

Janitorial Services

1.0 Description of Goods/Services:

- 1.1. Janitorial Services at State of Hawaii's Department of Defense, 291st Combat Communications Squadron, Hilo, Hawaii at the following location:

291st Combat Communications Squadron
1300 Kekuanaoa Street
Hilo, Hawaii 96720-7506

*Approximately 800 carpet square foot area and 200 tiled square foot area

2.0 Scope of Services:

- 2.1. The State shall furnish paper towels, toilet paper, hand soap and plastic trash bags.
- 2.2. The contractor shall furnish all labor and equipment; such as: ladders, brooms, mops, vacuum cleaners, sponges, brushes, disinfectants, cleaning detergents, floor waxing tools and carpet shampooing devices, and any other equipment and supplies necessary to satisfactorily perform the services below. It is highly recommended that biodegradable, earth sustainable chemicals be used if and when available.
- 2.3. Level of services for custodial services performed at the 291st Combat Communications Squadron, as defined by the Air National Guard (ANG) Engineering Technical Letter (ANGETL) 10-2: Facility Operations (FO) Policies and Procedures for Janitorial Contracts and Janitorial Services (EEIC 570F8) under Appendix 21, FOMA, are for common use areas, i.e., hallways, restrooms, meeting rooms, etc.
 - 2.3.1. Common use areas are typically defined as:
 - 2.3.1.1. Restrooms/Locker rooms/Shower rooms
 - 2.3.1.2. Corridors/Hallways
 - 2.3.1.3. Classrooms/Conference Rooms/Training Rooms
 - 2.3.1.4. Public traffic areas
 - 2.3.1.5. Break-rooms
 - 2.3.2. The following areas are not typically considered common use areas and will not be cleaned by custodial contractual services:
 - 2.3.2.1. Private offices (Exception shall be Officers O-6 and above or Civilian equivalents)
 - 2.3.2.2. Shops
 - 2.3.2.3. Independent cubicles/Administrative areas
 - 2.3.2.4. Work Bay Area

3.0 Standards of Services:

- 3.1. Floors:
 - 3.1.1. Sweeping - A properly swept floor should not have dust streaks, marks where dirt was picked up with a dust-pan, dirt in corners, behind doors or under furniture. All furniture or office equipment moved during a sweeping operation should be replaced in its original position.
 - 3.1.2. Mopping - Mopping is the most important technique in floor maintenance. For the purpose of instruction, dust mopping is included in the subject of sweeping. Mopping includes damp mopping, wet mopping and dry mopping.

- 3.1.2.1. Damp mopping is a supplement to sweeping, when cleaning, scrubbing, and waxing are not essential. It is effective only upon a clean, well-kept floor.
- 3.1.2.2. Wet mopping is used either in cleaning with clear water or with a cleaning or stripping solution. It requires rinsing after the solution wash. Two or three rinses are usually required to pick up all dirt and solution or waxy residue. High saturation (plenty of water) is not recommended for the type flooring you will be working on.
- 3.1.2.3. Dry mopping is performed with a clean, dry mop after the last rinse. It speeds the drying process, eliminates hazards to pedestrian traffic and contributes to a neater floor. (Note: New mops used for this, should be first soaked thoroughly for 24 hours and then dried. This will eliminate the problem of lint.)
- 3.1.3. Waxing - If a mop is used, wash mop to make certain no soap remains. Soap or detergent destroys the waterproof quality of wax. After washing, wet mop in clear water and wring it as dry as possible. Pour wax into a clean mop pail. Wet mop in wax and wring out excess. Apply thin coat to floor. Do not rub with mop after applying. For longer durability and high gloss, apply one coat of wax and buff. Add a second coat of wax and buff again.
- 3.1.4. Buffing - Wax should be thoroughly dry before buffing. Drying time depends on amount of air circulation and the temperature.
- 3.1.5. Maintenance of Waxed Floors
 - 3.1.5.1. To prevent buildup of successive layers, wax should not be applied closer than six (6) inches adjacent to walls, partitions, or fixtures. A buffing machine will spread sufficient wax to these little used traffic areas.
 - 3.1.5.2. Waxed floors should be vacuumed or swept with an untreated sweeping mop or brush broom as often as necessary to keep floors reasonably free from dust or abrasives.
 - 3.1.5.3. Dry clean periodically with floor machine using fine steel wool to remove heavy soil and traffic marks. In lieu of the dry cleaning machine, damp mop with clear water, and buff.
 - 3.1.5.4. Wax heavy traffic areas as often as necessary to protect floors.
 - 3.1.5.5. When waxed floors cannot be maintained satisfactorily as indicated above, all wax should be removed by mopping with a wax remover solution, followed by plain water mop rinse, and re-waxing. Build-up wax may require scrubbing with steel wools and solution. The wax removers are formulated for use primarily on asphalt, rubber, linoleum, and vinyl floor coverings and will not damage these floors if properly used. In the absence of wax remover, ammonia in solution with synthetic detergent and water may be used. However, take care to use only enough ammonia to remove wax effectively.
 - 3.1.5.6. Waxing Standards - A properly waxed floor should have a thin, even coating. Floors should be clean and bright in corners and under furniture as well as in other areas. Wax should be buffed to a uniform sheen, leaving no heavy brush marks.

