



City of Memphis, Tennessee
Jim Strickland, Mayor

REQUEST FOR INFORMATION

RFI #2023-002

Janitorial Services for the City of Memphis Multiple Divisions

Issued: March 10, 2023

Due: April 10, 2023

No Later Than 5:00 PM (Central Time)

- I. The City of Memphis is issuing this Request for Information (RFI) to solicit written responses from interested Vendors to provide Janitorial Services for the City of Memphis (Wide) to include Multiple Divisions and Departments.
- II. Please review each Statement of Work (attached) thoroughly and provide a solution as to how you will be able to support this request. Your responses will be based solely on the statement of work. As this is an RFI no prices shall be submitted.
- III. **Mandatory Site Visits – Library**

A **mandatory site visit** is required for the City of Memphis Central Library located at 3030 Poplar Ave. Memphis, TN, 38111. Vendors may contact William Jones at (901) 412-5911 to schedule your site visit.

Should vendors require a site visit for any other locations please contact Frances Brooks by email at frances.brooks@memphistn.gov or by phone at (901) 636-6181 or email Lenita Winfrey at lenita.winfrey1@memphistn.gov.

IV. Response Requirements

Respondents shall include each of the sections referenced in the table below. The preferred method of submittal is in a three-ring binder with tabbed sections.

Sections and Topics
Section 1 – Cover Letter
Section 2 - Qualifications
Section 3 – Experience
Section 4 - Approach

Respondents may request consideration by submitting one original copy (clearly marked as such) as well as 3 copies of the proposal and a digital copy via thumb-drive that follow the submittal format described above in Section IV. Proposals can be mailed by USPS or other common carriers (FedEx, UPS) to the attention of Kristi Hardy, Purchasing Agent, at City of Memphis, 125 N. Main Street, Memphis, TN 38103 or dropped off in our Lobby in the drop box or on the 3rd floor room 368 at City of Memphis located at 125 North Main, Memphis, TN 38103.

V. Schedule

Friday March 10, 2023 _____ Publish RFI

On or Before March 22, 2023 __ Proposer Questions Deadline

March 29, 2023 _____ City Response to Questions

April 10, 2023, NLT 5:00 PM ___ RFI Submission Deadline

**This RFP can be downloaded from the City's website: www.memphistn.gov,
Business, under RFPs & RFQs.**

Please Note:

The City of Memphis will not be responsible for any monies expended in completing this RFI.

Janitorial Service for Memphis Public Libraries

Overview and Goals:

The scope is to provide janitorial services for the Memphis Public Library's (MPL) 17 library facilities (listed below) totaling 543,525 square feet.

Library	Address	Square footage	# of Restrooms
Central Library	3030 Poplar Ave., Memphis TN, 38111	325,000	35
Cordova	8457 Trinity Rd., Cordova, TN 38018	28,030	6
Hollywood	1530 N. Hollywood, Memphis, TN 38108	14,500	3
Randolph	3752 Given, Memphis, TN 38122	11,640	3
Poplar-White Station	5094 Poplar, Memphis, TN 38117	11,181	3
Raleigh	3452 Austin Peay, Memphis, TN 38128	17,500	4
North	1192 Vollintine, Memphis, TN 38107	9,200	3
Frayser	3712 Argonne, Memphis, TN 38127	6,400	3
East Shelby	7200 E Shelby Dr., Memphis, TN 38125	30,000	5
Whitehaven	4120 Mill Branch Rd., Memphis, TN 38116	28,000	6
South	1929 S. Third, Memphis, TN 38109	11,376	3
Cherokee	3300 Sharpe, Memphis, TN 38111	10,000	4
Parkway Village	4655 Knight Arnold, Memphis, TN 38118	8,800	3
Cornelia Crenshaw	531 Vance Ave., Memphis, TN 38126	6,690	3
Cossitt	33 S. Front, Memphis, TN 38103	15,608	4
Gaston Park	1040 S. Third, Memphis, TN 38106	5,100	3
Levi	3676 Hwy 61 S., Memphis, TN 38109	4,500	2

The MPL strives to advance a culture of excellence in operations and outreach. The presentation and maintenance of facilities is essential in upholding this culture of excellence. MPL received nearly two million annual visitors in 2018, encompassing a diverse set of users, and serves as a critical community asset that supports a range of programming – from literacy education to workforce development. Within this generally high volume of usage is seasonal and daily variation in facility usage: library visitation is concentrated in the summer months when youth

programming is heavier, while schools are in session, after school hours are high demand times that bring youth of all ages to libraries, and bathroom facilities are used more heavily in the morning hours year-round. Given the volume and variation of usage, facility cleanliness is challenging to maintain.

A successful partnership with the selected vendor will involve the following:

- **Goal 1 - Libraries that consistently reflect a high standard of cleanliness at a reasonable cost**
The City seeks a partner that will regularly complete assigned cleaning tasks using products of sufficient quality to sustain a high standard of presentation and meet health regulations. While the City expects competitive cost proposals, it is looking for a partner that delivers the greatest value in maintaining the cleanliness of library facilities.
- **Goal 2 - Close collaboration through proactive communication and regular performance tracking**
The City seeks a partner that proactively reports progress in the completion of assigned duties and is responsive to trends identified or issues raised during regular performance tracking. In addition to reporting progress on the completion of work, the selected vendor will play a valuable role in proactively communicating issues relating to the maintenance of facility infrastructure and safety.
- **Goal 3 - Usage and enjoyment of library facilities by Memphians**
The City seeks a partner that will contribute to the MPL's goal of advancing a culture operational excellence because facilities that are well-maintained create an inviting atmosphere for visitors. The outcomes of this partnership should include a minimization of visitor complaints regarding facility cleanliness.

General Conditions and Specifications:

1. **All bidders must tour the premises of Benjamin L. Hooks Central Library, 3030 Poplar Avenue, Memphis, TN 38111 with the Library's Facilities Manager or his designee before submitting bid. For additional information or to schedule a tour of the building, call William Jones, 901-412-5911**
2. Contractor **must** supply an equipment list with bid. Combustible materials storage will be provided in designated storage rooms at each location.
3. Contractor shall furnish all supplies and equipment necessary for the completion of all cleaning tasks. Cleaning products must be bleach-free and fragrance-free. Cleaning equipment should be sufficiently powerful and maneuverable to allow for thorough completion of regular cleaning tasks outlined below. MPL will furnish all paper products, hand soap, plastic liners, and other expendable supplies. ***The Contractor shall in no way use City supplies in the cleaning of the building, i.e., paper towels.***
4. Contractor will not be required to maintain the carpeted flooring beyond normal vacuuming and obvious spot cleaning. Major spot cleaning and deep extraction cleaning will be provided by a separate carpet cleaning contract.
5. **At Central Library Location only**, all contract employees shall park in the main public parking lot and enter at the main entrance and obtain a work badge from security dispatch.
6. Contractor shall maintain a logbook on the premises for recording anything unusual that comes to the attention of the Contractor's employees and that library employees can use to communicate with the Contractor's employees. A written monthly report of cleaning, extra cleaning, or anything of interest shall be sent to the Library's Facilities Manager.

7. The contractor shall be responsible to the City of Memphis for any theft, fraudulent, dishonest, vandalism or malicious mischief act or acts committed by their employees either alone or in collusion with others during the performance of this contract.
8. Should any employee's work or attitude prove unsatisfactory, the Libraries Facilities Manager shall inform the Contractor that such employee's services are no longer desired on the premises, and the employee shall be replaced immediately. Employees shall abide by the general standards of conduct of library facilities to which visitors are subject. Consult customer behavior guidelines on location.
9. Contractor must ensure that all employees have undergone a criminal background check.
10. Individuals who are not contracted employees (i.e. family members, friends, etc.) shall not accompany contract employees to work locations while the contracted employees are in the performance of their duties.
11. Libraries Facilities Manager and/or designee will direct the housekeeping services. A representative of the contractor will visit installation monthly to check on any problems and will contact the Building Manager weekly in person or by phone. All work performed under this contract shall be subject to the acceptance of the Building Manager, or their designated agent, and if performance is found to be unsatisfactory and not in accordance with the requirements of this contract, the Building Manager will notify the contractor who shall take immediate steps for corrective action.
12. Contractor shall provide answering service 24 hours per day 7 days per week and representatives must be available for emergency. Contractor must provide the building manager a contact list of names, and phone numbers of representatives for emergency response.
13. All employees will be required to wear a laminated photo ID badge at all times. This badge shall contain the employee's name, height, weight and date of birth.
14. The contractor shall require all employees, including supervisors, to wear distinctive uniform clothing, for ready identification, and assure that every employee is in uniform prior to commencing work. No employee will be allowed to work unless the approved uniform is being worn. Employees shall wear uniforms consisting of company shirts and trousers, coveralls or smocks for men, and dresses, skirts and company blouses, slacks or smocks, as appropriate, for women. The uniform shall have the contractor's name, easily identifiable, affixed thereon in a permanent or semi-permanent manner such as a badge or monogram.
15. The contractor shall furnish all personnel, supplies, materials and equipment necessary for the performance of the work of this contract unless otherwise specified herein. These supplies and materials shall be of a quality to produce satisfactory results and not cause damage to property.
16. The Contractor must submit a list of chemicals with Material Safety Data Sheets. List must specify the name of the manufacturer, the brand name and intended use of each of the materials that contractor proposes to use. Contractor shall not use any materials the Libraries Facilities Manager determines would be unsuitable for the purpose or harmful to the surfaces to which applied. The Contractor shall only use supplies that have been approved by the Libraries Facilities Manager. THE MANUFACTURES Safety Data Sheets MUST ACCOMPANY all materials used.
17. All necessary floor maintenance equipment including floor scrubbing machines, extraction machines, and all necessary equipment, etc., needed for the performance of the work of this contract shall be furnished by the contractor.

Personnel and Timing of Service:

Janitorial vendor will staff library facilities with sufficient resources to complete the cleaning tasks to the standards outlined in the "Specific Conditions" section below. The vendor will recommend the number of personnel staffed at each location, and the timing and length of their shifts. However, all cleaning activities that disrupt library operation or pose a safety risk to library employees or customers must be completed during the time the library is closed to the public. Changes to cleaning shift times and scheduled tasks may be necessary due to special events or in response to an emergency. All work under this item will be performed at the request of the Building Manager.

