

RFP #25922 Custodial Services for Student Housing

Rider B: Service Level Standards

1. BASE CLEANING SERVICE LEVEL

1.1 Spot Clean Carpets

Spot clean or dry foam clean dirty carpets daily. Spot cleaning is applicable to areas two square feet or less.

1.2 Natural Wood Surfaces

All natural wood surfaces will be cleaned and maintained IAW best industry practices.

1.3 Clean Entrances, Doors and Frames

Porches, platforms, docks, ramps, steps, and risers of entrances shall be cleaned and policed for the removal of dirt, mud, trash, and litter. The Contractor shall clean the exterior walls in entrance areas, up to seven feet from the top of the entrance floor surface. The Contractor shall also clean items such as mats, surfaces under mats, and foot scrapers. All glass doors and glass panels adjacent to glass doors shall be cleaned. Upon completion of cleaning entrances, all entrance surfaces and entrance mats shall be clean and free of any soil, streaks, and debris, graffiti, writing; and mats shall be replaced to their original positions. Touch points will be disinfected and sanitized.

1.4 Clean and Restock Custodial Closets and Storerooms

The Contractor shall clean custodial closets and storerooms and leave an adequate amount of supplies (coordinate location with CCA) to prevent depletion before the next routine servicing. Supplies include toilet paper, hand towels, hand soap, hand sanitizer and both large and small plastic bags. The Contractor shall store these supplies and any Contractor furnished items in a safe and orderly manner, ensuring proper ventilation of cleaning materials. Upon completion of cleaning and re-stocking custodial closets, all closet surfaces shall have been disinfected with no detectable streaks, marks, detergent residue, dirt accumulations, or soiling; and closets shall be amply stocked with supplies.

1.5 Trash Compactors/Corrals

Remove compactor if needed and replace all receptacles with empty receptacle. Follow owner instructions for compactors on safe removal and installation. Clean corrals as needed. Removal will be based on schedule provided by the CCA.

1.6 Elevators

All surfaces will be free from all dirt, smudge, oily film, and other foreign matter, and will have a uniform appearance. Touch points will be disinfected and sanitized. Damages or deficiencies will be reported. Inoperative lights will be reported.

1.7 Administrative Office Service

The Contractor shall provide custodial services in administrative office areas Monday thru Friday, throughout the year. The Contractor shall coordinate with the CCA to determine the best times to clean the individual office spaces (annual cleaning requirement). All space will be cleaned based on the related task/frequency/standard listed in base services.

1.8 Laundry Rooms

All spaces, including behind machines, will be free of all dust, lint, and materials. Lint traps will be cleaned daily. All lint, debris, clothing and foreign matter will be removed from behind machines. Machine surfaces will be free of soil and detergent.

1.9 Study Rooms/Conference Rooms

After cleaning, the study room will be free from all dust, dirt, soil, cobwebs and other foreign matter. Trash will be removed and liner replaced. Furniture will be arranged appropriately. Touch points will be disinfected and sanitized. Lights will be replaced as needed.

1.10 Kitchens/Kitchen Appliances

There shall be a uniform appearance, free from spots, spills, lint, dust, film, smell, etc. Ovens, including community kitchen ovens, will be cleaned weekly. Inoperable appliances will be reported to HRO.

1.11 Dusting and Cleaning of Pipes, Vents, Grilles

This is the complete removal of smudges, oily film, cobwebs, dust, etc. from all grilles, pipes, sprinkler systems, and certain vents. After cleaning, all surfaces will be free from all types of soil removable by dusting or damp wiping. The soil will be completely removed from the area or room. Some areas require that the overhead ductwork, pipes and equipment be blown off with compressed air to thoroughly remove all dust, sawdust, etc. This procedure will precede sweeping or dust-mopping the floor.

1.12 Routine Attention to Rooms

After performing custodial tasks in any area, attention must be paid to the following details: straighten blinds or draperies, close windows, turn down thermostats, turn off lights, close and lock doors.

