

**SCOPE OF WORK  
FOR  
CLEANING AND JANITORIAL SERVICES**

**1.0 Facility.**

The Harris Central Appraisal District Headquarters includes one seven-story high-rise office building and one four-level parking garage. Staffing is approximately 630 employees and up to a total of 805 employees during May through October. The office building contains 215,852 square feet of cleanable floor space. The four-level parking garage and ramps total 110,400 square feet. There are 34,000 square feet of paving which includes parking lots, driveways and other areas designated for vehicular traffic.

The main building includes twenty-one (23) restrooms, both employee and public, fourteen (14) break areas, and one (1) lunchroom with vending. Floor covering materials throughout the building include carpet, ceramic tile, terrazzo tile, vinyl composition tile, and concrete.

**2.0 Contractor's Duties.**

The Contractor shall perform all Cleaning and Janitorial Services for this facility as stated herein. Such services shall include, but not be limited to, furnishing all supervision, labor, and equipment necessary for cleaning and janitorial maintenance of all buildings at this facility. All work will be performed in a first class, professional manner, satisfactory to HCAD.

2.1 Cleaning and Janitorial Maintenance Services provided under this Contract shall include all buildings, office areas, restrooms, shower areas, lobbies, storage areas, conference rooms, waiting rooms, interview areas, lunchrooms, break rooms, training rooms, elevators, hallways, public contact areas, and vestibules.

2.2 Cleaning and Janitorial Services for the exterior shall include the parking garage, parking garage stairwells, parking lots, smoking area, driveways, sidewalks, curbs, and drains.

2.3 For this Contract, the Contractor shall only employ personnel that are thoroughly trained in all phases of cleaning and janitorial services, techniques, and safety. Training should be completed for all operational personnel within the first 30 days of the contract.

2.4 Contractor shall employ a thoroughly trained manager to oversee the Cleaning and Janitorial Services performed under this Contract.

2.5 The Contractor shall maintain a telephone where HCAD may contact the Contractor Manager or their designee twenty-four (24) hours a day in the event of an emergency.

2.6 All Contractor employees and/or Subcontractor employees shall wear a distinctive uniform and identification card bearing a recent color photograph of the employee. All uniforms shall be the same and contain the name of the Contractor and the employee. Uniforms worn by the Contractor's employees must be different, in both design and color, from those worn by HCAD employees.

2.7 The Contractor agrees to abide strictly by all security regulations, which are issued to it by HCAD.

2.8 When necessary, cleaning and janitorial personnel will work behind locked doors in areas requiring extra security measures, as designated by HCAD. All doors in these areas shall be closed and locked when cleaning is completed. All lights, when appropriate, will be turned off in unoccupied areas immediately after completing cleaning and janitorial work.

2.9 The Contractor must provide an Employment Eligibility Verification (Form I-9) for all personnel assigned to this facility. The records will be submitted to HCAD Property Management for review by HCAD Department of Legal Services.

2.10 The Contractor agrees to provide all full names, license plate numbers, along with make and model of transportation for all personnel to Property Management for Security Department tracking.

2.11 The Contractor shall report to HCAD, without delay, all damage to HCAD equipment, furnishings or property caused by the Contractor's employees.

### 3.0 Supplies and Equipment.

3.1 The Contractor will bid janitorial cleaning labor separate from supplies.

3.2 The Contractor has the option to bid separate line items that will represent the cleaning products for the year. This is optional. You may choose not to provide the cleaning products. The supply quantities were given in 12-month consumption. We will consider the cost of the supplies as a set price for the year. We can pay that total cost over the 12 months in a monthly billing.

3.3 The Contractor shall provide and maintain all power tools, machines, and equipment necessary to perform the cleaning and janitorial maintenance services specified under this Contract. All equipment must be maintained in first class working conditions, satisfactory to HCAD. The Contractor shall furnish all items listed below.