MPL is open to the public the following times:

Library	Hours of Operation
Central Library	Monday – Thursday 10am-8pm; Friday – Saturday 10am-6pm; Sunday 1pm – 5pm
Cordova	Monday – Thursday 10am-8pm; Friday – Saturday 10am-6pm
Frayser	Monday – Saturday 10am-6pm
Hollywood	Monday – Saturday 10am-6pm
North	Monday – Saturday 10am-6pm
Poplar-White Station	Monday – Saturday 10am-6pm
Raleigh	Monday – Thursday 10am-8pm; Friday – Saturday 10am-6pm
Randolph	Monday – Saturday 10am-6pm
Cherokee	Monday – Saturday 10am-6pm
Cossitt	Monday – Thursday 10am-8pm; Friday – Saturday 10am-6pm
East Shelby	Monday – Saturday 10am-6pm
Gaston Park	Monday – Saturday 10am-6pm
Levi	Monday – Saturday 10am-6pm
Parkway Village	Monday – Saturday 10am-6pm

South	Monday – Saturday 10am-6pm
Cornelia Crenshaw	Monday – Saturday 10am-6pm
Whitehaven	Monday – Thursday 10am-8pm; Friday – Saturday 10am-6pm

The staffing plans outlined below are *not requirements*, but instead are illustrative of staffing patterns that the City believes can be successful in maintaining a high standard of cleanliness at library facilities:

- a. Central Library: Six (6) staff members present all hours the library is open to the public. Of the six (6) staff members, five (5) staff members perform the routine cleaning tasks outlined in the “Specific Conditions” section below and monitor public area restrooms to maintain a high standard of cleanliness throughout the day. The remaining one (1) staff member provides meeting room set-up, trash removal (indoor and outdoor), discard removal, and emergency cleaning service as needed.
- b. Branches: Branches that are 20,000- 30,000 square feet in size have two (2) staff members work four (4) hours, Monday – Saturday. Branches that are 8,000-15,000 square feet in size have one (1) staff member work four (4) hours, Monday – Saturday. Branches that are 4,000 – 7,000 square feet in size have one (1) staff member work three (3) hours, Monday – Saturday.

Due to the smaller building sizes and the limited number of restrooms, all cleaning activities at Branches have previously been performed when the library is closed. If the vendor continues to perform all cleaning activities after closing, it is required that the vendor schedule janitorial staff to report to their respective branch libraries one hour before closing time, one day each week. The purpose of this schedule accommodation is to provide time for the branch manager or designee to directly discuss problems, priorities, and questions with the janitorial staff.

Specific Conditions:

The specifications are organized around MPL’s janitorial services goals:

Libraries that consistently reflect a high standard of cleanliness at a reasonable cost.

Close collaboration through proactive communication and regular performance tracking.

Usage and enjoyment of library facilities by Memphians.

1. Libraries that consistently reflect a high standard of cleanliness at a reasonable cost- DEFINITION OF ‘HIGH STANDARD OF CLEANLINESS’

The vendor shall complete the following **daily** cleaning tasks:

Area	Daily Tasks	Central Library	Regional Branches
Restrooms	Commodes and urinals will be washed inside and out. Seats will be washed top and bottom and dried. This work will be performed using an acceptable, non-pungent germicidal disinfectant solution.	X	X
Restrooms	Washbasins are to be washed and dried inside and outside. Bright metal parts are to be dry-shined.	X	X
Restrooms	All waste receptacles are to be emptied. Sanitary napkin waste disposal containers are to be emptied, sprayed with an approved disinfectant spray and wiped dry. The contents of these containers will be emptied into special carryout containers for removal from the premises.	X	X
Restrooms	Toilet tissue, toilet tissue seat covers, paper towels and liquid soap are to be installed by the cleaner. Note: Toilet tissue to be replaced only after roll is empty. Do not dispose of partial rolls. All of the above items are to be furnished by the Library. (It will be the Contractor’s responsibility to assist in keeping a close inventory of these items.) All dispensing units are to be kept clean.	X	X
Restrooms	Mirrors are to be cleaned and dry-shined.	X	X
Restrooms	Walls will be spot-cleaned to remove water splashes and runs, soap splashes, fingerprints and smudges.	X	X
Restrooms	Stall partition walls will be spot- cleaned with a detergent disinfectant solution. (Particular attention is to be paid to stall dividers next to the urinals in men’s rooms.) Tops of all partitions will be dusted.	X	X

Restrooms	Floors will be swept and wet-mopped with a detergent disinfectant solution with a scraper or abrasive synthetic pad used for stains or adherents.	X	X
Restrooms	All diaper change stations are to be opened to their full extension and washed thoroughly with a disinfectant solution, rinsed and dried.	X	X
Area	Daily Tasks	Central Library	Regional Branches
General	Clean and sanitize water fountains.	X	X
General	Empty all trash cans, recycle bins and other waste receptacles in all areas of the library and replace plastic liners as needed.	X	X
General	Dust all work surfaces, desks, tables, counter tops, file cabinets, credenzas, miscellaneous office furniture, low ledges, sills, and rails. Damp wipe as needed to remove spills.	X	X
General	Replace chairs in proper positions adjacent desks and tables.	X	X
General	Vacuum all carpeted areas thoroughly, with special attention given to high usage areas such as traffic lanes, around desks, desk knee- well areas and around furniture. Spot clean carpets to remove obvious spills, stains, and gum as needed. (Please note: Spot cleaning is defined as "large" and "obvious" spills or stains. "Spot cleaning" is not intended for all spillage and normal soiling. Machine cleaning methods may be necessary in heavily traveled areas, which will be contracted separately.)	X	X
General	Spot clean glass partitions/dividers, seating in high usage areas, and walls, especially around light switches. Seating areas are to be given special attention particularly for spots/stains/spills on chair cushions, chair seats and tabletops.	X	X
General	Clean all glass entry doors, both sides, top to bottom, and spot clean glass side panels. Spot clean all other doors around push plates, door knobs and door framework.	X	X
Closets	All supply closets are to be kept neat and orderly at all times. No trash or dirty mop water is to be stored overnight. Mops are to be rinsed and hung daily to avoid souring.	X	X
Stairways	Steps, landings, windows, and doors in stairwells will be policed and/or spot-cleaned. Scrape gum as needed.	X	X
General	Sweep and/or dust mop all tile, marble, terrazzo, or concrete floor areas. Spot mop hard surface floors to remove spills and remove gum.	X	X
Outside	Pick up paper, bottles, and any other loose debris outside on the Library's property, including Central lower-level dock area. Empty outside trash receptacles and replace liners.	X	X

Main Atrium Stairway and Observation Elevators	Steps and landings of the main stairway in the atrium area are to be thoroughly swept and mopped from the second to fourth floor. Damp wipe adjacent handrails and spot clean glass panels beneath handrails, including glass walls around the observation elevators at lobby level. Observation Elevators are to be sweep, damp mop and dry buff with white pad. Vacuum door saddles to remove debris. Elevator walls, doors, and windows to be spot cleaned. (Stainless steel will be cleaned with approved cleaner.)	X	
Elevators	Elevators are swept and wet mopped. Vacuum all elevator door saddles to remove debris. All elevator walls, doors, and windows are to be spot cleaned. (Stainless steel will be cleaned with approved cleaner.) (See special instructions for Central Observation Elevators)	X	X
Children's Department	Particular attention is to be paid to spot-cleaning the glass panels in the "glass house" reading room in the children's area.	x	
Main Entrance	Damp mop and dry buff (with a soft white synthetic pad) the inlaid mosaic terrazzo floor at the main entrance.	X	
Area	Daily Tasks	Central Library	Regional Branches
Escalators	With escalator operating, sweep all trash and debris from threads and spot clean spillage. Thoroughly damp wipe rubber rails with an acceptable disinfectant solution. Spot clean glass panel escalator walls on the inside. Dust exterior ledges along full length of escalator.	X	
Furniture Arrangement	Arrange meeting room furniture as directed by the Facilities Manager and/or Events Coordinator	X	

The vendor shall complete the following **weekly** cleaning tasks:

Area	Weekly Tasks	Central Library	Regional Branches
Shelving Areas	Dust leading edges of shelves where books are stored, all open shelves (shelf space which is void of books), and tops of 90" bookshelves. (Only dry dust cloths are to be used in these areas. Chemically treated cloths, waxes, oils, etc. are not to be used.)	X	X
Restrooms	All tile walls to be thoroughly washed and scoured, using anti-germicidal material	X	X
General	All carpeted floor areas are to be thoroughly vacuumed in all areas including hard-to-reach corners and behind furniture. Use back packs or canister vacuums and appropriate special tools for this service.	X	X

General	Dust low vents, chairs rungs, baseboards, wall hangings and other wall adornments.	X	X
Stairways	All steps and landings will be thoroughly vacuumed and spot mopped to remove spills. All adjacent ledges and banisters will be dusted.	X	X
Hard Surface	Spray buff and spot scrub as needed all tile floors in service areas, corridors, break rooms and coffee stations.	X	X
Elevators	Elevator cab walls, interior doors, exterior doors and trim will be thoroughly cleaned. Door saddles will be wet-cleaned. Machine scrub rubber tile floors and rinse thoroughly.	X	X
Main Atrium Observation Elevators	The inside and outside of the observation elevators glass enclosure walls are to be thoroughly cleaned with squeegee method. The inside and outside window walls in the elevator cabs are to be squeegee cleaned. (Special safety arrangement: A two-person method is to be observed at all times when completing these tasks)	X	
Escalators	Thoroughly clean glass panels on both sides. Escalator must be turned off for this operation. (Important note: All OSHA regulations must be rigidly adhered to in order to ensure the safety of all employees and library patrons.)	X	
Outdoor Garbage Cart	Pull garbage carts to designated collection pick-up location and return the carts to designated storage area after collection day.		X

The vendor shall complete the following **monthly** cleaning tasks:

Area	Monthly Tasks	Central Library	Regional Branches
General	Thoroughly clean all glass side panels, glass partitions and glass dividers.	X	X
Restrooms	Floors will be machine-scrubbed with a detergent disinfectant solution and rinsed thoroughly.	X	X
Restrooms	All tile walls and stall dividers will be thoroughly cleaned and disinfected.	X	X
Main Atrium Stairway and Observation Elevators	Glass panels beneath handrails in the main atrium stairway are to be thoroughly cleaned on both sides from second to fourth floor.	X	
General	Spray buff or spot scrub (as needed) all tile and topcoat with one coat of floor finish.	X	X
Main Entrance	Machine scrub the inlaid terrazzo floor in the lobby. Rinse thoroughly and recoat with approved floor finish (see exhibit A titled "The Care of Terrazzo").	X	

Elevators	Ceiling light diffusers in elevators will be vacuumed and spot- cleaned.	X	X
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The vendor shall complete the following **quarterly** cleaning tasks:

Area	Quarterly Tasks	Central Library	Regional Branches
General	Thoroughly wet mop all steps and landings, and buff corridors, hallways, and other walking areas with tile floors	X	X
General	Scrub and recoat (2 coats) all composition tile floors.	X	X
General	Deep clean groove tile throughout public service area.		Whitehaven Branch Only

The vendor shall complete the following **annual** cleaning tasks:

Area	Annual Tasks	Central Library	Regional Branches
General	Strip to remove all old wax, thoroughly rinse and recoat with 4 coats of finish all wax able floor areas. NOTE: Care is to be taken to avoid splashing and to wipe excess finish from furniture legs, door frames, baseboards and bottom of doors. All furniture is to be replaced in its proper position after the finish has dried.	X	

2. Close collaboration through proactive communication and regular performance tracking- COMMUNICATION RESPONSIBILITIES

The city seeks to collaborate with the selected vendor to consistently achieve the standards of well-maintained grounds outlined above. Communication between the city and the vendor will form the basis of this collaboration. The following are the communication roles and responsibilities envisioned under this contract:

- a. Contractor
 - Daily Logbook:

Contractor shall maintain a logbook on the premises for recording anything unusual that comes to the attention of the Contractor's employees and that library employees can use to communicate with the Contractor's employees. A written monthly report of cleaning, extra cleaning, or anything of interest shall be sent to the Building Manager.