3.2. Restrooms:

A high standard of cleanliness should be maintained in the restroom(s). Toilet bowls, seats, urinals, wash basins, and other fixtures should be cleaned properly. Fresh air prevents growth of bacteria. For this reason, it is of utmost importance that adequate ventilation be maintained at all times. Under normal conditions, daily cleaning is satisfactory.

- 3.2.1. Toilet Bowl and Seat - Wash bowl inside and out with all-purpose detergent solution. Work toilet brush as far as possible into trap. Thoroughly wash rounded inside rim of bowl. Inspect rim with hand mirror to insure complete removal of deposits. Wash seat with all-purpose detergent solution. Wipe outside of bowl and seat with clean damp cloth. Flush toilet to rinse inside of bowl. If toilet bowls are properly cleaned daily with detergent, stronger cleaners will not be necessary.
- 3.2.2. Urinals - Wash urinals in same manner as toilets. The trap is the main source of odor in urinals. Periodically, put about one half cupful of toilet bowl cleaner into the trap and fill with water. Let stand for one hour, remove wad, and rinse thoroughly. If urinals do not flush properly, report immediately to supervisor.
- 3.2.3. Wash basins - Also known or referred to as sinks and wash bowls. Grease and other dirt can be removed with all-purpose synthetic detergent solution. Remove stains with a damp cloth. Weak cleansers may be used. Do not use abrasive cleaners. Clean chromium-plated hardware with clean, damp cloth.
- 3.2.4. Toilet Room Floors - Much of the odor from the toilet comes from the floor. Urine soaks into almost every known type of flooring materials, except ceramic tile. Once soaked into the floor, it is impossible to remove. Toilet room floors should be thoroughly mopped at least once each day to prevent odors. The area immediately around urinals should be scrubbed. Use cleaning solution of all-purpose detergent and warm water.
- 3.2.5. Toilet Room Walls, Partitions and Woodwork - Accumulation of dirt on walls and partitions should be removed daily. Where surfaces are washable, wall should be washed as required. Care of Dispensers - Paper towels, toilet paper, and soap dispensers should be checked and refilled daily. It is most important that they are not allowed to become empty.
- 3.2.6. Overall Restroom Standards - There should be no odors. Toilet bowls, wash basins, and urinals should be clean and bright. Soap film should not remain on fixtures. Dispensers should be filled and in good working condition. Floor, walls, and partitions should be clean. There should be no marks on wall or fixtures. All metal fixtures and other hardware should be clean and bright. Mirrors should be clean.