1.13 Remove Trash – Building Interiors

All waste receptacles and other trash containers within the service area(s) will be emptied each night of service and returned to their initial locations. Pencil sharpeners will be emptied on the night of service. Boxes, cans, papers, etc., placed near a trash receptacle and marked "TRASH" will also be removed. Any other items not marked as trash will not be removed. All waste from trash receptacles will be removed from the area and emptied into a designated trash dumpster or receptacle in such a manner as to prevent the surrounding area from becoming littered. Dumpster lids will be kept closed. All litter on the ground immediately around trash dumpsters shall be swept up and placed in the dumpster on a weekly basis. Exterior of wastebaskets will be damp-wiped to remove evident soil and the inside as needed. Wet spills on interior of wastebaskets will be removed. All trash receptacles will be lined with plastic liners and replaced when obviously soiled or torn. Contractor is expected to adjust building trash removal schedules to conform to the schedule of the trash & garbage disposal Contractor.

1.14 Dust Mop and/or Sweep/Vacuum Non-Carpeted Floors

The entire area will be thoroughly cleaned to remove dust, dry soil, and other surface debris. All areas under chairs, trash receptacles, desks, coin-operated machines, and other furnishings, which are accessible, will be cleaned as well. Desk chairs will be placed back at desks and classroom chairs will be arranged after cleaning. After cleaning, surfaces, including corners, abutments, and places accessible to the cleaning equipment will be free of all visible soil, streaks, litter and spots caused by spills. The elevator door track will be vacuumed as needed to be debris / spot free.

1.15 Wet Mop - Debris / Spot Free

All accessible areas will be mopped to remove all soil and non-permanent stains. After mopping, the floor will have a uniform, debris/spot-free appearance.

1.16 Clean Drinking Fountains

Remove all obvious soil, streaks, smudges, etc. from drinking fountains and eyewash stations; then disinfect all porcelain and polished metal surfaces including the orifice and drain. Stainless steel sections will be polished with an appropriate cleaner. After cleaning, the entire drinking fountain and/or eyewash station will be free from streaks, stains, spots, smudges, scale, and other obvious removable soil.

1.17 Vacuum Carpets - Debris Free

After vacuuming the entire floor, it will be free of all visible litter, soil, dust, and embedded grit, including corners, and next to the baseboards. Trash receptacles will be moved as necessary to vacuum underneath.

1.19 Report Maintenance Items

Any item requiring maintenance or repair by Facilities Services shall be reported to the CCA or UHRL. Items like plugged toilets, leaking pipes, loose tile, inoperative lights, etc. are expected to be reported immediately upon finding them. Emergency repairs during off hours (i.e. after 5:00 PM and before 8:00 AM) such as broken pipes, floods, or serious roof leaks should be reported to Campus Public Safety Office (CPSO) at 725-4404 immediately after discovery.

1.20 Secure All Areas Post Cleaning – Only Responsible for areas that were cleaned that night

The only time a locked room will be unlocked is when the custodian is working in the room. When the door is closed after servicing, it is to be tested to insure that it is locked. The custodian will not unlock a locked room for anyone. Any damage or operational problems with these doors should be reported to Facilities Services for maintenance or repair.

1.21 Clean Interior Entrance Mats – Debris Free

Entrance mats, including inlaid carpet, located in the interior of entrances will be cleaned and debris free when complete.

1.22 Spot Clean Entrance Door Glass - Both Sides

Spot clean both sides of entrance glass and the window immediately adjacent to the entrance doors. After cleaning, the surface will present a uniform appearance free of all smudges, fingerprints, stains, streaks, lint, etc.

1.23 Building Security - Exterior Locking and Unlocking Per Schedule Provided to Contractor

Building locking and unlocking schedule will be strictly followed. Once a building is locked, the custodian will not open doors to allow a person to enter. Only people with keys and authorization are allowed in the University buildings after hours. Any problem dealing with unauthorized personnel in the building, theft or vandalism will be immediately reported to CPSO.