Monthly Performance Review:

The contractor will meet with the building manager and/or designee each month to do a formal inspection of one facility on a rotating basis and review performance as outlined below. The contractor shall take corrective action where persistent failure to meet the performance standards outlined in this scope of work is identified in the performance data.

b. City

Daily Inspections:

A member of the Library staff will conduct spot inspections when opening the facility each day. Library staff will note any instances of failure to meet the standards.

Monthly Performance Review:

The Contract Manager will meet with the vendor each month to do a formal inspection of one facility on a rotating basis and to review data collected from the Daily Inspections.

3. Usage and enjoyment of library facilities by Memphians

The City assumes responsibility for tracking usage and enjoyment of library facilities by the community. This information will not be used to formally assess the performance of the contractor. Nevertheless, information such as complaints relating to the cleanliness of library facilities, via 311 or on-site complaint forms, at the sites outlined below will be shared in the City's regular communication with the contractor. The contractor is expected to be responsive to complaints that fall within the responsibilities outlined in this scope of work.

Janitorial Services for General Services Division

The scope is to provide janitorial services (cleaning of office spaces, restrooms, lobby areas, hallways, public and private areas, etc.) for the **Memphis City Hall located at 125 North Main Street, Memphis, TN 38103** as outlined in these specifications.

Expectation: The contractor shall render the City facility clean, defined as " free of dirt, pure, spotless, sanitary, sterile, and uncontaminated". This includes, but is not limited to, timely removal of trash, dirt, dust, cobwebs, etc., as well as professional floor care and maintenance.

1. CARPET CLEANING

All Carpets will be shampooed in City Hall semi-annually and billed per square foot. The vendor must be able to clean carpet on demand within a 24-Hour notice.

2. FLOOR CARE MAINTENANCE

All floor care maintenance will be done according to specifications and billed according to schedule. Vendor must provide a floor maintenance cleaning schedule with bid.

NIGHTLY CLEANING SCHEDULE

The present total square feet for housecleaning are 178,121 and approximately 90,000 square feet of that total is carpeted. A breakdown of space by approximate area will follow the description of the work to be performed.

- 1. **All floors** to be swept with treated cloths, mopped with approved chemicals, floor-surfacing applied, and polished or buffed to a wet look. All inner office floors without carpet must be cleaned nightly.
- 2. **All carpeted** areas to be vacuumed and spot-cleaned nightly.

BREAKDOWN OF SPACE BY APPROXIMATE AREA:

SEVENTH FLOOR

Carpet	4,148
Stone Hallway	1,248
Carpet	<u>652</u>
Total areas to be cleaned	6,048

SIXTH FLOOR

Tile floor	14,439
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Carpet	<u>12,304</u>
Total areas to be cleaned	26,743

FIFTH FLOOR

Tile floor	12,599
Carpet	<u>14,144</u>
Total areas to be cleaned	26,743

FOURTH FLOOR

Tile floor	13,943
Carpet	<u>12,800</u>
Total areas to be cleaned	26,743

THIRD FLOOR

Tile floor	7,303
Carpet	<u>19,440</u>
Total areas to be cleaned	26,743

SECOND FLOOR

Hardwood floor	644
Four terrazzo hallways	4,660
Carpet	<u>3,004</u>
Total areas to be cleaned	8,308

LOBBY, EXHIBITION HALL AND COUNCIL CHAMBERS

Terrazzo floors	12,350
Carpets at lobby doors	400

Carpeted area in Council Chamber and lounge and caucus areas. 6,600

Total areas to be cleaned, including elevators

and passageway to four fire doors **19,350**

FIRST BASEMENT

Tile floor 12,050

Carpet 11,457

Total areas to be cleaned **23,507**

SECOND BASEMENT

Tile floor 8,493

Carpet 5,443

Total areas to be cleaned **13,936**

MISCELLANEOUS SPACE

Thirty (30) between-floor stair landings 1,050

Terrazzo stairs in first basement center to lobby

and stairs from lobby to second floor 242

Total miscellaneous space to be cleaned **1,292**

DAYS/HOURS OF WORK

All nightly cleaning services listed below shall be performed five (5) days each week, Monday through Friday, excluding holidays – see **Section 2.5 City Holidays** (Additional holidays may be added)

Services for this contract will be provided between 6:00 p.m. and 6:00 a.m. No work shall be performed on weekends except where specified, unless prior approval of the Building Manager is obtained.

CLEANING AFTER SPECIAL EVENTS

After “special events” have been held at City Hall, it may be necessary for the Contractor to bring in special attendants to sweep up the debris on the plaza, clean the lobby rest rooms, clean the Council Chamber and any other area that may need special attention as a result of the “special event”. All work under this item will be performed at the request of the Building Manager and is to be quoted at a separate price on the Bid Form.

UNIFORMS

The contractor shall require all employees, including supervisors, to wear distinctive uniform clothing, for ready identification, and assure that every employee is in uniform prior to commencing work. No employee will be allowed to work or sign for keys unless the approved uniform is being worn.

Employees shall wear uniforms consisting of company shirts and trousers, coveralls or smocks for men, and dresses, skirts and company blouses, slacks or smocks, as appropriate, for women. The uniform shall have the contractor's name, easily identifiable, affixed thereon in a permanent or semi-permanent manner such as a badge or monogram.

LOBBY - SPECIFIC CLEANING SPECIFICATIONS

NIGHTLY (Monday - Friday)

- a. Vacuum and mop vestibule mats at main entrances.
- b. Clean interior office glass in high and low areas, lobby areas, walkways, wall panels, and glass doors as needed.
- c. Clean metal trim surrounding main entrances.
- d. Sweep, wet-mop, and spray-buff to a high gloss all terrazzo flooring. Spot clean spillage. Sweep corners after buffing.
- e. Dust and wipe all low ledges, counters, sills, and molding - those up to 8' from the floor.
- f. Vacuum and/or wipe clean lobby furniture. Dust and polish furnishings with a clean cloth. Detail vacuum and spot clean area rugs.
- g. Spot clean wall marble and buff.
- h. Empty trash receptacles and remove trash. Install fresh liners in receptacles. Scrub residue from trash cans as needed.
- i. Sweep, wet-mop, and spray buff all tile. Spot clean any spillage.
- j. High dust vertical surfaces, down lights and other light fixtures, and ventilation grills and other such items as observed.

LOBBY - SEVENTH FLOOR - SPECIFIC CLEANING SPECIFICATIONS

NIGHTLY (Monday - Friday)

- a. Only one cleaning person, *accompanied at all times by the cleaning supervisor*, will be allowed on the 7th Floor to work each night.

- b. This floor is to remain secure at all times. After all cleaning has been completed, the glass doors between the hallways and the main reception area are to be locked; but *no inner office doors are to be locked.*
- c. The mayor's personal office and restroom must be cleaned when filling in for the Operation City Hall personnel day person. The vendor's daytime person will clean at the discretion of the mayor or his secretary. (See "Day Person's Schedule of Duties").

OFFICES - SPECIFIC CLEANING

NIGHTLY (Monday - Friday)

- a. Dust mop with treated mop and/or sweep all composition flooring, removing all dirt from corners and edges. Spot clean stains and spillage.
- b. Dust mop floor with treated dust mop.
- c. **Vacuum all carpets** and rugs. *Do not bump or rub furniture or wooden base moldings.*
- d. Damp wipe and dry polish all desktops, counter tops, credenza tops, book shelves and file cabinet tops, including glass tops. *Do not move papers, books, etc., from any of these surfaces.*
- e. Lightly dust telephones, typewriters, adding machines, projectors and other similar office equipment.
- f. Dust all ledges and horizontal surfaces that are no higher than 6' from the floor.
- g. Spot clean all glass walls, glass partitions, entrance glass, glass doors, wall windows and side lights. (Glass windows go up to 10 feet high)
- h. Spot clean inside of building exterior windows.
- i. Empty trash cans and replace liners. Scrub trash cans as needed.
- j. Dust plant urns. Clean and dust brass and chrome plant urns.
- k. **Spot clean bottom of office doors where scuffed.**
- l. Spot clean carpets.
- m. Dust air diffusers, air intake vents, and light fixtures.
- n. Clean door kick plates, push plates, and the door area immediately surrounding such plates.

STAIRWELLS - SPECIFIC CLEANING SPECIFICATIONS

NIGHTLY (Monday - Friday)

- a. Sweep and damp mop stairs. Also, lobby to 1st basement stairs.
- b. Dust and clean handrails. (Remove all grit and residue from handrails.)
- c. Sweep, wet-mop, and spray buff to a high gloss all landings.

ELEVATORS, LOBBIES, CORRIDORS, and GARAGE - SPECIFIC CLEANING SPECIFICATIONS

NIGHTLY (Monday - Friday)

- a. Sweep, wet-mop, and spray buff to a high gloss all flooring.
- b. Vacuum all carpeting, including hallway mats, entry mats, and edges.
- c. Clean and polish drinking fountains.
- d. Remove trash in interior areas including garage.
- e. Spot clean carpet and flooring.
- f. Dust furniture, light fixtures, and air vents.
- g. Spot clean walls, vinyl and painted.
- h. Spot clean doors and door frames.
- i. Scrub and remove debris from elevator walls, baseboards, and tracks.
- j. Clean door kick plates, push plates, and the door area immediately surrounding such plates.

REST ROOMS - SPECIFIC CLEANING SPECIFICATIONS

NIGHTLY (Monday - Friday)

- a. Sweep, soap mop, rinse clean and disinfect tile floors.
- b. Scour and disinfect all surfaces of toilet bowls, sinks and urinals.
- c. Wash and dry polish mirrors and metal bright work. Remove build-up at the base of bright work.
- d. Clean and refill rest room paper dispensers.
- e. All sanitary napkin receptacles will be specially handled for cleaning waste disposal basket, disinfecting, and installing special plastic liners.

- f. Dust and/or wipe all stall partitioning. Dust air vents and diffusers.
- g. Spot and/or wash clean all tile wet walls or wainscot.
- h. Clean door kick plates, push plates, and the door area immediately surrounding such plates.
- i. Scrub floor around base of urinals and toilet.

STORAGE AND JANITORIAL ROOMS - SPECIFIC CLEANING SPECIFICATIONS

NIGHTLY (Monday - Friday)

- a. Check room for general cleanliness and neatness.
- b. Clean, organize and properly store janitorial equipment. Store combustible materials and rags in proper containers.
- c. Sweep concrete floors with dust treated broom as needed.

GYM - SPECIFIC CLEANING SPECIFICATIONS

NIGHTLY (Monday - Friday)

- Check room for general cleanliness and neatness.
- Remove any smudges on the mirrors
- Vacuum floors as needed.

TRASH REMOVAL

The Contractor shall furnish barrels in which to put trash from offices. Barrels are to be kept clean and free from odors and to be washed as needed. All trash shall be taken by the Contractor to an assigned area outside of the City Hall building at the Front Street entrance (garage doors).