3.3 Miscellaneous Cleaning

- 3.3.1. Drinking Fountain - Wash fountain with all-purpose detergent. Wipe remainder of fountain with clean damp cloth. Wipe chrome fitting with clean damp cloth. Do not use metal polish on fittings.
- 3.3.2. Furniture - Wash with lukewarm all-purpose synthetic detergent solution applied with a lightly damp cloth. To dry furniture use a clean dry cloth as quickly as possible. Use a minimum of water on wood furniture.
- 3.3.3. Venetian blinds (if applicable) - Usually they may be cleaned in place, using a sponge dampened in all-purpose detergent solution. Turn slats flat, and clean

- one side. Wipe with a clean, soft cloth. Turn slats with opposite sides facing and flat. Repeat process. Avoid getting straps wet. Wipe awnings and window sills.
- 3.3.4. Windows - To include jealousies, picture windows shall be cleaned using a glass cleaner and dried with a lint free cloth to avoid streaking. Screens should be removed, sprayed with water, gently wiped using a soft brush and all-purpose cleaner (may be diluted with water), dried and replaced. Wipe awnings and window sills. Should the screens or glass need replacement, due to age and or normal wear and tear, the Building Manager (BM) should be notified to have the damaged items replaced.
- 3.3.5. Carpet Cleaning - Routine cleaning of rugs and carpets should be accomplished with a vacuum cleaner and spot cleaned; and when possible chairs and furniture should be moved while carpets are vacuumed and then replaced. Carpets shall be vacuumed prior to shampooing to remove as much of the dirt, dust and debris within the carpet. A carpet shampooer and shampoo solution shall be used; and when possible chairs and furniture should be moved and replaced after the carpets have been shampooed and dried. It is important to provide adequate ventilation to speed the drying process to prevent mold/mildew and foul odors; industrial fans are highly recommended to accomplish this task. Carpets shall be shampooed twice a year, and should be coordinated with the BM of the 291st CBCS.

4.0 Schedule of Services:

4.1 Daily Tasks:

- 4.1.1 Restrooms/Shower Areas - Clean and disinfect all fixtures, i.e., toilets, urinals, wash basins, mirrors, etc., within the first two hours of each work day. Clean out all drainage screens.
- 4.1.2 Floor - Uncarpeted floors will be swept on M-W-F and damp mopped once a week. Carpeted floors will be vacuumed on M-W-F.
- 4.1.3 Dispensers - Checked and refilled i.e., paper towels, toilet tissue, and soap.
- 4.1.4 Waste Receptacles and Ash Trays - Emptied daily. Wastebaskets will be relined with plastic bag liners in the afternoon and the trash shall be placed at the building's refuse collection area.
- 4.1.5 Entry Doors - Clean both exterior and interior surfaces of glass entry doors.
- 4.1.6 Water Coolers/Fountains - Cleansed Daily
- 4.1.7 Utility Rooms - Clean items and store in proper areas
- 4.1.8 Conference Rooms - Remove trash, wipe furniture, dust and clean window coverings.
- 4.1.9 Vacuum chairs and spot clean, wipe chair legs.
- 4.1.10 Spot clean carpet when deemed necessary.
- 4.1.11 Spot clean vertical surfaces (walls, modular panel walls, doors, counters, clean/vacuum sills/casings and top of room partitions).

4.2 Weekly Tasks:

- 4.2.1 All Doors/Jams - Clean and remove stains.
- 4.2.2 Baseboard/Cabinet Tops - Clean and dust
- 4.2.3 Furniture: i.e., credenzas, tables, etc. - Clean and dust

4.3 Monthly Tasks:

- 4.3.1 Interior Walls - Clean and remove scuff marks. Report to supervisor all damages to the walls.
- 4.3.2 Air Condition Registers and Adjacent Ceiling - Remove all dust and deposits.
- 4.3.3 Preventive Maintenance Services - Door lock-sets, door hinges, jalousies, window cranks, etc., will be checked and properly lubricated monthly.
- 4.3.4 Window cleaning to include jalousies, picture windows and screens.

4.4 Quarterly Tasks:

- 4.4.1 Floors - Strip, wax and buff (polish). Divide and schedule areas to minimize interruption.

4.5 Semi-Annual Tasks:

- 4.5.1 Carpet - Shampoo and dry.