1.24 Restore Furniture to Standard Arrangement

Upon completion of the cleaning tasks, the furniture will be arranged in the original pattern in the classroom setting. There will be a uniform appearance with straight evenly spaced chairs in rows with equal space between rows. The designated aisles will be straight with sufficient width for occupant movement. Sufficient space will also be left in the front of the room and near entrances.

1.25 Clean Chalkboards / Whiteboards

Remove all chalk marks, finger marks, and chalk dust from writing surface of the chalkboards. The chalkboard tray, molding, baseboards and floor surfaces immediately underneath will show no evidence of chalk dust. Under no circumstances will water or other liquids be used to clean non-

steel chalkboards. The eraser will be cleaned daily to remove chalk dust. Re-chalk chalkboard when dry. Allow to air dry. After cleaning the chalkboard, the writing surface will have a uniform appearance with no remaining marks, streaks, or excess dust. If needed, Green-steel chalkboards are washed like a window using a non-abrasive sponge and squeegee. Dry marker boards will be cleaned using the appropriate product. Chalkboards/Whiteboards containing written data will not be erased and cleaned, except when the board is in general purpose classrooms, where boards containing written material, unless clearly marked to "SAVE", will be erased and cleaned nightly.

1.26 Clean Mirrors

Remove soil, streaks, smudges, film, etc. from the surface of mirrors with a damp cloth or sponge. Polish dry with a clean, soft, non-terry towel. After cleaning, surface will have no visible signs of streaks, smudges, lint, film, etc. and present a uniform, clean appearance. The frame of the mirror and shelves and other adjacent areas also will be cleaned and free of dust.

1.27 Refill Paper Products Dispensers

Re-supply all paper towel dispensers to the proper level. Single fold paper towels will be interlocked with remaining towels in the cabinet. The paper roll towel cabinets utilize the reserve roll feature. The new (reserve) roll is to be placed in the cabinet so that it will feed automatically when the stubby roll runs out. Dispensers will be wiped down with germicidal detergent after stocking.

- Toilet tissue dispensers hold two to four rolls. The dispensers will be wiped down with germicidal detergent after stocking.
- Toilet seat cover dispensers will be filled with new package when empty or when less than six sheets remain in package. The dispensers and adjacent surfaces will be wiped with germicidal detergent to remove handprints and smudges after filling.
- The dispenser will be checked for proper operation after filling and inoperable dispensers will be reported to the Custodial Supervisor on a daily basis.

1.28 Refill Soap Dispensers

Soap dispensers will be filled with either a pink luron type powder or a liquid soap cartridge when empty. The dispensers and adjacent surfaces will be wiped with a germicidal detergent to remove handprints and smudges after filling. The device will be checked after filling for proper operation. Caked or dried soap will be cleaned from the orifice. Remove the semi-hardened soap from spout of liquid soap dispensers daily. Inoperable devices must be reported to UHRL.

1.29 Clean and Disinfect Sinks

Completely clean and disinfect all exposed surfaces of the sink. A nonabrasive cleaner will be used on the exposed hardware. The cleaning includes the drying and polishing of all exposed hardware. After cleaning, the fixture will present a clean, bright shiny appearance and will be free of all visible soil, streaks, oily smudges, residue cleaning agents, etc. All metal hardware, such as faucet valves, drain and faucets; will be free of streaks, spots, stains, etc. Inoperable or broken fixtures will be reported immediately to UHRL. Different cloths, sponges, brushes and scouring pads will be used to clean the sinks than the ones used for cleaning the commodes and urinals.

1.30 Clean and Disinfect Toilets and Urinals

Completely scrub clean and disinfect all exposed surfaces (inside and out) of the toilets and urinals paying particular attention to areas under the rim and water inlet orifices. A nonabrasive cleaner will be used on the exposed hardware. The cleaning includes the drying and polishing of all exposed hardware. All foreign material will be removed from the urinal drain trap. Thoroughly scrub the surfaces of the urinal drain not covered by water. A special set of sponge, cloths, scouring pads and brushes will be maintained and used only for cleaning the urinals and toilets. After cleaning, the toilet seat must be completely dried and placed in an upright position. All fixtures will present a clean, bright shiny appearance and will be free of all streaks, spots, stains, rings, foreign material, etc., including the metal hardware. Follow manufacturer instructions for cleaning

waterless urinals. Stopped up toilets will be plunged to free the obstruction. Only if the obstruction cannot be dislodged completely will it be reported to the Custodial Supervisor or on a maintenance work request along with other inoperable or broken fixtures. This should be done on a daily basis. Inoperable stalls will have "Out of Order" signs placed on the doors and trash bags placed over the toilet/urinal..

