

# Dayton Metro Library

## Janitorial Services RFP – December 2017

Dear Proposers:

The Dayton Metro Library (hereinafter referred to as the "DML" or the "Library") is requesting proposals from a qualified public entity or private firm, to establish a contract to provide complete professional Custodial and/or Janitorial Services at its Main Library and seventeen (17) Branch locations. The service provider must be reputable and capable of furnishing required materials, equipment, transportation, machinery, supplies, tools, apparatus, incidentals, labor and supervision necessary to provide superior interior cleaning services as defined in this RFP document. The intent in soliciting proposals is to obtain a quality and qualified contractor and to allow for a competitive process of quoting for janitorial services.

To be considered as responsive, proposers must respond to this solicitation in accordance with the requirements, specifications, commercial terms, and provisions as described and set forth herein. Proposals must embrace a concept that the successful proposer will satisfy all of the objectives and service specifications in the most cost-effective and efficient way possible as outlined in this document.

The term is expected to be for three (3) years.

### 1. SCHEDULE OF EVENTS

This request for proposal will be governed by the following schedule:

Release of RFP	December 1, 2017
Pre-Proposal Meeting starting at Main Library. A walk thru of all branches will take place following the 8:00am meeting.	8am December 7, 2017
Deadline for Written Questions	4pm December 11, 2017
Responses to Questions	4pm December 15, 2017
Proposals are Due	4pm December 29, 2017

All dates are subject to change at the discretion of the Library

### **Pre-Proposal Conference and Job Site Walks:**

Walk Thru/Site Visits: The site inspections will allow the prospective proposers to become familiar with all conditions that may affect the performance and cost of the contract. Proposers should be familiar with the proposal prior to attending the informational meeting.

NOTE: The informational meeting and inspection of the facilities is highly recommended.

### **Scope of Work:**

The purpose of this specification is to define the janitorial service requirements for DML that are included in this contract. The objectives of the Library are to secure a timely, consistent, and cost effective janitorial contract from one contractor, to ensure clean and safe public space facilities for employees and customers of the Library. The work covered in this specification includes furnishing all

materials, equipment, transportation, machinery, supplies, tools, apparatus, incidentals, labor and supervision necessary for complete janitorial services. It shall be understood that in addition to these services, all tasks incidental to cleaning functions not specifically listed but normally included in general janitorial practices will be provided. The Library will consider innovative solutions and alternatives that will best accomplish the desired outcome.

Alternates included on the Proposal Form (APPENDIX D) is Carpet Cleaning at each location to be performed quarterly.

**General Requirements:**

The Custodial/Janitorial Services contractor must meet all DML insurance requirements outlined in APPENDIX A

The Custodial/Janitorial Services contractor is responsible for the cleanliness and sanitation of each building. The description of each service area is to be used as a guideline for the Custodial/Janitorial Services contractor. The description does not attempt to describe every detail or feature of the facilities that are to be maintained by the Custodial/Janitorial Services contractor.

On the Job Specification Pages for DML (See APPENDIX C) both the task descriptions and the number of days per year that each task is to be performed are itemized. From that information the potential contractor is required to provide the Yearly Labor cost, with a total for each to be entered on the appropriate line at the end of the Proposal Form (APPENDIX D). Notwithstanding any other provisions of this proposal, the Custodial/Janitorial Services contractor warrants that the services, equipment, and supplies furnished shall be of the best quality as specified in this RFP. Such warranties shall include performance, workmanship, labor, and materials.

**Subcontracting:**

No portion of the work covered by these specifications can be subcontracted or assigned without prior approval of the Library.

**Expectation:**

The contractor shall render the Library facilities clean, defined as " free of dirt, pure, spotless, sanitary, sterile, and uncontaminated". This includes timely removal of trash, dirt, dust, cobwebs, and other waste.

**Frequency:**

Janitorial services shall be provided seven (7) days per week at Main and six (6) days a week (Mon-Sat) at all other branch locations after location hours excluding recognized holidays:

New Year's Day

Martin Luther King Day

Memorial Day

Independence Day

Labor Day

Staff Day (Date TBD, typically in September or October)

Thanksgiving Day

Christmas Eve

Christmas Day

New Year's Eve

The work schedule for completing daily services requirements is defined in the Janitorial Specifications (See APPENDIX C). The task and frequency schedule indicates the minimum acceptable cleaning frequencies. The contractor shall in no way interfere with the normal work of Library employees and Library Customers.

**Changes:**

Changes in the areas serviced and/or specifications may be necessary during the term of this contract. Changes in the contract requirements and corresponding changes in compensation may be implemented upon mutual agreement of the Library and the Contractor. The Library reserves the right to add or delete services at any time. If services are requested, the vendor is required to provide a cost estimate detailing them as an attachment to the proposal along with prices, where applicable, which may be offered as an addendum for the term of this contract agreement.

Hours of Operation at Main may vary at times due to after-hours events. These events will normally be scheduled in advance. Adjustments in nightly cleaning will need to be arranged from time to time.

**Deficient Performance:**

DML reserves the right to withhold payments due or to become due to the Contractor for deficient performance.

**Adherence to All Local, State and Federal Laws and Requirements:**

The Contractor shall adhere to all current applicable federal, state, and local laws, codes and ordinances.

**Tools & Equipment:**

The contractor shall furnish and maintain all equipment necessary for properly maintaining each location.