DAY PERSON

1. Day person shall consist of one person employed by the Contractor.
2. Day person shall work from 7:00 a.m. to 3:00 p.m. each weekday, Monday – Friday on an as needed basis (approximately 14 times per year).
3. Day person shall be neatly attired uniform approved by the Building Manager.
4. Day person shall be equipped with a communication device at all times.
5. Day person shall take instructions from the Building Manager, building secretary or building engineer only. *Day person shall refer tenant requests for service to the building management office.*

6. Day person shall perform the "Schedule of Duties" and adhere closely to the time allotted for performance of each duty.
7. Cleaning materials and equipment should be left out of sight or stored on the cleaning barrel when not in use.

DAY PERSON'S SCHEDULE OF DUTIES

1. Spot clean the glass doors at the Main Street and Front Street entrances to the building. Inspect the entire door for dirt.
2. Vacuum the carpet in the Main Street and Front Street entrance vestibules and in the First Basement vestibule.
3. Dust lobby furniture and security desk. Use furniture polish on wood furniture weekly.
4. Inspect and wipe or police the flowerpots in the Lobby.
5. Check daily before 9:00am with the Mayor's secretary on the 7th Floor. The mayor's personal office and restroom are to be cleaned only when he is not in. The secretary will schedule the time for the cleaning.
6. Sweep, spot mop all spillages as requested.
7. Wipe outside of elevator doors and elevator button panels.
8. Inspect and clean elevator lobbies on all floors.
9. Remove trash from 2nd Floor Press Room.
10. Spot clean the glass doors at the major entrance on the Second Floor.
11. Clean building directory and the job posting cabinets on the First Basement with glass cleaner.
12. Police the floor mats at the garage entrance vestibule on the First Basement and Second Basements.
13. Wipe brightwork on all building elevator cabs. ***Sweep and mop elevator floors.***
14. Report to the management office for special duties.
15. Acceptance of a day person will be at the Building Manager's discretion.

WALLS (Weekly)

1. Hallways – Clean Virginia Steel walls, solid walls, and wood panel walls. Wood panel walls must be polished weekly with an approved cleaner.

2. Marble – Wash, clean and polish all marble walls in the building.
3. Elevator Outside – Clean panel walls free of debris and any wax.

Interim Floor Maintenance

Interim floor maintenance involves scrubbing and recoating floor. The purpose of scrubbing and recoating is to maintain premium appearing floors and to lengthen the period between strip outs. The process of scrubbing and recoating involves removing 2 coats of older finish and replacing it with 2 new coats. The process is accomplished using more aggressive pads and cleaner. This process uses significantly less labor when compared to full strip outs.

Interim Floor Maintenance Requirements

- 1) Scrub and recoat heavy traffic areas every 2 months.
- 2) Scrub and recoat moderate traffic areas every 4 months.
- 3) Scrub and recoat light traffic areas every 6 months.

Restorative Floor Maintenance

Restorative floor maintenance involves stripping floors. Stripping/Refurbishing will be complete when all old finish has been removed and 7 full coats of floor finish have been applied. Strip and wax process must follow the manufactures guidelines on how to use the chemicals. **(Example how much wax is considered an individual coat.)**

Restorative Floor Maintenance Requirements

- 1) Strip heavy traffic areas every 12 months.
 - 2) Strip moderate traffic areas every 12 months.
 - 3) Strip light traffic areas every 12 months.
1. For this contract the floors will be divided into Heavy, Moderate and Light traffic areas to be determined by the Building Manager.

Heavy - Traffic areas are defined as those areas receiving the bulk of the facilities traffic soiling. These areas will include but not be limited to elevators, elevator lobbies, core traffic lanes, doorway entrances, etc. Heavy traffic areas will be scrubbed and recoated every two months (5 x per year) after restorative cleaning. These areas represent about twenty-five percent (25%) or 22,255 sq. ft of the facilities tile surface areas.

Floors – 2B, 1B, Lobby entryway, 3rd, and Elevators

Moderate - Traffic areas are defined as secondary traffic lanes. These areas will include but not be limited to traffic lanes adjacent to office areas, conference rooms, service areas, print shop, mail room, etc. Moderate traffic areas will be scrubbed and recoated every four months (3 x per year) after restorative cleaning. These areas represent about fifty-two percent (52%) or 46,285 sq. ft of the facilities tile surface areas.

Floors – 2nd, 4th, 5th, and 6th

Light - Traffic areas are defined as low usage areas. These areas will include but not be limited to general and executive office space, libraries, storage rooms, uncarpeted offices, exit staircases and landings, etc. Light traffic areas will be scrubbed and recoated once yearly (1 x per year) after restorative cleaning. These areas represent about twenty-three percent (23%) 20,481 sq. ft of the facilities tile surface areas.

Floors – 7th, Restrooms, Rm. 577, and Service areas

Each Bidder will submit a preliminary schedule with bid package.

Breakdown of tile floor space by approximate area:

Seventh floor, stone hallway	1,248
Sixth floor	14,439
Fifth floor	12,599
Fourth floor	13,943
Third floor	7,303
Second floor	5,304
Lobby, Exhibition Hall and Council Chambers	12,350
First basement	12,050
Terrazzo stairs in first basement to lobby	
And stairs from lobby to second floor	242
Second basement	8,493
Thirty (30) between-floor stair landings	1,050
Total area square footage	89,021

1.

The scope is to provide janitorial services (cleaning of office spaces, restrooms, lobby areas, hallways, public and private areas, etc.) for the **City of Memphis Public Safety Building located at 170 North Main Street, Memphis, TN 38103** as outlined in these specifications.

Expectation: The contractor shall render the City facility clean, defined as "free of dirt, pure, spotless, sanitary, sterile, and uncontaminated". This includes, but is not limited to, timely removal of trash, dirt,

1. CARPET CLEANING

All Carpets will be shampooed semi-annually and billed per square foot. The vendor must be able to clean carpet on demand within a 24-Hour notice.

2. FLOOR CARE MAINTENANCE

All floor care maintenance will be done according to specifications and billed according to schedule.

NIGHTLY CLEANING SCHEDULE

The approximate total square feet of housecleaning are 118,000 square feet with carpeted surfaces 93,000 square feet and hard floor surfaces 25,000 square feet.

- a. **All floors** to be swept with treated clothes, mopped with approved chemicals, floor-surfacing applied, and polished or buffed to a wet look. All inner office floors without carpet must be cleaned nightly.
- b. **All carpeted** areas to be vacuumed and spot-cleaned nightly.

DAYS/HOURS OF WORK

Floors: Garage, Lobby, 3, 4, 5, and 6 (Non - MPD)

- c. All nightly cleaning services listed below shall be performed between the hours of 6:00pm and 6:00am five (5) days each week, Monday through Friday, excluding holidays – see **Section 2.5 City Holidays** (Additional holidays may be added)

Floors: 2, 7, 8, 9, 10, 11, and 12 (MPD)

- d. MPD Floors will be cleaned on a day schedule with three employees that will carry out janitorial duties on each floor, hours to services the floors will be from 7:30am to 5:30pm. MPD floors will also require Saturday and Sunday cleaning from 9:00am to 1:00pm.

UNIFORMS

The contractor shall require all employees, including supervisors, to wear distinctive uniform clothing, for ready identification, and assure that every employee is in uniform prior to commencing work. No employee will be allowed to work or sign for keys unless the approved uniform is being worn. Employees shall wear uniforms consisting of company shirts and trousers, coveralls or smocks for men, and dresses, skirts and company blouses, slacks or smocks, as appropriate, for women. The uniform shall have the contractor's name, easily identifiable, affixed thereon in a permanent or semi-permanent manner such as a badge or monogram.

LOBBY - SPECIFIC CLEANING SPECIFICATIONS

(Monday - Friday)

- a. Vacuum and mop vestibule mats at main entrances.
- b. Clean interior office glass in high and low areas, lobby areas, walkways, wall panels, and glass doors as needed.
- c. Clean metal trim surrounding main entrances.
- d. Sweep, wet-mop, and spray-buff to a high gloss all terrazzo flooring. Spot clean spillage. Sweep corners after buffing.
- e. Dust and wipe all low ledges, counters, sills, and molding - those up to 8' from the floor.
- f. Vacuum and/or wipe clean lobby furniture. Dust and polish furnishings with a clean cloth. Detail vacuum and spot clean area rugs.
- g. Spot clean wall marble and buff.
- h. Empty trash receptacles and remove trash. Install fresh liners in receptacles. Scrub residue from trash cans as needed.
- i. Sweep, wet-mop, and spray buff all tile. Spot clean any spillage.
- j. High dust vertical surfaces, down lights and other light fixtures, and ventilation grills and other such items as observed.

OFFICES - SPECIFIC CLEANING

(Monday - Friday)

- a. Sweep and/or mop all composition flooring, removing all dirt from corners and edges. Spot clean stains and spillage.
- b. Dust mop floor with treated dust mop.

- c. Vacuum all carpets and rugs.
- d. Damp wipe and dry polish all desktops, counter tops, credenza tops, bookshelves and file cabinet tops, including glass tops. *Do not move papers, books, etc., from any of these surfaces.*
- e. Lightly dust telephones, adding machines, projectors and other similar office equipment.
- f. Dust all ledges and horizontal surfaces that are no higher than 6' from the floor.
- g. Spot clean all glass walls, glass partitions, entrance glass, glass doors, wall windows and side lights, if applicable. (Glass windows go up to 10 feet high)
- h. Spot clean interior windows.
- i. Empty trash cans and replace liners. Scrub trash cans as needed.
- j. Dust plant urns. Clean and dust brass and chrome plant urns.
- k. **Spot clean bottom of office doors where scuffed.**
- l. **Spot clean carpets.**
- m. Dust air diffusers, air intake vents, and light fixtures.
- n. Clean door kick plates, push plates, and the door area immediately surrounding such plates.

STAIRWELLS - SPECIFIC CLEANING SPECIFICATIONS

(Monday - Friday)

- a. Sweep and wet-mop stairs. Dust and clean handrails. (Remove all grit and residue from handrails.)
- b. Sweep, wet-mop, and spray buff to a high gloss all landings.

CARPETING - SPECIFIC CLEANING SPECIFICATIONS

(Monday - Friday)

Continuously sight inspects and spots clean all office and public area carpeting as well as spot clean upon request.

Shampoo all carpets *semi-annually* in the building. Contractor will be paid for carpet cleaning as per square footage area completed. Contractor must coordinate with the Building Manager when to clean carpets. **Dry Carpet Cleaning Method or Building Managers Cleaning Method.** (Can be subcontracted with the Building Manager's approval)

ELEVATORS, LOBBIES, CORRIDORS, and GARAGE - SPECIFIC CLEANING SPECIFICATIONS

NIGHTLY (Monday - Friday)

- a. Sweep, wet-mop, and spray buff to a high gloss all flooring.
- b. Vacuum all carpeting, including hallway mats, entry mats, and edges.
- c. Clean and polish drinking fountains.
- d. **Remove trash in interior areas, including garage.**
- e. Spot clean carpet and flooring.
- f. Dust furniture, light fixtures, and air vents.
- g. Spot clean walls, vinyl and painted.
- h. Spot clean doors and door frames.
- i. Scrub and remove debris from elevator walls, baseboards, and tracks.
- j. Clean door kick plates, push plates, and the door area immediately surrounding such plates.