- Dust Mops, Mop Heads and Handles
- Brooms
- Trash Tilt Truck
- Extension Cords
- Vacuums

- Equipment for Stripping Floors
- Restroom Mop Cart
- Lunch Room Mop Cart
- Day Porter Cart (2)

3.4 If requested, the Contractor shall be provided a reasonable amount of space within the facility to store equipment, supplies and materials used in the performance of this Contract.

3.5 All trash and debris that the Contractor collects during the performance of this Contract shall be placed in the dumpsters that are on site.

#### 4.0 Quality Control.

4.1 The Contractor will submit, prior to implementing services or using equipment, its proposed schedule for Cleaning and Janitorial Maintenance Services, a detailed description of the services to be provided, a proposed staffing level and a detailed list of all equipment and supplies to be used on site in providing these services, for review and approval of HCAD. HCAD will secure the specified supplies at HCAD's expense. The contractor will be responsible for maintaining an inventory of all supplies on-hand and used monthly. Orders to refill the supply inventory shall be filed with the Property Manager.

4.2 The Contractor shall provide a standardized form for logging complaints. HCAD shall review all log sheets.

4.3 Routine inspections shall be performed by the Cleaning and Janitorial Supervisor and recorded on a master inspection control log. The inspection form shall relate to the total housekeeping responsibility for appearance and maintenance of the facility. The inspection form and inspection log must be made available for HCAD review.

4.4 The Cleaning Supervisor will meet routinely with HCAD to review the previous day's activities, and to communicate special requests or problems.

4.5 The Contractor's Project Manager shall review the inspection log and follow up with the Cleaning Supervisor weekly. In addition, the Project Manager shall perform a complete monthly inspection of the entire facility and implement the necessary corrective action. This inspection shall be reviewed with HCAD. The Project Manager shall be available for mutual inspection of the facility.

#### 5.0 Schedule of Services.

5.1 The Contractor shall perform Cleaning and Janitorial Maintenance Services as described in the following cleaning specifications.

- A) Daily General Cleaning.

- 1) Sweep and damp mop hard surface floors and vacuum carpets.
- 2) Floors shall be clean and free of trash and foreign matter. No dirt shall be left in corners, behind doors, or under furniture.
- 3) Carpets shall be clean and free of dust balls, dirt, and other debris. When necessary, spot clean using a dry chemical cleaning agent approved by HCAD.
- 4) All trash and smoking receptacles will be emptied, and trash removed from the site. All receptacles, especially in food service areas, will be washed when needed.
- 5) All hard surfaces including doors, walls, floors, and tile will be wiped or mopped clean where liquid or other foreign materials have been spilled on the surface. There shall be no streaks.
- 6) All interior doors and partition panels will be cleaned to remove smudge marks, fingerprints, and dust. There shall be no streaks.
- 7) All glass doors, glass panels, bright metal finishes and handrails will be cleaned, rubbed, and polished. Partition glass will be spot cleaned when necessary to remove smudges and fingerprints.
- 8) Delivery areas will be inspected for cleanliness and appropriate custodial services will be performed as needed.
- 9) Drinking fountain surfaces shall be clean and bright, free of dust, stains, and streaks. Fountains shall be kept free of trash, coffee grounds, etc., and nozzles free from encrustation. Metal surfaces shall have a polished lustrous appearance.
- 10) Hard surfaces at the entrances to the buildings' lobbies and on the sidewalk immediately in front of the building will be swept daily, hosed and/or wet mopped weekly and high-pressure spray cleaned when necessary.

B) Daily Restroom and Shower Cleaning

- 1) All restroom fixtures, including sinks, toilet bowls and urinals, will be scoured and disinfected using an approved solution and kept free of scale, rust, mold, and stains always. Dry and polish. Do not leave streaks.
- 2) All bright metal accessories, including hardware on plumbing fixtures, shelving, partitions, and dispensing accessories shall be cleaned and polished using an approved solution. Do not leave streaks.
- 3) Sanitary napkins and tampon receptacles will be emptied, cleaned, liners replaced and disinfected with an approved solution. All other receptacles will be emptied, and damp dusted on the inside. Do not leave streaks.
- 4) Soap, towel, and tissue dispensers will be cleaned and polished and refilled each day. Do not leave streaks.
- 5) All mirrors will be cleaned and polished clear, free of smudges, streaks, or watermarks.
- 6) All restroom walls and partitions will be kept clear of oil spots, smudges, streaks, or foreign matter.