1.31 De-scale Toilets, Urinals, Showers and Baths – As Needed

Remove scale, scum, mineral deposits, rust stains etc. from the interior of toilet bowls, urinals, showers and baths as needed to maintain a clean, uniform, bright shiny appearance.

1.32 Spot Clean Walls, Partitions, Doors, Remove Graffiti

Clean partition walls, frames, partition doors, walls surrounding the urinal and toilet. To remove any nonpermanent stains, spots, streaks and graffiti. Use a cloth or sponge dampened with a germicidal detergent solution. Wipe the surface dry using a clean cloth. After cleaning the surface will have a uniform appearance free from dust, lint, streaks, stains, and writing.

1.33 Clean Floor Drain

Remove all built-up deposits, embedded hairs, etc. from the grate of the drain. After wet mopping the floor, empty the remaining germicidal detergent down the floor drain daily. This will both disinfect the drain and also will seal the trap. After cleaning, the drain and grate will be free of odors and built-up deposits.

1.34 Mop and Disinfect Floor

After mopping the entire floor with a germicidal detergent, the floor will have a uniform appearance free of spots, spills, stains, dirt, oily film, mop strings, standing water, etc. Dispose of the remaining detergent solution by pouring it down the floor drain.

1.35 Clean and Disinfect All Touch-Points

Completely clean and disinfect all touch-points to include: door handles, door plates, light switches, and paper towel dispenser handles. After wiping fixtures with a nonabrasive germicidal detergent, dry and polish with dry cloth. After cleaning; fixtures will be dry and polished with a uniform appearance free from spots, stains and soil.

1.36 Mop/Disinfect Runners

Remove all surface litter from runners. Roll them up and sweep underneath. Damp mop all floor surfaces. After the floor is dry, roll out the runner and damp mop with a germicidal detergent solution. After mopping, the runner will have a clean, disinfected surface free from all loose soil, stains, spots, mop strings, etc.

1.37 Clean Tables, Counters, and Sinks As Available – Do Not Move Any Items

Remove any nonpermanent stains, spots, spills from all tables, counters, and sinks. After washing, the counter and sinks will have a uniform appearance, free from streaks, smudges, lint, etc., with complete removal of soil from the surface.

1.38 Stairs – Debris / Spot Free

After cleaning, stairs, landings and steps will be debris/spot free of lint, dust, soil, and cobwebs. Hand railings, ledges, grills, fire apparatus, doors, lights, window ledges, and radiators shall be dusted 6' and below. Handrails will be washed with a germicidal cleaner solution once a week.

1.39 Spot Clean Tables, Student Seats, Desks – Classrooms Only

Remove all pencil and pen marks from the writing surface of student seating. Remove any non-permanent stains, spots, spills, and pencil and pen marks from tables, lecterns, projection stands, conference tables, instructor's tables and other desks using a sponge or cloth dampened in a mild detergent solution. The cleaning will not be of such a degree as to remove the finish or leave

abrasive marks. After spot cleaning, the surface will have a uniform appearance free from abrasive marks, film, stains, spots, pen and pencil marks.

1.40 Empty Ashtrays and Receptacles

Smoking is not allowed in any PSU building; however smoking urns/receptacles have been set up outside some of the buildings. These receptacles should remain at a minimum of 30' from the building entrance. Sand in cigarette butt receptacles will be strained to remove ashes and debris. All litter on ground immediately around cigarette urns shall be picked up.

1.41 Sweep 10' Outside from Main Entrance Including Steps

Sweep 10' from outside the main building entrance to remove all soil, litter, trash, etc.