REST ROOMS - SPECIFIC CLEANING SPECIFICATIONS

NIGHTLY (Monday - Friday)

- a. Sweep, soap mop, scrub, rinse clean and disinfect tile floors.
- b. Scour and disinfect all surfaces of toilet bowls, sinks and urinals.
- c. Wash and dry polish mirrors and metal bright work. Remove build-up at the base of bright work.
- d. Clean and refill rest room paper dispensers.
- e. All sanitary napkin receptacles will be specially handled for cleaning waste disposal basket, disinfecting, and installing special plastic liners.
- f. Dust and/or wipe all stall partitioning. Dust air vents and diffusers.
- g. Spot and/or wash clean all tile wet walls or wainscot.

Clean door kick plates, push plates, and the door area immediately surrounding such plates.

Scrub floor around base of urinals and toilet.

STORAGE AND JANITORIAL ROOMS - SPECIFIC CLEANING SPECIFICATIONS

NIGHTLY (Monday - Friday)

- a. Check room for general cleanliness and neatness.
- b. Clean, organize and properly store janitorial equipment, combustible materials and rags.
- c. Sweep and wet-mop floors weekly.

GYM - SPECIFIC CLEANING SPECIFICATIONS

NIGHTLY (Monday - Friday)

- Check room for general cleanliness and neatness.
- Remove any smudges on the mirrors
- Vacuum floors as needed.

TRASH REMOVAL

The Contractor shall furnish barrels in which to put trash from offices. Barrels are to be kept clean and free from odors and to be washed as needed. All trash shall be taken by the Contractor to an assigned area outside of the Public Safety Building at the garage door entrance.

WALLS

(Weekly)

1. Hallways and Offices – Clean panel walls, solid walls, and wood panel walls.
2. Marble – Wash, clean and polish all marble walls in the building.
3. Elevator Outside – Clean walls free of debris and any wax.

FLOOR CARE MAINTENANCE

Scope of Work

Floor care maintenance will be schedule after 9:00 pm weekdays or weekends, and upon MPD scheduling.

Floor maintenance will be broken down into two categories:

1. Interim Maintenance
2. Restorative Maintenance

Interim Floor Maintenance

Interim floor maintenance involves scrubbing and recoating floor. The purpose of scrubbing and recoating is to maintain premium appearing floors and to lengthen the period between strip outs. The process of scrubbing and recoating involves removing 2 coats of older finish and replacing it with 2 new

coats. The process is accomplished using more aggressive pads and cleaner. This process uses significantly less labor when compared to full strip outs.

Interim Floor Maintenance Requirements

1. Scrub and recoat heavy traffic areas every 2 months.
2. Scrub and recoat moderate traffic areas every 4 months.
3. Scrub and recoat light traffic areas every 6 months.

Restorative Floor Maintenance

Restorative floor maintenance involves stripping floors. Stripping/Refurbishing will be complete when all old finish has been removed and 7 full coats of floor finish have been applied. Strip and wax process must follow the manufactures guidelines on how to use the chemicals.

(Example: How much wax is considered an individual coat.)

Restorative Floor Maintenance Requirements

1. Strip heavy traffic areas every 12 months.
2. Strip moderate traffic areas every 12 months.
3. Strip light traffic areas every 12 months.

For this contract the floors will be divided into Heavy, Moderate and Light traffic areas to be determined by the Building Manager.

HEAVY - Traffic areas are defined as those areas receiving the bulk of the facilities traffic soiling. These areas will include but not be limited to elevators, elevator lobbies, core traffic lanes, doorway entrances, etc. Heavy traffic areas will be scrubbed and recoated every two months (5 x per year) after restorative cleaning.

Floors – Ground, Main Lobby, Entrances, and Elevator Lobby (2-12)

Moderate - Traffic areas are defined as secondary traffic lanes. These areas will include but not be limited to traffic lanes adjacent to office areas, conference rooms, service areas, storage rooms, etc. Moderate traffic areas will be scrubbed and recoated every four months (3 x per year) after restorative cleaning.

Floors – 2 through 12 (VCT)

Light - Traffic areas are defined as low usage areas. These areas will include but not be limited to general and executive office space, libraries, storage rooms, uncarpeted offices, exit staircases and

landings, etc. Light traffic areas will be scrubbed and recoated once yearly (1 x per year) after restorative cleaning.

Floors – (2 through 12 Breakrooms, Offices, Restrooms, Landings and Staircases, and Service areas)

Each Bidder must submit a preliminary floor cleaning schedule with bid package.

Janitorial Services for Memphis Parks Divisions

The scope is to provide janitorial services (for the cleaning of 30 community and senior centers for office spaces, restrooms, lobby areas, hallways, public and private areas, etc.) for the **City of Memphis Parks Divisions** as outlined in these specifications.

Expectation: The contractor shall render the City facility clean, defined as "free of dirt, pure, spotless, sanitary, sterile, and uncontaminated". This includes, but is not limited to, timely removal of trash, dirt, dust, cobwebs, etc., as well as professional floor care and maintenance.

1. CARPET CLEANING

For the City of Memphis Parks Division, all carpets will be shampooed semi-annually and billed per square foot. The vendor is required to be ready to clean carpets on demand (this division has 30 community/senior centers) within a 24-hour notice at the locations where carpets are installed.

2. FLOOR CARE MAINTENANCE

For the City of Memphis Parks Division, all floor care maintenance will be done according to specifications and billed according to schedule. Vendor must provide a floor maintenance cleaning schedule with bid.

CLEANING SCHEDULE

The square footage for community centers and senior centers will vary based on each floor plan (a total of 30 community and senior centers - 25 locations have a first-floor level plan, 4 locations have a second-floor level plan, and 1 location has a third-floor level plan). The description of the work to be done is followed by a breakdown of the space by approximate area.

- 1. All floors** areas to be swept, mopped with approved chemicals, floor-surfacing applied, and polished or buffed according to the specifications of the flooring (hardwood, laminate, etc.) to include various areas (gymnasium flooring, office space, locker rooms, kitchen floor, etc.) in order to maintain a professional, clean and quality look for all centers. All inner office floors without carpet must be cleaned DAILY/NIGHTLY.
- 2. All carpeted** areas to be vacuumed and spot-cleaned DAILY/NIGHTLY.
- 3. ADDITIONAL** cleaning services within the facilities to be performed daily, including dusting, trash removal, cleaning of mirrors and windows, sanitizing of sinks, cleaning of toilets and urinals, removal of any bodily fluids (such as feces or vomit from all locations with appropriate PPE to be provided by the vendor), and restocking of restrooms as needed with all necessary supplies (supplies will be provided to the vendor to restock the restrooms)

BREAKDOWN OF SPACE BY APPROXIMATE AREA:

FACILITY FOR COMMUNITY/SENIOR CENTERS:

All FLOOR PLANS (25 locations are on a 1st floor level plan / 4 locations are on 2nd floor level plan/ 1 location has a 3rd floor level plan)

1st floor level plan

Carpet based on various locations carpet is installed.	0.00 - TBD (TBD – To be determined)
Gymnasium	0.00 – TBD
Office Space	0.00 - TBD
Locker Rooms	0.00 - TBD
Kitchens	0.00 – TBD
Restrooms facility)	0.00 – TBD (minimum 2 stalls per
Total areas to be cleaned	0.00

2nd floor level plan

Carpet based on various locations carpet is installed.	0.00 - TBD (TBD – To be determined)
Gymnasium	0.00 – TBD
Office Space	0.00 - TBD
Locker Rooms	0.00 - TBD
Total areas to be cleaned	0.00

3rd floor level plan

Carpet based on various locations carpet is installed.	0.00 - TBD (TBD – To be determined)
Gymnasium	0.00 – TBD
Office Space	0.00 - TBD
Locker Rooms	0.00 – TBD
Total areas to be cleaned	0.00

MISCELLANEOUS SPACE

Community Center entrance into the facility	0.00
During operations -Locations with pool access cleaned daily	0.00
Trash removal from inside/outside perimeter and interchange of garbage bags daily	<u>0.00</u>
Total miscellaneous space to be cleaned	0.00

DAYS/HOURS OF WORK

All cleaning services shall be performed six (6) days each week, Monday through Saturday, excluding holidays – see **Section 2.5 City Holidays** (Additional holidays may be added)

- Services for this contract will be provided to all community/senior centers for the operational days of Monday thru Saturday based on the schedule below:
 - 12 specific locations from 8:00 a.m. to 4:00 p.m. and 18 specific locations from 12:00 p.m. to 8:00 p.m.

CLEANING AFTER SPECIAL EVENTS

After “special events” have been held by the Memphis Parks Division, it may be necessary for the Contractor to bring in special attendants to clean-up the debris at the various locations (parks, indoor facility, water, tennis, facility owned by the City of Memphis and/or under Memphis Parks oversight, etc./), by cleaning the rest rooms, indoor/outdoor facilities and any other area that may need special attention as a result of the “special event”. All work under this item will be performed at the request of the Centers Director or Manager and is to be quoted at a separate price on the Bid Form.

UNIFORMS

The contractor shall require all employees, including supervisors, to wear distinctive uniform clothing, for ready identification, and assure that every employee is in uniform prior to commencing work. No employee will be allowed to work or sign for keys unless the approved uniform is being worn. Employees shall wear uniforms consisting of company shirts and trousers, coveralls or smocks for men, and dresses, skirts and company blouses, slacks, or smocks, as appropriate, for women. The uniform shall have the contractor’s name, easily identifiable, affixed thereon in a permanent or semi-permanent manner such as a badge or monogram.

MAIN FLOOR- SPECIFIC CLEANING SPECIFICATIONS

DAILY/DAILY/NIGHTLY (Monday - Saturday)

- a. Vacuum and mop vestibule mats at main entrances.

- b. Clean interior/exterior center glass in high and low areas, lobby areas, walkways, wall panels, glass doors as needed, and trophy glass case in the centers.
- c. Clean metal trim surrounding main entrances.
- d. Sweep, wet-mop, and spray-buff to a high gloss all terrazzo flooring. Spot clean spillage. Sweep corners after buffing.
- e. Dust and wipe all low ledges, counters, sills, and molding - those up to 8' from the floor.
- f. Vacuum and/or wipe clean lobby furniture and desk area. Dust and polish furnishings with a clean cloth. Detail vacuum and spot clean area rugs.
- g. Spot clean wall marble and buff.
- h. Empty trash receptacles and remove trash. Install fresh liners in receptacles. Scrub residue from trash cans as needed.
- i. Sweep, wet-mop, and spray buff all tile. Spot clean any spillage.
- j. High dust vertical surfaces, down lights and other light fixtures, and ventilation grills and other such items as observed.

2ND FLOOR & 3RD FLOOR LEVELS - SPECIFIC CLEANING SPECIFICATIONS

DAILY/DAILY/NIGHTLY (Monday – Saturday)

- a. The same requirements as the cleaning of the main floor.