4.6 Other Tasks:

- 4.6.1 Supplies - Inventory and restock each Monday or first day of work week, or as directed by supervisor.
- 4.6.2 Entry Points - All exterior entry points to buildings will be checked and cleaned daily. Hose down area at least once per week.
- 4.6.3 Inspection - No notice, "Spot Inspection" of buildings will be performed by supervisor and the BM. Discrepancies noted will be brought to the attention of the Contracting Office Representative (COR) and the Contracting Office (CO).
- 4.6.4 Employees will maintain a harmonious relationship with the building tenants. Any request from tenants deemed beyond the scope of duties listed herein will be brought to the attention of his or her supervisor; who will then submit the request to the BM, COR, and the CO (refer to 9.2). Courtesy will be extended to all tenants.

Grounds Maintenance Service

5.0 Description of Goods/Services:

- 5.1 Grounds Maintenance Services at State of Hawaii's Department of Defense, 291st Combat Communications Squadron, Hilo, Hawaii at the following location:

291st Combat Communications Squadron
1300 Kekuanaoa Street
Hilo, Hawaii 96720-7506

*Approximately 65,340 square foot of landscaped area

6.0 Scope of Services:

- 6.1 The State shall furnish plastic trash bags.
- 6.2 The contractor shall furnish all personnel, equipment/tools (such as trimmers, edger, cutters, mowers, hoses, spray nozzles, weed control products, and blowers), supervision, quality control and any other equipment and supplies necessary to satisfactorily perform the services below:

7.0 Standards of Services:

- 7.1 Mow Grounds - Grass shall be cut on all improved grounds. After mowing, any visible grass clippings shall be removed or mulched. Contractor shall maintain the growth of grass height between 2 and 4 inches in the improved grounds, between 4 and 14 inches in the semi-improved and unimproved grounds. The maintained height shall be the same for all lawn areas at the same location to present an optimum growing condition and well-groomed appearance.
- 7.2 Edging - Sidewalks, driveways, curbs, and other concrete or asphalt edges shall be edged concurrent to mowing to match surrounding areas. Edging shall include removal of vegetation from cracks in sidewalks, driveways, and curbs within .5 inch of the edged surface with a maximum overhang no greater than 1.5 inches from the surface edge and to a depth of 2.0 inches.
- 7.3 Trimming - Grass and weeds shall be trimmed around trees, shrubs, buildings, fences, poles, posts, fire hydrants, parking lot bumper blocks, boulders, and other fixed obstacles. Trimming height shall match surrounding area grass heights. All areas shall be trimmed concurrent with mowing. Damage to trees and shrubs from trimming shall be repaired by the contractor. If a plant should die or become unhealthy due to damage, the contractor will be responsible for replacing the damaged plant with a plant of same size and type. Plant replacement shall occur within 15 days of noticed damage.
- 7.4 Leaf and Tree Debris - The contractor shall ensure no leaves, limbs and other loose tree debris will be visible in improved areas on the installation. The contractor shall remove and dispose of all natural debris, (tree limbs, dry brush, leaves, etc.), and man-made debris (litter). The contractor shall police areas concurrent to mowing and as required to maintain a neat and professional appearance.
- 7.5 Irrigated Grounds - All improved areas shall receive sufficient amounts of water, as necessary to present a uniform green color without browning or barren areas resulting from lack of water. The contractor shall provide watering hoses and portable watering devices for irrigating areas that have insufficient sprinkler coverage or that do not have sprinkler systems.
- 7.6 Repair Damaged Areas - Areas damaged by contractor vehicles, erosion, drought or insect/diseases shall be seeded, sprigged, or sodded to meet the standards of surrounding areas.
- 7.7 Weed Control - The contractor shall implement an effective commercial weed control program to maintain all grounds, roadways, sidewalks, and parking lots. Where weeds are removed, the contractor must reestablish appropriate vegetation so there are no barren areas within ten (10) days in the continuous service, high visibility and major thoroughfare areas. The remaining areas must be reestablished in accordance with the normal growth process of the seed utilized.
- 7.8 Pruning/Trimming - The contractor shall be responsible for maintaining any trees or parts of trees that require services up to 14 feet above the ground. Pruning shall be accomplished in accordance with industry (ANSI Z133.1) standards. Class II medium pruning shall be used in general on all trees. Class IV pruning shall be used only for lifting, removal, and/or cutback of branches that conflict with normal traffic or safety in the vicinity of the trees. Minimum safety clearance is 14 feet over streets, 12 feet over driveways; 8 feet over walk areas, and 4 feet from buildings. Other trees shall be pruned on an as-required basis to provide safety, clearances and/or to

prevent structural damage. Shrubs, small trees, and other plants shall be trimmed and pruned to enhance the beauty and health of the plant. Hedges shall be maintained to their natural mature height but not to exceed 3 feet and must have a minimum safety clearance of 2 feet from buildings, sidewalks and driveways.