1.42 Dust Common Area / Classrooms – 6' and Below (Permanent Fixtures Only)

Remove dust, lint, dry soil, and cobwebs from baseboards, radiators, registers, moldings, ledges, door and window casings, window sills, and handrails. This only applies to permanent fixtures (no furniture) 6' and below. After dusting, these surfaces will have a uniform appearance free from streaks, smudges, lint, and cobwebs.

1.43 Locker Rooms / Showers – Scrub / Power Wash Shower Walls, Ceiling and Floor

Completely clean and disinfect all walls and floor surfaces. If needed, use a high-pressure washer with appropriate cleaning solution, to remove mineral deposits, mildew and other heavily embedded soil and stains. After cleaning, the surface will have a uniform appearance free from mineral deposits, mildew and other stains.

1.44 Center Stairs & Fire Stairs

Sweep/vacuum and damp mop center /fire stairs. Ensure all lights in stairways are operational, and report any malfunctioning fixtures.

1.45 Fire Extinguishers

Fire extinguishers must be maintained in a fully operational condition at all times. Evidence of use or tampering with fire extinguishers and equipment must be reported to the CCA.

2. PERIODIC CLEANING SERVICE

2.1 Clean Interior Windows

Clean glass surfaces that are over seven (7) feet high and resident room glass surfaces (e.g., mirrors). 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.

2.2 Clean Exterior Windows

Windows are the glass surfaces that are an integral part of the outer wall of the building. Window screens shall be removed, cleaned, and replaced as needed. After the window has been cleaned, exterior frames, casings, sills, and glass shall be free of all traces of film, dirt, smudges, water and other foreign matter.

2.3 Low-Moisture Extract or Dry Foam Clean Carpets

All carpets shall be cleaned in accordance with standard commercial practices. A heavy-duty spot remover may be required in heavily soiled areas. After cleaning, the carpeted area will be uniform in appearance and free of stains and discoloration. All cleaning solutions shall be removed from baseboards, furniture, trash receptacles, chairs and other similar items. Chairs, trash receptacles, and other items shall be moved to clean carpets, and returned to their original location. Carpet will be cleaned at least three times a year, during academic breaks in December

and March, and during the deep clean of each building in the summer.

2.4 Spray Buff/Restore Vinyl Asbestos Tile & Vinyl Composition Tile

The Contractor shall spray buff all surfaces of VAT/VCT floors, with a floor machine, accessories, and spray buff chemical. Before buffing, the floor shall be swept and any heel marks or other marks shall be removed. The floor surface shall then be wet mopped and rinsed. The floor finish in the spray buff chemical shall be the same type as that already on the floor. Chairs and other readily moveable items shall be moved. All spray buff solution shall be removed from baseboards and furniture. Upon completion of spray buffing, the entire floor shall have a uniform coating of floor finish and a uniform, glossy appearance, be free of scuff marks, heel marks, and stains, and all furnishings shall be replaced in their original positions.

3. TURNOVER AND CONFERENCE SERVICE

3.1 Apartment Turnovers

On an as-needed basis, based upon request, when there is an apartment vacancy, Contractor will perform cleaning of apartments, on a flat-rate basis, that includes all cleaning expenses including carpet extractions. About 1400 turnovers per year are required, and most take place at the end of terms, although at times turnovers are needed in the middle of an academic term.

Most turnovers are scheduled with more than a week notice, and the peak periods are immediately following finals week each term.

Apartment vacancy notifications shall be communicated to Contractor(s) by UHRL following the Turnover Process as specified in **Appendix A**, attached and incorporated herein. The following are the current room types at PSU:

- Sleeper Unit. 125 – 250 sq feet. No bathroom or kitchen. Furnished and Unfurnished. Carpet extraction as applicable
- Full Studio. 300 – 450 sq feet. Kitchen and bathroom. Furnished and Unfurnished. Carpet extraction as applicable.
- Ondine Studio. 300 sq feet. Bathroom and no kitchen. Carpet extraction as applicable
- Ondine Studio Suite. 600 sq feet. Bathroom and Kitchen, 2 adjacent bedrooms. Carpet extraction as applicable.
- 1 Bedroom. 600 sq feet. Bathroom and Kitchen. Carpet extraction as applicable
- 2 Bedroom. 900 sq feet. Bathroom and Kitchen.