OFFICES AREA - SPECIFIC CLEANING

DAILY/DAILY/NIGHTLY (Monday – Saturday)

- a. Dust mop with treated mop and/or sweep all composition flooring, removing all dirt from corners and edges. Spot clean stains and spillage.
- b. Dust mop floor with treated dust mop.
- c. **Vacuum all carpets** and rugs. *Do not bump or rub furniture or wooden base moldings.*
- d. Lightly dust telephones, typewriters, adding machines, projectors and other similar office equipment.
- e. Dust all ledges and horizontal surfaces that are no higher than 6' from the floor.
- f. Spot clean glass walls, glass partitions, entrance glass, glass doors, wall windows and side lights. (Glass windows go up to 10feet high)
- g. Spot clean inside of building exterior windows.

- h. Empty trash cans and replace liners. Scrub trash cans as needed.
- i. Spot clean carpets.
- j. Dust air diffusers, air intake vents, and light fixtures.
- k. Clean door kick plates, push plates, and the door area immediately surrounding such plates.

STAIRWELLS - SPECIFIC CLEANING SPECIFICATIONS

DAILY/DAILY/NIGHTLY (Monday - Saturday)

- a. Sweep and damp mop stairs.
- b. Dust and clean handrails. (Remove all grit and residue from handrails.)
- c. Sweep, wet-mop, and spray buff to a high gloss all landings.

ELEVATORS, LOBBIES, and CORRIDORS - SPECIFIC CLEANING SPECIFICATIONS

DAILY/NIGHTLY (Monday - Saturday)

- a. Sweep, wet-mop, and spray buff to a high gloss all flooring.
- b. Vacuum all carpeting, including hallway mats, entry mats, and edges.
- c. Clean and polish drinking fountains.
- d. Remove trash in interior.
- e. Spot clean carpet and flooring.
- f. Dust furniture, light fixtures, and air vents.
- g. Spot clean walls, vinyl and painted.
- h. Spot clean doors and door frames.
- i. Scrub and remove debris from elevator walls, baseboards, and tracks.
- j. Clean door kick plates, push plates, and the door area immediately surrounding such plates.

REST ROOMS - SPECIFIC CLEANING SPECIFICATIONS

DAILY/NIGHTLY (Monday - Saturday)

- a. Sweep, soap mop, rinse clean and disinfect tile floors.

- b. Scour and disinfect all surfaces of toilet bowls, sinks and urinals.
- c. Wash and dry polish mirrors and metal bright work. Remove build-up at the base of bright work.
- d. Clean and refill rest room paper dispensers.
- e. All sanitary napkin receptacles will be specially handled for cleaning waste disposal basket, disinfecting, and installing special plastic liners.
- f. Dust and/or wipe all stall partitioning. Dust air vents and diffusers.
- g. Spot and/or wash clean all tile wet walls or wainscot.
- h. Clean door kick plates, push plates, and the door area immediately surrounding such plates.
- i. Scrub floor around base of urinals and toilet.

STORAGE AND JANITORIAL ROOMS - SPECIFIC CLEANING SPECIFICATIONS

DAILY/NIGHTLY (Monday - Saturday)

- a. Check room for general cleanliness and neatness.
- b. Clean, organize and properly store janitorial equipment. Store combustible materials and rags in proper containers.
- c. Sweep concrete floors with dust treated broom as needed.

GYM - SPECIFIC CLEANING SPECIFICATIONS

DAILY/NIGHTLY (Monday - Saturday)

- Check gym for general cleanliness and neatness.
- Remove any debris inside of the gym of a daily basis.
- Dust the floors as needed and mop according to the floor specifications.

TRASH REMOVAL

The Contractor shall furnish barrels in which to put trash from all the centers. Barrels are to be kept clean and free from odors and to be washed as needed. All trash shall be taken by the Contractor to an assigned area outside of all City of Memphis Parks facilities.

DAY/NIGHT PERSON

1. One to two people minimum, per Memphis Parks Center will be required to maintain/clean the facility by the Contractor.

2. One to two people minimum, per Memphis Parks Center will work at either of the 12 specific locations from 8:00 a.m. to 4:00 p.m. and/or 18 specific locations from 12:00 p.m. to 8:00 p.m. for the operational days of Monday thru Saturday.
3. One to two people minimum, per Memphis Parks Center shall be neatly attired uniform provided by the Contractor.
4. One to two people minimum, per Memphis Parks Center shall be always equipped with a communication device (radio/phone) while on duty.
5. One to two people minimum, per Memphis Parks Center shall take instructions from the Centers Director or Manager
6. One to two people minimum per Memphis Parks Center, shall perform the "Schedule of Duties" and adhere closely to the time allotted for performance of each duty.
7. Cleaning materials and equipment should be left out of sight or stored in utility closets when not in use.

DAY/NIGHT PERSON'S SCHEDULE OF DUTIES

1. Clean all glass doors at the centers and the entrances to the building. Inspect the entire facility entrance for debris.
2. Dust lobby furniture and security desk. Use furniture polish on wood furniture weekly.
3. Sweep, spot mop all spillages as requested.
4. Wipe outside of elevator doors and elevator button panels.
5. Clean building trophy glass cabinets.
6. Wipe bright work on all building elevator cabs. ***Sweep and mop elevator floors.***

WALLS (Weekly)

1. Hallways – Clean Virginia Steel walls, solid walls, and wood panel walls. Wood panel walls must be polished weekly with an approved cleaner.
2. Marble – Wash, clean and polish all marble walls in the building.
3. Elevator Outside – Clean panel walls free of debris and any wax.

Interim Floor Maintenance

Interim floor maintenance involves scrubbing and recoating floor. The purpose of scrubbing and recoating is to maintain premium appearing floors and to lengthen the period between strip outs. The process of scrubbing and recoating involves removing 2 coats of older finish and replacing it with 2 new coats. The process is accomplished using more aggressive pads and cleaner. This process uses significantly less labor when compared to full strip outs.

Interim Floor Maintenance Requirements

- 1) Scrub and recoat heavy traffic areas every 2 months.
- 2) Scrub and recoat moderate traffic areas every 4 months.
- 3) Scrub and recoat light traffic areas every 6 months.

Restorative Floor Maintenance

Restorative floor maintenance involves stripping floors. Stripping/Refurbishing will be complete when all old finish has been removed and 7 full coats of floor finish have been applied. Strip and wax process must follow the manufactures guidelines on how to use the chemicals. **(Example how much wax is considered an individual coat).**

Restorative Floor Maintenance Requirements

- 1) Strip heavy traffic areas every 12 months.
- 2) Strip moderate traffic areas every 12 months.
- 3) Strip light traffic areas every 12 months.

1. For this contract the floors will be divided into Heavy, Moderate and Light traffic areas to be determined by the Centers Administrator.

Heavy - Traffic areas are defined as those areas receiving the bulk of the facilities traffic soiling. These areas will include but not be limited to elevators, doorway entrances, etc. Heavy traffic areas will be scrubbed and recoated every two months (5 x per year) after restorative cleaning. These areas represent about twenty-five percent (25%), or 22,255 sq. ft of the facilities tile surface areas.

Floors –Lobby entryway (1st floor), 2nd and 3rdand Elevators

Moderate - Traffic areas are defined as secondary traffic lanes. These areas will include but not be limited to traffic lanes adjacent to office areas, conference rooms, service areas, print shop, mail room, etc. Moderate traffic areas will be scrubbed and recoated every four months (3 x per year) after restorative cleaning. These areas represent about fifty-two percent (52%), or 46,285 sq. ft of the facilities tile surface areas.

Light - Traffic areas are defined as low usage areas. These areas will include but not be limited to general and executive office space, storage rooms, uncarpeted offices, exit staircases and landings, etc.

Light traffic areas will be scrubbed and recoated once yearly (1 x per year) after restorative cleaning. These areas represent about twenty-three percent (23%) 20,481 sq. ft of the facilities tile surface areas.

Each Bidder will submit a preliminary schedule with bid package.

Breakdown of tile floor space by approximate area:

First floor TBD

Second floor TBD

Third floor TBD

And stairs from lobby to second floor TBD

Total area square footage 0,00



Janitorial Services for Public Works

The scope is to provide janitorial services (cleaning of office spaces, restrooms, lobby areas, hallways, public and private areas, etc.) for the **City of Memphis Public Works Complex – 3448 West Range Hills Drive, 2685 Frayser Boulevard and 2819 Frayser Boulevard, Memphis, TN** as outlined in these specifications.

Expectation: The contractor shall render the City facility clean, defined as “free of dirt, pure, spotless, sanitary, sterile, and uncontaminated”. This includes, but is not limited to, timely removal of trash, dirt, dust, cobwebs, etc., as well as professional floor care and maintenance.

1. CARPET CLEANING

All Carpets will be shampooed semi-annually and billed per square foot. The vendor must be able to clean carpet on demand within a 24-Hour notice.

2. FLOOR CARE MAINTENANCE

All floor care maintenance will be done according to specifications and billed according to schedule. Vendor must provide a floor maintenance cleaning schedule with bid.

CLEANING SCHEDULE

The present total for housecleaning for 2865 Frayser is 19,470 square feet, 2819 Frayser is 14,138 square feet, and 3448 W. Range Hills is 14,000 square feet.

1. **All floors** to be swept with treated cloths, mopped with approved chemicals, floor-surfacing applied, and polished or buffed to a wet look. All inner office floors without carpet must be cleaned nightly.
2. **All carpeted** areas to be vacuumed and spot cleaned.
3. **Frequency** - Three (3) days per week – Monday, Wednesday, Friday except for City of Memphis holidays.

BREAKDOWN OF SPACE FOR 2865 FRAYSER:

a. Administration Building

1. 24 rooms
2. Open Office
3. Reception (2)
4. Break Room

5. Gym
6. Four (4) Restrooms (8 Toilets, 2 Urinals)
7. Nine (9) sinks
8. Lactation Room
9. Conference Room
10. Vestibule
11. Lobby/waiting area
12. Doorways
13. Hallways
14. Copier Room
15. File room
16. Laboratory
17. Showers

BREAKDOWN OF SPACE FOR 2819 FRAYSER:

b. Maintenance Building

1. 7 rooms
2. Break Room
3. Bunk Room
4. Four (4) Restrooms (8 Toilets, 3 Urinals)
5. Eight (8) sinks
6. Meeting Room
7. Vestibule
8. Doorways

9. Hallways
10. Copier Room
11. Locker Rooms
12. Showers

BREAKDOWN OF SPACE FOR 3448 WEST RANGE HILLS

c. Drain Maintenance Administration Building (8200 square feet)

1. 10 Private Offices
2. 2 Large Work Areas with Workstations (Cubicles)
3. Conference Room
4. Training Room
5. Bunk Room (Locker Area)
6. Break Room
7. 3 Restrooms with a total of:
 - a. 5 Water Closets
 - b. 4 Urinals
 - c. 4 Showers

d. Heavy Equipment Maintenance Building (2700 square feet)

1. 3 Private Offices
2. 2 Shared (2 Person) Offices
3. 1 Break Room
4. 2 Restrooms with a total of:
 - a. 2 Water Closets
 - b. 1 Urinal

e. Sweeper Services Building (3100 square feet)

1. 3 Private Offices
2. 1 Large Common Area (Break Room/Locker Room)
3. 2 Restrooms with a total of:
 - a. 4 Water Closets
 - b. 1 Urinal
 - c. 5 Showers

DAYS/HOURS OF WORK

All cleaning services listed below shall be performed three (3) days each week, Monday, Wednesday and Friday, excluding holidays – see **Section 2.5 City Holidays** (Additional holidays may be added)

Services for this contract will be provided after 4:00 pm. No work shall be performed on weekends except where specified, unless prior approval of the Building Manager is obtained.