- 7) All surfaces in restroom facilities will be cleaned and polished with an approved solution, kept free of soap film, scale, rust, stains, streaks, and mold.
- 8) Restroom floors will be cleaned by mopping and rinsing with an approved disinfecting mopping solution. All surfaces shall be dry, the corners clean, free of streaks, mop strand marks and skipped areas.

C) Weekly General and Restroom Cleaning.

- 1) All vertical and horizontal surfaces of desks, enclosures, files, woodwork and other furniture will be damp dusted with clean or treated cloth. There shall be no dust streaks.
- 2) All restroom partitions will be washed with an approved disinfecting solution.
- 3) A minimum of two (2) gallons of fresh water with disinfectant will be poured into each restroom floor drain twice weekly.

D) Periodic General Cleaning.

- 1) All ceiling recessed and mounted light fixture lenses and return air slots will be cleaned quarterly, as needed, or upon request of HCAD.
- 2) All draperies, mini blinds or other window coverings will be vacuumed and/or wiped with a clean or treated cloth once every quarter. All dust is to be removed from both sides as needed or upon request of HCAD.
- 3) Any vinyl wall coverings will be dusted monthly, as needed, or upon request by HCAD.
- 4) All baseboards will be cleaned monthly, as needed, or upon request by HCAD.
- 5) Dust or vacuum surfaces above approximately 70" from the floor monthly, as needed, or upon request by HCAD. Where glass is present, the interior side shall be clean and free of streaks.
- 6) Wash inside and outside glass windows in the entrances and vestibules of the facility quarterly, as needed, or upon request by HCAD. All glass will be clean and free of oil, grease, dirt, and grime. The surrounding area will be wiped clean of drippings and other water marks.

E) Elevator Cleaning.

- 1) Floor covering will be dusted, and damp mopped or vacuumed daily.
- 2) The exterior and interior sides of doors and trim will be dusted daily and polished monthly.
- 3) Cabs will be damp wiped daily and washed as needed.
- 4) Control and dispatch panels will be dusted and polished daily to remove smudges, fingerprints, and other foreign matter.
- 5) Elevator thresholds will be cleaned daily and polished monthly.

F) Floor Cleaning.

- 1) Hard surface floor coverings in public areas, such as tile, will be dusted and spot mopped, spray buffed daily, stripped and at a minimum, refinished quarterly. Refinishing shall be in accordance with the floor covering manufacturer's specifications.
- 2) Hard surface floor coverings in office areas will be dust mopped and damp mopped daily, spray buffed each week, scrubbed, and refinished monthly. These floor coverings will also be stripped and refinished quarterly.
- 3) Concrete floors and floors in custodial closets will be dust mopped daily and damp mopped weekly. These floors will be scrubbed semi-annually.
- 4) Interior pavers in the lobby area will be spray buffed daily, stripped, and refinished quarterly with a non-slip finish approved by HCAD.
- 5) All restroom floors will be machine-scrubbed quarterly.

G) Carpet Care.

- 1) All carpet areas shall be thoroughly vacuumed daily.
- 2) Carpeted surfaces shall be free of obvious dirt, dust, and other debris. Floor surfaces shall be clean and free of debris or foreign matter. No dirt shall be left in corners or near baseboards, behind doors or under furniture. All spillage, dirt accumulation or crust material shall be removed along with spots, and stains. There shall be no evidence of fuzzing caused by harsh rubbing or brushing. When spot cleaned, areas shall blend with the adjacent areas of the carpet. Spots, smudges, or other foreign markings shall have been removed without causing unsightly discoloration on the carpet surfaces.
- 3) Anti-static electricity treatment as may be required.
- 4) Shampooing needs will be dictated largely by the population or traffic patterns, particularly in public areas such as corridors, elevator lobbies, and the hearings area. All carpets in high traffic areas will be bonnet cleaned quarterly and all other areas semi-annually.