Apartment turnover cleaning services will include the following items:

- Replace shower curtains as needed (Broadway, Epler, Ondine, only)
- Clean all appliance interior and exterior surfaces (range and refrigerator) as well as behind and under appliances
- Clean stove pans or replace stove pans (provided by PSU)
- Clean under and behind furniture and reset furniture
- Wash walls and baseboards and floor/wall heating components (radiators)
- Clean carpets as requested
- Clean floors. Floors vary and may be hardwood, concrete, tile and/or linoleum and appropriate products and processes should be used.
- Clean mini-blinds; window coverings
- Wash interior windows
- Clean bathroom and all fixtures

- Clean interior and exterior of all cupboard surfaces and shelving units
- Clean light fixtures
- Remove any stickers and residue
- Clean and sanitize all bathroom and kitchen surfaces
- Report all and any need for repairs to UHO Manager
- Return any abandoned goods not deemed as trash to University Housing & Residence Life (210 BRD)
- Remove all trash from unit
- Clean furniture inside and out in furnished units including drawers in dresser and desk
- Clean doors, including exterior side of doors.
- Clean all vents
- Vacuum carpets
- Sign off completed work on Turnover Sheet in apartment

If a unit is not cleaned to satisfactory APPA service levels, as determined by PSU, the contractor shall return to the unit to complete or perform the work again at the Contractors' expense.

3.2 Summer Conferencing

Conference activity occurs in most residence Halls from mid-June through the September 1. Some conference activity may also occur during the academic year, depending on space availability and program requirements. Contractor shall report any room irregularities, damages, or malfunctioning devices to SHC operations staff immediately.

3.2.1 Quick Turn Service for SHC

Based on Summer Conferencing schedule, Contractor shall provide quick-turn service, (as set out in **Appendix B: SHC Cleaning Process** attached and incorporated by reference herein), for SHC guest rooms after guests check out. Quick-turns apply to rooms that are occupied by summer guests for a term of twenty-one (21) days or less. The tasks for quick-turns are:

- Collect and properly dispose of trash and recycling
- Vacuum carpeted area and spot clean as needed
- Sweep and mop all hard surface flooring
- Dust and clean all horizontal surfaces
- Remove fingerprints from glass and doors
- Clean, disinfect, and sanitize sinks, toilet, and shower areas
- De-scale sinks, toilets, and showers
- Clean and disinfect bathroom and kitchenette area floors
- Clean drains
- Wipe and disinfect surfaces and fixtures in the bathroom and shower
- Clean, disinfect, and sanitize sink in the kitchenette area
- Wipe and clean all kitchenette surfaces and oven
- Wipe and clean exterior of door frame and surrounding fixtures to rooms

3.2.2 Last day turnaround units-

- Collect and properly dispose of trash and recycling
- Vacuum carpeted area and spot clean as needed
- Sweep and mop all hard surface flooring
- Dust and clean all horizontal surfaces
- Remove fingerprints from glass and doors
- Spot clean walls and doors
- Clean, disinfect, and sanitize sinks, toilet, and shower areas
- Dust and clean bed frames, desks, chairs, and other furniture in rooms

- Dust all sills, ledges, and moldings
- Clean all thresholds
- De-scale sinks, toilets, and showers
- Clean and disinfect bathroom and kitchenette area floors
- Clean drains
- Wipe and disinfect surfaces and fixtures in the bathroom and shower
- Check to make sure plumbing and devices are functioning properly, report items in need of repair to Summer Housing and Conferencing (SHC) staff
- Clean, disinfect, and sanitize sink in the kitchenette area
- Wipe and clean all kitchenette surfaces and oven
- Wipe and clean exterior of door frame and surround fixtures to rooms
- End of summer deep cleaning of bathroom and kitchenette

4. DEEP CLEANING OPTIONS

4.1 Deep Cleaning Options

Deep cleaning is performed between mid-June and August. Contractor will be provided three days after the end of the academic term to clean and prepare Residence Hall buildings being used by Summer Conferences. Contractor will be provided with a schedule to deep clean each building. The week prior to Residence Hall opening for Fall Term each Hall will receive a general “touch-up” cleaning.