UNIFORMS

The contractor shall require all employees, including supervisors, to wear distinctive uniform clothing, for ready identification, and assure that every employee is in uniform prior to commencing work. No employee will be allowed to work or sign for keys unless the approved uniform is being worn. Employees shall wear uniforms consisting of company shirts and trousers, coveralls or smocks for men, and dresses, skirts and company blouses, slacks or smocks, as appropriate, for women. The uniform shall have the contractor's name, easily identifiable, affixed thereon in a permanent or semi-permanent manner such as a badge or monogram.

SPECIFIC CLEANING SPECIFICATIONS

- a. Sweep all hard surfaces.
- b. Vacuum all carpeted surfaces
- c. Dust mop all hard surfaces and resilient tile floors with a treated dust mop.
- d. Wet mop all hard surfaces and resilient tile floors. (Note that dusting should occur before mopping).

- e. Dust and wipe all low ledges, baseboards, rails, counters, sills, and molding - those up to 6' from the floor.
- f. Empty and clean all wastebaskets, trash and garbage receptacles, and deposit in proper disposal area. City will supply all liners. Properly sized liners should be placed in each receptacle. Scrub residue from trash cans as needed.
- g. Dust all furniture, furnishings, file cabinets, pictures and/or ornaments.
- h. Clean and dry polish all desk top area and desk accessories. Papers, documents, file folders, etc., are not to be disturbed.
- i. Clean and sanitize all drinking fountains.
- j. Clean and sanitize all sinks and counters break rooms.
- k. Wash all glass entrance doors, side glass, and overhead glass (inside and out).
- l. Wash/ Clean all interior office glass in high and low areas, lobby areas, walkways, wall panels, and glass doors as needed inside and out.
- m. Clean metal trim surrounding main entrances.
- n. High dust vertical surfaces, down lights and other light fixtures, and ventilation grills and other such items as observed.
- o. Lightly dust telephones, computers, copy machine, printers, and other similar office equipment.
- p. Clean door kick plates, push plates, and the door area immediately surrounding such plates.

REST ROOMS and LOCKER ROOMS - SPECIFIC CLEANING SPECIFICATIONS

- a. Sweep, soap mop, rinse clean and disinfect tile floors.
- b. Scour and disinfect all surfaces of toilet bowls, sinks and urinals.
- c. Clean and sanitize all sinks and counters.
- d. Clean and sanitize all showers.
- e. Clean and sanitize all partitions.

- f. Wash and dry polish mirrors and metal brightwork. Remove build-up at the base of brightwork.
- g. Clean and refill rest room paper and soap dispensers.
- h. All sanitary napkin receptacles will be specially handled for cleaning waste disposal basket, disinfecting, and installing special plastic liners.
- i. Dust and/or wipe all stall partitioning. Dust air vents and diffusers.
- j. Spot and/or wash clean all tile wet walls.
- k. Clean door kick plates, push plates, and the door area immediately surrounding such plates.
- l. Scrub floor around base of urinals and toilet.

GYM - SPECIFIC CLEANING SPECIFICATIONS

- Check room for general cleanliness and neatness.
- Remove any smudges on the mirrors
- Vacuum floors as needed.
- Clean and sanitize equipment

TRASH REMOVAL

The Contractor shall furnish barrels in which to put trash from offices. Barrels are to be kept clean and free from odors and to be washed as needed. All trash shall be taken by the Contractor to an assigned area.

The scope is to provide janitorial services (cleaning of office spaces, restrooms, lobby areas, hallways, public and private areas, etc.) for the **MC Stiles Wastewater Treatment Facility located at 373 Stiles Drive, Memphis, TN 38127** as outlined in these specifications.

Expectation: The contractor shall render the City facility clean, defined as “free of dirt, pure, spotless, sanitary, sterile, and uncontaminated”. This includes, but is not limited to, timely removal of trash, dirt, dust, cobwebs, etc., as well as professional floor care and maintenance.

1. CARPET CLEANING

All Carpets will be shampooed semi-annually and billed per square foot. The vendor must be able to clean carpet on demand within a 24-Hour notice

2. FLOOR CARE MAINTENANCE

All floor care maintenance will be done according to specifications and billed according to schedule. Vendor must provide a floor maintenance cleaning schedule with bid.

CLEANING SCHEDULE

The present total for housecleaning for Stiles is approximately 21,000 square feet.

1. **All floors** to be swept with treated cloths, mopped with approved chemicals, floor-surfacing applied, and polished or buffed to a wet look. All inner office floors without carpet must be cleaned nightly.
2. **All carpeted** areas to be vacuumed and spot cleaned.
3. **Frequency** - Three (3) days per week – Monday, Wednesday, Friday except for City of Memphis holidays

BREAKDOWN OF SPACE FOR MC STILES:

a. Administration Building

1. Twenty-eight (28) rooms
2. Breakroom
3. Seven (7) Restrooms (10 Toilets, 4 Urinals)
4. Seven (7) mirrors, ten (10) sinks
5. Conference Room
6. Vestibule

7. Lobby/waiting area
 8. Doorways
 9. Hallways
 10. Copier Room
 11. Control Room
 12. Laboratory
 13. Fitness room
 14. Locker rooms
- b. **Service Building**
 - c. **Lagoon Building**
 - d. **Dewatering Building**

DAYS/HOURS OF WORK

All cleaning services listed below shall be performed three (3) days each week, Monday, Wednesday and Friday, excluding holidays – see **Section 2.5 City Holidays** (Additional holidays may be added)

Services for this contract will be provided between 1:00pm and 7:30 pm. No work shall be performed on weekends except where specified, unless prior approval of the Building Manager is obtained.

UNIFORMS

The contractor shall require all employees, including supervisors, to wear distinctive uniform clothing, for ready identification, and assure that every employee is in uniform prior to commencing work. No employee will be allowed to work or sign for keys unless the approved uniform is being worn. Employees shall wear uniforms consisting of company shirts and trousers, coveralls or smocks for men, and dresses, skirts and company blouses, slacks or smocks, as appropriate, for women. The uniform shall have the contractor's name, easily identifiable, affixed thereon in a permanent or semi-permanent manner such as a badge or monogram.

SPECIFIC CLEANING SPECIFICATIONS

- a. Vacuum all carpeted surfaces.
- b. Sweep all hard surfaces.
- c. Dust mop all hard surfaces and resilient tile floors with a treated dust mop.

- d. Wet mop all hard surfaces and resilient tile floors. (Note that dusting should occur before mopping).
- e. Dust and wipe all low ledges, baseboards, rails, counters, sills, and molding - those up to 8' from the floor.
- f. Empty and clean all wastebaskets, trash and garbage receptacles, and deposit in proper disposal area. City will supply all liners. Properly sized liners should be placed in each receptacle. Scrub residue from trash cans as needed.
- g. Dust all furniture, furnishings, file cabinets, pictures and/or ornaments.
- h. Clean and dry polish all desk top area and desk accessories. Papers, documents, file folders, etc., are not to be disturbed.
- i. Clean and sanitize all drinking fountains.
- j. Clean and sanitize all sinks and counters break rooms.
- k. Wash all glass entrance doors, side glass, and overhead glass (inside and out).
- l. Wash/ Clean all interior office glass in high and low areas, lobby areas, walkways, wall panels, and glass doors as needed inside and out.
- m. Clean metal trim surrounding main entrances.
- n. High dust vertical surfaces, down lights and other light fixtures, and ventilation grills and other such items as observed.
- o. Lightly dust telephones, computers, copy machine, printers, and other similar office equipment.
- p. Clean door kick plates, push plates, and the door area immediately surrounding such plates.

REST ROOMS and LOCKER ROOMS - SPECIFIC CLEANING SPECIFICATIONS

- a. Sweep, soap mop, rinse clean and disinfect tile floors.
- b. Scour and disinfect all surfaces of toilet bowls, sinks and urinals.
- c. Clean and sanitize all sinks and counters

- d. Clean and sanitize all partitions
- e. Clean and sanitize all showers
- f. Wash and dry polish mirrors and metal bright work. Remove build-up at the base of brightwork.
- g. Clean and refill rest room paper and soap dispensers.
- h. All sanitary napkin receptacles will be specially handled for cleaning waste disposal basket, disinfecting, and installing special plastic liners.
- i. Dust and/or wipe all stall partitioning. Dust air vents and diffusers.
- j. Spot and/or wash clean all tile wet walls.
- k. Clean door kick plates, push plates, and the door area immediately surrounding such plates.
- l. Scrub floor around base of urinals and toilet.

GYM - SPECIFIC CLEANING SPECIFICATIONS

- Check room for general cleanliness and neatness.
- Remove any smudges on the mirrors
- Vacuum floors as needed.
- Clean and sanitize equipment

TRASH REMOVAL

The Contractor shall furnish barrels in which to put trash from offices. Barrels are to be kept clean and free from odors and to be washed as needed. All trash shall be taken by the Contractor to an assigned area.

Interim Floor Maintenance

Interim floor maintenance involves scrubbing and recoating floor. The purpose of scrubbing and recoating is to maintain premium appearing floors and to lengthen the period between strip outs. The process of scrubbing and recoating involves removing 2 coats of older finish and replacing it with 2 new coats. The process is accomplished using more aggressive pads and cleaner. This process uses significantly less labor when compared to full strip outs.

Interim Floor Maintenance Requirements

- 1) Scrub and recoat areas every 6 months.

Restorative Floor Maintenance

Restorative floor maintenance involves stripping floors. Stripping/Refurbishing will be complete when all old finish has been removed and 7 full coats of floor finish have been applied. Strip and wax process must follow the manufactures guidelines on how to use the chemicals. **(Example how much wax is considered an individual coat.)**

Restorative Floor Maintenance Requirements

- 1) Strip areas every 12 months.

The scope is to provide janitorial services (cleaning of office spaces, restrooms, lobby areas, hallways, public and private areas, etc.) for the **City of Memphis Public Works Complex – 1075 Central Ave, and 1049 Sledge Ave Memphis, TN 38104** as outlined in these specifications.

Expectation: The contractor shall render the City facility clean, defined as " free of dirt, pure, spotless, sanitary, sterile, and uncontaminated". This includes, but is not limited to, timely removal of trash, dirt, dust, cobwebs, etc., as well as professional floor care and maintenance.

1. CARPET CLEANING

All Carpets will be shampooed in City Hall semi-annually and billed per square foot. The vendor must be able to clean carpet on demand within a 24-Hour notice.

2. FLOOR CARE MAINTENANCE

All floor care maintenance will be done according to specifications and billed according to schedule. Vendor must provide a floor maintenance cleaning schedule with bid.

CLEANING SCHEDULE

The present total for housecleaning for 1075 Central Ave 5,958 square feet, 1049 Sledge Ave 3,327 square feet.

