS requirements).

4. Lessor’s Provider employees shall be provided with appropriate name tag identifying the person and employer. They will be properly displayed during working hours.

 **NOTE: Agencies may require full background checks on all Contractor’ employees.**

 **NOTE: Agencies may require Contractors’ employees to sign Non-Disclosure Confidentiality documents.**

**F.** **Clean Up**: All supplies, equipment, and machines shall be kept free of traffic lanes or other areas where they might be hazardous and shall be secured at the end of each work period in lockers or other areas provided for the purpose. Cloths, mops, or brushes containing a residue of wax or other combustible material subject to spontaneous ignition shall be disposed of or stored outside the building in tight metal containers, to be furnished by the Lessor’s Provider. All dirt and debris resulting from work under this contract shall be disposed of each day at the completion of work in the building. Cleaning solutions shall be disposed of in slop sinks provided for this purpose. Any flammable cleaning solution shall be immediately and adequately flushed down. Covers will be in place on trash receptacles at all times.

**G. Lost, Found or Missing Articles:** All unclaimed articles found in or about the work areas by the Contractor will be turned in immediately to the Department Representative, giving location where article was found.

**H. Compliance with State Regulations:** The Lessor’s Provider and employees will be subject to all applicable State and Federal regulations, for the conduct of personnel.

**I. Hours of Work:** Unless otherwise specified, work shall be on a five (5) Days per Week basis, Monday through Friday, between the hours of 12:00 P.M. (noon) and 12:00 A.M. (midnight). Should occasion arise that work must be performed on other than the above schedule the Department Representative will be notified in advance. This time schedule is subject to change at the convenience of the State.

**J. Work Schedule:** The detailed specification for the building requires work to be done on a periodic basis. The Lessor’s Provider will supply a schedule of the intended work on all elements other than those, which are daily requirements. The schedule will be as follows:

1. Weekly Requirements-The day of the week that work will be performed.

2. Monthly Requirements-The week in the month that work will be performed.

3. Quarterly Requirements-The week and the month that work will be performed.

4. Semi-Annual Requirements-The month that the work is to be performed.

5. Annual Requirements-The month that the work is to be performed. (

**K. Inspection by the State:** Daily inspection of the Lessor’s Provider work may be made by the Department Representative. The Department Representative has authority to point out to the Lessor’s Provider personnel incomplete or defective work and necessary corrective measures, but does not have authority to alter the terms of conditions of the contract without a **mutually agreeable written Amendment to the Lease.**

 The Department Representative will tour the facilities quarterly with the Lessor’s Provider or representative and review the State’s check rating form to determine future corrective action required, if any.

**L. Standards:** The following standards shall be used in evaluating custodial services:

Dusting - A properly dusted surface is free of all dirt and dust, dust streaks, lint and cobwebs.

Plumbing Fixtures and Dispenser Cleaning - Plumbing fixtures and dispensers are clean when free of all deposits and stains so that item is left without dust streaks, film, odor or stains.

Sweeping - A properly swept floor is free of all dirt, dust, grit, lint, and debris except imbedded dirt or grit.

Spot Cleaning - A surface adequately spot cleaned is free of all stains, deposits, and is substantially free of cleaning marks.

Damp Mopping - A satisfactorily damp mopped floor is without dirt and dust, marks, film, streaks, debris, and standing water.

Metal Cleaning - When cleaned, all surfaces are without deposits or tarnish, and with a uniformly bright appearance.  Cleaner is removed from adjacent surfaces.

Glass Cleaning - Glass is clean when all accessible glass surfaces are without streaks, film, deposits, and stains and has a uniformly bright appearance and adjacent surfaces have been wiped clean.  Extreme care and correct materials must be used to avoid damage and scratching on all surfaces.

Finish Removal - Finish removal is accomplished when surfaces have all finish dirt removed down to the floor material, floor is left free of all dirt, stains, deposits, debris, cleaning solution, and standing water, and the floor has a uniform appearance when dry.  Plain water rinse and pickup must follow removal operation immediately.

Scrubbing - Scrubbing is satisfactorily performed when all surfaces are without imbedded dirt, cleaning solution, film, debris, stains, marks, and standing water in all areas and floor has a uniformly clean appearance.  A plain water rinse must follow the scrubbing process immediately.

Light Fixture Cleaning - Light fixtures are clean when all components, including bulbs and tubes are without insects, dirt, lint, film, and streaks.  All articles removed must be replaced immediately.

Buffing of Finished Surfaces - Finished surfaces shall be buffed sufficiently to obtain maximum gloss, and have a uniform appearance free of surface dirt.

Baseboard Cleaning - After cleaning, the surfaces of all baseboards (wood, resilient, ceramic) will have a uniformly clean appearance, free from dirt, stains, streaks, and cleaning marks.

**M. Services:** The following services shall be performed to comply with the herein before specified standard:

Cleaning Toilet Rooms - This work includes cleaning all plumbing fixtures, lavatories, toilet bowls, dispensers, wainscots, doors, and stall partitions as required, and filling all paper/soap dispensers as needed.  Scouring powder may be used on plumbing fixtures or may be used for water closets and urinals, if required, on approval by the Owner’s Representative.  All stains or spots shall be removed from wainscots or stall partitions, using a damp cloth with detergent.  Floors shall be dry-swept and damp mopped daily using a germicide.