4.2 Deep Clean Schedule

Upon agreement by the parties, the CCA shall provide, in writing, a Deep Clean Schedule for all project work for every area on Contract, within one month of the start of the deep clean schedule.

4.3 Project Work List/Frequency

The Contractor shall schedule and perform each project work task at the frequencies listed below:

4.3.1 Perform one time per 12 month period in the summer

Strip and scrub all non-carpeted floors; refinish with three to four coats of metal-linked polymer finish. Clean all interior glass, clean all vertical blinds and drapes, clean and polish all furniture and fixtures.

4.3.2 Perform two times per 12 month period during Winter Break and Spring Break

Refinish all non-carpeted floors with three to four coats of metal-linked polymer finish. Clean all carpets and rugs by either low-moisture water extraction method or by dry foam method.

4.4 Deep Clean Standards

Each work task shall be accomplished as indicated in the following sections:

4.4.1 Strip Floors

Stripping shall consist of the complete removal, without damage to the floor surface; of all finish and/or sealer from all visible floor surfaces and from those floor surfaces that can be exposed by the removal of all non-fixed furnishings. Stripping shall also include the complete removal of all marks, scuffs, and stains.

The stripping chemicals shall be in accordance with manufacturer's recommendation for the type of finish and/or sealer being stripped, and shall be used according to the manufacturer's directions. All floor surfaces to which stripper has been applied shall be thoroughly rinsed with clean water. If a mop is used to pick up the stripping solution, the area shall be rinsed at least twice.

4.4.2 Scrub Floors

Machine scrubbing grouted tile floors such as ceramic tile or quarry tile: Apply an appropriate cleaning solution to all areas of the floor. Allow this solution to remain on the floor for three to four minutes. Operate a floor machine over all accessible floor areas and areas that can be reached by moving furnishings. Manually scrub areas that are inaccessible with the machine. Remove the solution from the floor and rinse well with clean water. After scrubbing floors, all floor surfaces and grout shall be free of soiling, marks, stains, and free of chemical residue.

4.5 Refinish Floors

Refinishing shall consist of the proper application of at least three coats of finish to all areas. The floor shall be completely cleaned, rinsed and dried, ready for refinishing. Sufficient finish shall be used to fully protect the floor surface and to present a uniform luster. After the finish has dried, the reflectancy shall be uniform and no streaks or swirls shall be visible. No stripping solution or finish shall remain on baseboards, doors, or other non-floor surfaces. All furnishings shall be replaced to original positions.

4.5.1 Refinish Non-Carpeted Floors

Refinishing non-carpeted floors shall require only one coat of floor finish but shall be otherwise accomplished in accordance with section 5.3.3. In rooms provided with large area rugs, finish shall be applied to the exposed surface of the floor on all sides of the rug and back under the edge of the rug for approximately six inches.

4.5.2 Clean All Carpets and Rugs

When cleaning carpets and rugs, the Contractor shall clean carpet, rugs, carpet runners, and carpet mats. The dry foam cleaning method shall be used when it will thoroughly remove all streaks, stains, and spots. When the dry foam method is not sufficient or appropriate the water extraction method shall be used upon request by PSU. Also, the Contractor shall use the water extraction method after a carpet or rug has been dry foam cleaned.

4.5.3 General

Aluminum discs or stiff, heavy neutral color or white paperboard shall be placed under legs of furniture or other equipment to avoid staining until the carpet is thoroughly dry. The Contractor shall remove all tables, chairs, stands, coat racks, waste receptacles, and other similar portable items prior to or during the cleaning. The Contractor shall use antistatic chemicals in the complete process of cleaning carpets in rooms containing electronic equipment. All furnishings shall be replaced to their original positions upon completion. The Contractor shall treat cleaned carpeted surfaces with anti-static carpet treatment.