- 7.9 Litter Control/Policing - The contractor on all grounds, roads, and parking areas shall perform general litter patrol. The contractor's responsibilities shall include, but not be limited to, the removal and disposal of all natural debris, (tree limbs, dry brush, rodent habitats, dead animals, etc.) and man-made litter and debris. The contractor shall police all areas to ensure the base is maintained in an overall clean and litter-free appearance.

8.0 Schedule of Services:

- 8.1 The contractor shall conduct all required operations utilizing the most efficient methods and appropriate schedules of frequencies, taking into consideration Hawaii's climate and local weather conditions. The contractor shall provide a work plan to the Quality Assurance Personnel (QAP) consisting of task frequency charts for the following routing activities: grass cutting, edging, watering, herbicide, and grounds clean-up/policing. This work plan, due to the government 20 days after the contract has been awarded, is intended to be a flexible document for planning and coordination purposes, not a binding schedule.

- 8.2 **Hours of Operation - Pertains to both Janitorial and Grounds Maintenance: Normal hours of operation shall be between the hours of 7:00 a.m. and 4:00 p.m. Monday through Friday, except for federal and state holidays.**

9.0 Quality Assurance:

- 9.1 The BM will conduct periodic facility inspections to ensure Quality Assurance is maintained through the contract period. All concerns will be forwarded to 154th Civil Engineer Squadron to facilitate corrections with the contractor.
- 9.2 All work requests outside the Statement of Work (SOW) and Specifications (Specs) shall be approved by the CO prior to work being done. All work that is done outside the SOW and Specs without approval from the CO shall be done at the sole cost of the contractor.
- 9.3 Should the services be unsatisfactory, monthly payments may be withheld until corrective action is taken to the satisfaction of the respective BM and or COR.
- 9.4 Continued unsatisfactory conditions may result in the early termination of the contract with the State of Hawaii's Department of Defense, 291st Combat Communications Squadron.
- 9.5 The following identifies the performance objectives and performance thresholds for critical tasks associated with providing support services for janitorial and grounds services in support of the 291st CBCS (Attachment 1).
- 9.5.1 Performance Evaluation - Performance of a service will be evaluated to determine whether or not it meets the performance requirements of the contract. When the performance requirement is not met the QAP will initiate and the CO will issue a Contract Discrepancy Report (CDR) to the contractor. The contractor shall respond to the CDR IAW (in accordance with) instructions provided and return it to the CO within 10 calendar days of receipt.

9.5.2 Performance levels:

9.5.2.1 Satisfactory Ranking - The contractor must achieve 90% or more on the performance objectives.

9.5.2.2 Unsatisfactory Ranking - The contractor achieves 89% or less on the performance objectives.

ATTACHMENT 1

PERFORMANCE EVALUATION FOR (Month/Yr): _____

Performance Threshold (PT): S = Satisfactory = Work performed 90% or more of the time.
 U = Unsatisfactory = Work performed at 89% or less of the time.

PERFORMANCE OBJECTIVE	PARAGRAPH REFERENCE	*PT	COMMENTS
1 – Floors	3.1 - 3.1.6		
2 – Restrooms	4.1 - 4.5		
3 – Miscellaneous Cleaning	5.1 - 5.5		
4 – Grounds	7.1		
5 – Edging	7.2		
6 – Trimming	7.3		
7 – Leaf and Tree Debris	7.4		
8 – Irrigation	7.5		
9 – Damage Repair	7.6		
10 –Weed Control	7.7		
11 –Pruning / Trimming	7.8		
12 –Litter Control / Policing	7.9		

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Completed by: _____ Date: _____