Cleaning Slop Sinks, Vending Machines and Drinking Fountains - All items will be cleaned using detergent or scouring powder, if required.  Cabinets or water chillers shall be wiped clean with a damp cloth.  Any spillage on floors or walls adjacent to fixture shall be wiped clean with a damp cloth.

Sweeping - All tile, wood, or concrete floors, stairways, landings, and stoops shall be swept with brush or mop or mechanical brush-vacuum sweeping without damage or disfigurement of furniture, doors, or base trim.  Oil treated mops or sweeping compounds shall not be used.  Dust, dirt, and debris shall be removed to receptacles provided for this purpose on the building exterior.  Reset furniture upon completion of sweeping.

Vacuuming - Carpeting and furniture shall be vacuumed and the dirt, dust and debris removed to receptacles provided by the Contractor on the building exterior.  Spots shall be removed from rugs and carpets as they occur.  A commercial/industrial vacuum cleaner equipped with a HEPA filter must be utilized.

Carpet Shampooing - Carpeting shall be cleaned by self-contained equipment capable of providing 50 PSI (pounds per square inch) of cleaning solution with an extractor capable of 100 inches of water lift and shall use water with a minimum temperature of 140 degrees F. Turbo drying of the shampooed carpet shall be performed utilizing a high speed fan(s).  Bonnet cleaning is NOT acceptable (other than for spot cleaning).

Damp Mopping Floors - Damp mop all resilient tile floors, terrazzo, quarry tile, ceramic tile, and concrete floors, including stairs and landings, using cotton or sponge mops, appropriate stain removal agents, unheated water and detergent, if required, using as small amount of water as possible.  Follow with clean water rinse and pick up again using as small amount of water as possible.  Where floor drain exists, water will be added periodically to prevent traps from becoming dry.

Floor Scrubbing - Scrub floors by use of deck brush, cylindrical or disc type machine or automatic machine scrubber and detergent solution using as small amount of water as possible followed by plain water rinse and pick up.  This scrubbing will be followed by the application of a floor finish system applied in accordance with the manufacturer’s specifications.  Baseboards shall be thoroughly cleaned after buffing.

Finish Removal - Removal or stripping of all finish down to the flooring material, using compound specifically prepared for this purpose, with steel wool or brush agitation as required, followed by rinsing with plain water to remove all finish material, solution, dirt and film form baseboard edge to baseboard edge.

Floor Waxing and Finishing - All floor waxes or finishes (i.e., carnauba, acrylic, polymeric) will be compatible with floors on which applied and shall be applied in accordance with the manufacturer’s recommendations.

Floor Touchup - Application of finish material and buffing in heavy traffic areas between primary refinishing as required.

Buffing - All finished and terrazzo floors shall be buffed periodically to remove traffic marks, heavy soil, etc., to be followed by sweeping, vacuuming, or dust mopping to pick up loose residue.

Turned Out Lights - Turn off all lights when not in use.  Only specific areas being worked in will be illuminated.

Dusting Horizontal Surfaces Other Than Furniture, Fixtures, and Equipment - Dust with treated dust cloth or vacuum all horizontal surfaces of windows, window ledges, radiators, stair rails, baseboards, tops of acoustical panels, and other horizontal surfaces.

Glass Cleaning - Clean all mirrors, glass cases, desk tops, windows and glass at building entrances using plain water or cleaning solution prepared for the purpose.  Adjacent trim shall be wiped clean with a damp cloth.  Scouring powder shall not be used.

Metal Cleaning and Polishing - Hardware, cigarette urns, bars on doors, kick plates, and all other bright work shall be polished using approved polishing compound.

Dusting Interior Walls and Ceilings - Beginning at the highest point, dust shall be first removed room all surfaces and exposed overhead pipes and equipment with untreated dusters or by vacuuming.  Cobwebs shall be removed with an upward stroke to avoid streaking.

Cleaning Doors and Trim - Clean doors and adjacent trim not otherwise cleaned.

Cleaning Light Fixtures - Dust all accessible components of light fixtures, including bulbs and tubes with a cloth or yarn duster.  On a rotation basis, each fixture shall be washed not less than once per year.

Empty Recycling Bins – Empty all recycle bins, when recycling program is practiced, located in corridors and other areas where specifically noted and remove recycled (paper, cardboard, etc.) items from building or deposit in collection facility/area provided for this purpose.

Empty Waste Receptacles - Empty all waste receptacles located in corridors and other areas where specifically noted and remove trash from building and deposit in collection facilities provided for this purpose.

Washing Waste Receptacles - Wash all waste receptacles to keep in sanitary condition.  Washing shall be accomplished with brush and detergent solution.  Use of cleaning agents harmful to paint or receptacle material will not be permitted.  Receptacles will be left free of deposits, dirt, streaks.

Cleaning and Polishing Furniture - Wood and finished metal surfaces shall receive furniture polish with rubbing as necessary for cleaning, followed by polishing with a clean, dry cloth or electric buffer.  Leather coverings shall be thoroughly cleaned with a combination cleaner and polish followed by polishing with a clean, dry cloth.  When cleaned or polished, all surfaces shall be of uniform appearance, free of deposits, streaks or film.  All spillage shall be wiped clean with a damp cloth.

Vacuum All Upholstered Furniture - Vacuum all upholstered surfaces to remove dust and lint (includes acoustical panels/systems furniture partitions).

Mat Cleaning - Remove mats at entrances and remove all dirt and dust deposits underneath.  Clean mats and replace in proper location.