1. **All floors** to be swept with treated clothes, mopped with approved chemicals, floor-surfacing applied, and polished or buffed to a wet look. All inner office floors without carpet must be cleaned nightly.
2. **All carpeted** areas to be vacuumed and spot-cleaned nightly.
3. **Frequency** - Three (3) days per week – Monday, Wednesday, Friday except for City of Memphis holidays.

BREAKDOWN OF SPACE FOR 1075 Central Ave:

a. Main building (5,958 square feet)

1. Four (4) private offices
2. One (1) Opened Office with 2 workstations (cubicles) upstairs.
3. Bunk room (locker area)
4. Three (3) Restrooms (10 Toilets, 10 Urinals)
5. Nine (9) sinks

6. Conference Room
7. Lobby/waiting arear.
8. Hallways
9. 2 Showers

BREAKDOWN OF SPACE FOR 1049 Sledge Ave:

a. 1st trailer (3,327 square feet)

1. Break Room
2. One (1) storage room
3. Two (2) Restrooms (4 Toilets, 1 Urinals)
4. Five (5) sinks
5. Six (6) showers

b. 2nd trailer (1,733 square feet)

1. Five (5) private offices
2. One (1) conference room
3. One (1) kitchen
4. Lobby/waiting arear
5. Two restrooms (2 toilets)
6. Two (2) sinks

DAYS/HOURS OF WORK

All nightly cleaning services listed below shall be performed three (3) days each week, Monday, Wednesday, and Friday, excluding holidays – **see Section 2.5 City Holidays** (Additional holidays may be added)

Services for this contract will be provided before 2:30 pm. No work shall be performed on weekends except where specified unless prior approval of the Building Manager is obtained.

UNIFORMS

The contractor shall require all employees, including supervisors, to wear distinctive uniform clothing, for ready identification, and assure that every employee is in uniform prior to commencing work. No employee will be allowed to work or sign for keys unless the approved uniform is being worn. Employees shall wear uniforms consisting of company shirts and trousers, coveralls or smocks for men, and dresses, skirts and company blouses, slacks, or smocks, as appropriate, for women. The uniform shall have the contractor's name, easily identifiable, affixed thereon in a permanent or semi-permanent manner such as a badge or monogram.

SPECIFIC CLEANING SPECIFICATIONS

- a. Sweep all hard surfaces.
- b. Vacuum all carpeted surfaces.
- c. Dust mops all hard surfaces and resilient tile floors with a treated dust mop.
- d. Wet mop all hard surfaces and resilient tile floors. (Note that dusting should occur before mopping).
- e. Dust and wipe all low ledges, baseboards, rails, counters, sills, and molding - those up to 6' from the floor.
- f. Empty and clean all wastebaskets, trash and garbage receptacles, and deposit in proper disposal area. City will supply all liners. Properly sized liners should be placed in each receptacle. Scrub residue from trash cans as needed.
- g. Dust all furniture, furnishings, file cabinets, pictures and/or ornaments.
- h. Clean and dry polish all desk top area and desk accessories. Papers, documents, file folders, etc., are not to be disturbed.
- i. Clean and sanitize all drinking fountains.
- j. Clean and sanitize all sinks and counters break rooms.
- k. Wash all glass entrance doors, side glass, and overhead glass (inside and out).

- l. Wash/ Clean all interior office glass in high and low areas, lobby areas, walkways, wall panels, and glass doors as needed inside and out.
- m. Clean metal trim surrounding main entrances.
- n. High dust vertical surfaces, down lights and other light fixtures, and ventilation grills and other such items as observed.
- o. Lightly dust telephones, computers, copy machine, printers, and other similar office equipment.
- p. Clean door kick plates, push plates, and the door area immediately surrounding such plates.
- q. Buff floors as needed.

REST ROOMS and LOCKER ROOMS - SPECIFIC CLEANING SPECIFICATIONS

- a. Sweep, soap mop, rinse clean and disinfect tile floors.
- b. Scour and disinfect all surfaces of toilet bowls, sinks and urinals.
- c. Clean and sanitize all sinks and counters.
- d. Clean and sanitize all showers.
- e. Wash and dry polish mirrors and metal bright work. Remove build-up at the base of bright work.
- f. Clean and refill rest room paper and soap dispensers.
- g. All sanitary napkin receptacles will be specially handled for cleaning waste disposal basket, disinfecting, and installing special plastic liners.
- h. Dust and/or wipe all stall partitioning. Dust air vents and diffusers.
- i. Spot and/or wash clean all tile wet walls.
- j. Clean door kick plates, push plates, and the door area immediately surrounding such plates.
- k. Scrub floor around base of urinals and toilet.

GYM - SPECIFIC CLEANING SPECIFICATIONS

- Check room for general cleanliness and neatness.
- Remove any smudges on the mirrors.
- Vacuum floors as needed.

- Clean and sanitize equipment.

TRASH REMOVAL

The Contractor shall furnish barrels in which to put trash from offices. Barrels are to be kept clean and free from odors and to be washed as needed. All trash shall be taken by the Contractor to an assigned area.

The scope is to provide janitorial services (cleaning of office spaces, restrooms, lobby areas, hallways, public and private areas, etc.) for the **TE Maxson Wastewater Treatment Facility located at 2685 Steam Plant Road, Memphis, TN 38109** as outlined in these specifications.

Expectation: The contractor shall render the City facility clean, defined as "free of dirt, pure, spotless, sanitary, sterile, and uncontaminated". This includes, but is not limited to, timely removal of trash, dirt, dust, cobwebs, etc., as well as professional floor care and maintenance.

1. CARPET CLEANING

NA.

2. FLOOR CARE MAINTENANCE

All floor care maintenance will be done according to specifications and billed according to schedule. Vendor must provide a floor maintenance cleaning schedule with bid.

CLEANING SCHEDULE

The present total for housecleaning Maxson is approximately 11,500 square feet.

1. **All floors** to be swept with treated cloths, mopped with approved chemicals, floor-surfacing applied, and polished or buffed to a wet look. All inner office floors without carpet must be cleaned.
2. **Frequency** - Three (3) days per week – Monday, Wednesday, Friday except for City of Memphis holidays

BREAKDOWN OF SPACE FOR TE MAXSON:

a. Administration Building (~11,500 sq ft)

1. Seven (7) Offices
2. Open Office (8 desks)
3. Breakroom
4. Four (4) Restrooms (6 Toilets, 1 Urinal)
5. Conference Room
6. Vestibule
7. Lobby/waiting area

8. Exit Doorways
9. Two (2) Central Hallways
10. Copier Room
11. File room
12. Control Room
13. Hallways (3)
14. Laboratory – all areas
15. Fitness room/laundry
16. Locker rooms (4 showers)

b. Service Building (1500 sq ft)

1. Four (4) Offices
2. Break Room
3. Restroom
4. Two (2) Hallways
5. Locker Room w/Shower and Restroom
6. Storage Room

c. Lagoon Building (1,000 ft sq)

1. Two (2) Offices
2. Restroom (1 toilet)
3. Breakroom
4. Locker Room w/Shower
5. Hallway

d. Dewatering Building (1,500 sq ft)

1. Control Room
2. Lab
3. Locker Room w/Restroom (2) (2 toilets)
4. Hallways (2)

e. Electric Shop Building (920 sq ft)

1. Shop
2. Bathroom (1 toilet)

f. Pump Building (410 ft sq)

1. Office
2. Bathroom (1 toilet)

g. Lagoon Maintenance Annex (670 ft sq)

1. Office areas
2. Break Area

DAYS/HOURS OF WORK

All cleaning services listed below shall be performed Three (3) days each week, Monday, Wednesday and Friday, excluding holidays – see **Section 2.5 City Holidays** (Additional holidays may be added)

Services for this contract will be provided between 7:00 am and 3:00 pm. No work shall be performed on weekends except where specified, unless prior approval of the Building Manager is obtained.

UNIFORMS

The contractor shall require all employees, including supervisors, to wear distinctive uniform clothing, for ready identification, and assure that every employee is in uniform prior to commencing work. No employee will be allowed to work or sign for keys unless the approved uniform is being worn.

Employees shall wear uniforms consisting of company shirts and trousers, coveralls or smocks for men, and dresses, skirts and company blouses, slacks or smocks, as appropriate, for women. The uniform shall have the contractor's name, easily identifiable, affixed thereon in a permanent or semi-permanent manner such as a badge or monogram.

SPECIFIC CLEANING SPECIFICATIONS

- a. Sweep all hard surfaces.
- b. Dust mop all hard surfaces and resilient tile floors with a treated dust mop.
- c. Wet mop all hard surfaces and resilient tile floors. (Note that dusting should occur before mopping).
- d. Dust and wipe all low ledges, baseboards, rails, counters, sills, and molding - those up to 8' from the floor.
- e. Empty and clean all wastebaskets, trash and garbage receptacles, and deposit in proper disposal area. City will supply all liners. Properly sized liners should be placed in each receptacle. Scrub residue from trash cans as needed.
- f. Dust all furniture, furnishings, file cabinets, pictures and/or ornaments.
- g. Clean and dry polish all desk top area and desk accessories. Papers, documents, file folders, etc., are not to be disturbed.
- h. Clean and sanitize all drinking fountains.
- i. Clean and sanitize all sinks and counters break rooms.
- j. Wash all glass entrance doors, side glass, and overhead glass (inside and out).
- k. Wash/Clean all interior office glass in high and low areas, lobby areas, walkways, wall panels, and glass doors as needed inside and out.
- l. Clean metal trim surrounding main entrances.
- m. High dust vertical surfaces, down lights and other light fixtures, and ventilation grills and other such items as observed.
- n. Lightly dust telephones, computers, copy machine, printers, and other similar office equipment.
- o. Clean door kick plates, push plates, and the door area immediately surrounding such plates.

REST ROOMS and LOCKER ROOMS - SPECIFIC CLEANING SPECIFICATIONS

- a. Sweep, soap mop, rinse clean and disinfect tile floors.
- b. Scour and disinfect all surfaces of toilet bowls, sinks and urinals.
- c. Clean and sanitize all sinks and counters
- d. Clean and sanitize all showers
- e. Clean and sanitize all partitions
- f. Wash and dry polish mirrors and metal brightwork. Remove build-up at the base of brightwork.
- g. Clean and refill rest room paper and soap dispensers.
- h. All sanitary napkin receptacles will be specially handled for cleaning waste disposal basket, disinfecting, and installing special plastic liners.
- i. Dust and/or wipe all stall partitioning. Dust air vents and diffusers.
- j. Spot and/or wash clean all tile wet walls.
- k. Clean door kick plates, push plates, and the door area immediately surrounding such plates.
- l. Scrub floor around base of urinals and toilet.

GYM - SPECIFIC CLEANING SPECIFICATIONS

- Check room for general cleanliness and neatness.
- Remove any smudges on the mirrors
- Vacuum floors as needed.
- Clean and sanitize equipment

TRASH REMOVAL

The Contractor shall furnish barrels in which to put trash from offices. Barrels are to be kept clean and free from odors and to be washed as needed. All trash shall be taken by the Contractor to an assigned area.