4.5.4 Carpet Cleaning, Dry Foam Method

Dry foam cleaning of carpets shall consist of spot cleaning, vacuuming, and re-vacuuming of carpeted areas. The cleaning shall be done using equipment, materials, and chemicals specifically designed for dry foam cleaning. The instructions provided by the manufacturer of the carpet cleaning equipment shall be followed. Areas such as

corners that are inaccessible to the machine shall be cleaned using foam from the machine and manual scrubbing devices. After cleaning and allowing sufficient drying time, the carpet shall be vacuumed following a pattern that will give the carpet pile a uniform appearance. Upon completion of dry foam cleaning, carpets shall be free of litter, materials such as paper clips and staples, soil, streaks, stains and spots; the pile shall be uniform; and furnishings returned to their original positions.

4.5.5 Carpet Cleaning, Low-Moisture Water Extraction Method

Water extraction cleaning of carpets shall consist of spot cleaning, vacuuming, operation of the water extraction equipment, and re-vacuuming of all carpet. The carpet cleaning shall be done using equipment, materials, and chemicals specifically designed for low-moisture water extraction cleaning. The water extraction equipment shall be operated over the entire carpeted area. The instructions provided by the manufacturer shall be followed. After operating the equipment and allowing sufficient drying time, the carpet shall be vacuumed following a pattern that will give the carpet pile a uniform appearance. Upon completion of water extraction cleaning, carpets shall be free of litter, materials such as paper clips and staples, soil, streaks, stains, spots and embedded dirt; the pile shall be uniform; and furnishings returned to their original positions.

4.5.6 Clean All Interior Glass

Clean all interior glass shall include complete cleaning of interior side of all windows, glass in interior partitions, walls, doors, furniture, displays, and all other glass areas (includes both sides of glass), and glass frames, casings, and ledges. The Contractor shall remove paint drops or smears; steel wool shall not be used, but razor blades or broad knives are permissible. The glass shall be rinsed to remove any detergent residue. Plastic, polycarbonate or acrylic windows shall be cleaned with materials and cleaners specifically designed to be non-abrasive to the surface. Upon completion of cleaning interior glass, all glass areas shall be completely clean and free of water marks, detergent residue, stains, film, smudges, tape, tape residue, and streaks. Frames, casings, sills, ledges, and screens shall be free of soil, dirt, tape, tape residue, smudges, and splash marks. Splashed glass cleaner, drip marks, and all other types of soil streaks shall be removed from all adjacent surfaces, such as frames, casing, trim and sills, after each cleaning.

4.5.7 Clean All Vertical Blinds

The Contractor shall clean vertical blinds, including tapes and cords, to remove all dust, stains, soil, and smudges. Care shall be taken to prevent staining tapes or cords during the cleaning operations. Blinds shall not be removed for cleaning unless prior authorization is provided by the CCA.

4.5.8 Clean/Polish Furniture

Remove all soil, litter and dust from office desks, chairs, file cabinets, tables, stands, directories, and other furnishings. Wood doors shall also be considered furniture for this service item. Wood furnishings shall be cleaned and polished with a wood polish, using no water or detergents. The Contractor shall vacuum all cloth upholstered furniture, including under and between cushions. The Contractor shall clean upholstered furniture with an approved spot cleaner and detergent, to remove soil that cannot be removed by vacuuming. The Contractor shall clean synthetic covered furniture with vinyl cleaner. Upon completion of cleaning furniture and fixtures all surfaces of furniture and fixtures shall be free of dust, soil, smears, smudges, streaks, stains, and excess polish.

4.5.9 Clean/Polish Metal and Fixtures

The Contractor shall remove tarnish, clean, and polish brass, stainless steel and non-ferrous metal push plates, kick plates, door hardware, name plates, protective and ornamental plates and flanges, railings, furniture, fixtures, and similar items. Upon completion of polishing metal, all metal surfaces shall be free of dust, soil, smears, tarnish, smudges, streaks, stains, and excess polish; and they shall be clean and bright.