H) Stairways (Landing and Tread Surfaces).

- 1) Landing and tread surfaces shall be free of dirt, dust and other foreign substances and shall present an overall appearance of cleanliness. Railings, ledges, grills, fire apparatus and doors shall be free of dust and foreign substances.
- 2) Glass surfaces shall be clean and free of obvious dust, smudges, or spots. Metal surfaces shall be free of smears, smudges, or stains. They shall be clean, bright, and polished to a uniform luster. Wood surfaces shall be free of smears, smudges, or stains.

I) Storage Space. Floors shall be clean and free of trash and foreign substances. No dirt shall be left in corners, under furniture or behind doors.

## 6.0 Exterior Site.

6.1 Contractor will provide the follow specific exterior site cleaning services:

- A) All paved sidewalks, curbs, drains and ground-level gutters shall be inspected daily to check for debris and completely swept weekly.
  - 1) Occasional sweeping, as needed, will be provided between weekly general sweepings to remove debris such as leaves or papers which may collect in corners or against curbs.
  - 2) The contractor shall empty all exterior trash and smoking receptacles daily. Exterior trash receptacles will be cleaned using disinfectant cleaners, soap and water as needed to maintain sanitary conditions. (Large “dumpsters” on site are not subject to these terms.)
  - 3) Sidewalks, curbs, and drains shall be washed with water, using a high-pressure spray, when necessary or requested by HCAD to remove accumulated debris, mud or other substances which may accumulate on paved surfaces.
- B) Papers and other extraneous debris from all exterior areas shall be collected, bagged, and removed to the dumpsters on site daily.
- C) Contractor shall quarterly, as needed, or as requested by HCAD, remove stains, such as automotive fluids, or other unsightly markings from paved surfaces of the parking lots, sidewalks, curbs, drains and ground-level gutters to maintain a neat, clean appearance always.
- D) Contractor shall furnish necessary manpower, tools, supplies, equipment, and vehicles, as required to remove snow and/or ice.
  - 1) Chemicals and/or sand shall be used to reduce safety hazards due to ice and/or snow.

## 7.0 Day Porters.

7.1 Contractor shall provide the services of one fulltime day porter as an option to this contract and shall be bid separately. Contractor shall also provide the services of a second fulltime day porter for the months of May through October and shall be bid separately.

7.2 The general duties of the day porters are to include but not be limited to:

- Respond to immediate cleaning requirements during the day.
- Sweep, mop, and polish floors.
- Vacuum and clean carpets.

- Move furniture and equipment as weight allows.
- Clean restrooms and replenish restroom supplies as needed.
- Restock breakroom supplies as needed.
- Sweep walkways, pick up paper and trash.
- Other responsibilities as may be assigned.

## 8.0 Additional Definitions.

8.1 Whenever the word “**clean**” is used in this specification, it is understood to mean scrub, wash, dust, damp clean, scrape, vacuum clean or polish, as necessary, to bring the area or item cleaned to a condition free of dust, dirt, or stains satisfactory to HCAD. Subject cleaning is to be accomplished by hand and/or power tools using cloth, steel wool, scrub brushes with abrasive powders, soaps, detergents, paste cleaners, solvents, bleaches, ammonia liquid, and paste polishes, etc.

8.2 Where the word “**strip**” is used in these specifications, it shall mean the process prescribed by the manufacturer of the floor finish being used for removing the last application of floor finish and to prepare the floor to receive new floor finish. Normally, floor stripping requires the use of one or more of the following: power floor scrubbing machines, scouring pads, brushes, rags, mops, with an approved material, in combination with the proper amount of water to satisfactorily remove all old floor finish, dust, dirt, grease, stains and the wax applied by the manufacturer of new floors.