**Materials & Supplies:**

The Custodial/Janitorial Services contractor shall provide all chemicals, supplies, and equipment. All cleaning chemicals and other supplies used by the Custodial/Janitorial Services contractor must be used in accordance with all federal, state, and local laws, comply with Material Safety Data Sheets (MSDS) standards and be used in conjunction with necessary safety equipment. Material Safety Data Sheets (MSDS) must be provided by Contractor and be on-site and available for all chemicals stored and used within a service area on the first day of the contract.

The Library will supply all trash can liners, toilet paper, paper towels, sanitary napkins disposable bags, hand soap, and urinal screens to the Custodial/Janitorial Services contractor. All supplies remain property of the Library and may only be used at the specified site. DML shall also provide at its expense all utilities, including lights, power and water. Contractor shall stock and refill all restroom dispensers, as outlined in this section of the RFP document.

**PROPOSAL FORMAT GUIDELINES**

**Familiarization of Scope of Work:**

Before submitting a proposal, each proposer shall familiarize themselves with the Scope of Work, laws, regulations and other factors that may affect contract performance. The proposer shall be responsible for fully understanding the requirements of the subsequent Contract and otherwise satisfy themselves as to the

expense and difficulties accompanying the fulfillment of contract requirements. The submission of a proposal will constitute a representation of compliance by the proposer. There will be no subsequent financial adjustment for lack of such familiarization, other than that as provided within the subsequent Contract.

Interested entities or contractors are to provide the Dayton Metro Library with a thorough proposal using the following guidelines:

### **Methodology Section**

Provide a detailed description of the approach and methodology to be used to accomplish the Scope of Work of this RFP. The Methodology Section should include:

1. An implementation plan that describes in detail (i) the methods, including controls by which your firm or entity manages projects of the type sought by this RFP
2. Detailed description of efforts your firm or entity will undertake to achieve client satisfaction and to satisfy the requirements of the "Scope of Work" section.
3. Proposers are encouraged to provide additional innovative and/or creative approaches for providing the service that will maximize efficient, cost-effective operations or increased performance capabilities. In addition, the Library will consider proposals that offer alternative service delivery means and methods for the services desired.
4. Submit approach and understanding of requirements. Provide a detailed transition plan to begin services within 30 days after contract award.
5. Provide a detailed list of type and quantity of equipment that will be utilized at each location in the performance of this contract. The submitted equipment shall be kept current and operating in all facilities at all times for the life of the contract.
6. Detailed written work plan, which shall include the following:
  - a. Backup staffing plan to cover absenteeism, vacations, etc;
  - b. The number and level of supervisors proposed;
  - c. The type and quantity of equipment to be used per building;
  - d. Submit Employee background check procedures and security procedures.
  - e. Provide information on your safety program and how employees are trained.
7. Acceptance of and adherence to the DML Green Cleaning Policy (APPENDIX B).

## **Submission of Proposals:**

Complete written proposals must be submitted no later than 4:00 PM on December 29, 2017 to the email address below. Proposals will not be accepted after this deadline. Faxed or mailed proposals will not be accepted.

Angela Peterson, Facilities Manager: [apeterson@daytonmetrolibrary.org](mailto:apeterson@daytonmetrolibrary.org)  
Subject: Custodial Services RFP 2017

## **Inquiries**

Questions about this RFP must be directed in writing, via e-mail to:

Angela Peterson: [apeterson@daytonmetrolibrary.org](mailto:apeterson@daytonmetrolibrary.org)

Subject: Custodial Services RFP 2017 Questions

The Library reserves the right to amend or supplement this RFP prior to the proposal due date. All amendments, responses to questions received, and additional information will be provided to all bidders by December 15, 2017.

## **Conditions for Proposal Acceptance**

This RFP does not commit the Library to award a contract or to pay any costs incurred for any services. The Library, at its sole discretion, reserves the right to accept or reject any or all proposals received as a result of this RFP, to negotiate with any qualified source(s), or to cancel this RFP in part or in its entirety. The Library may waive any irregularity in any proposal. All proposals will become the property of DML. If any proprietary information is contained in the proposal, it should be clearly identified.

### Library Locations

Branch	Address	Zip Code	Square Feet
Main	215 East Third St.	45402	136,000
Belmont	1041 Watervliet Ave.	45420	6,087
Brookville	120 Blue Pride Dr.	45309	12,177
Burkhardt	4680 Burkhardt Ave.	45431	7,998
East	2008 Wyoming St.	45410	6,592
Electra Doren	701 Troy St.	45404	4,800
Huber Heights	6160 Chambersburg Rd.	45424	21,745
Kettering Moraine	3496 Far Hills Ave.	45429	13,090
Madden Hills	2542 Germantown St.	45417	7,746
Miami Township	2718 Lyons Rd.	45342	18,175
Miamisburg	545E. Linden Ave.	45342	16,147
New Lebanon	715 W. Main St.	45345	11,355
Northmont	333 W. National Rd	45322	11,450
Northwest	2410 Philadelphia Dr.	45405	30,077
Outreach Services	2293 Arbor Blvd.	45439	5,172
Trotwood	651 E. Main St.	45426	10,267
Vandalia	330 S. Dixie Dr.	45377	19,465
Westwood	3207 Hoover Ave.	45407	9,192

Additional branches to be added in 2018/2019:			Square Feet
Southeast (replacing East and Belmont)	Wayne & Watervliet	45420	22,442
West Carrollton	300 E. Central Ave.	45449	17,331
Wilmington-Stroop	3980 Wilmington Pike	45429	21,031
Trotwood	Main & MacGregor	45426	18,000

Alternate Pricing #2			
Location	Address	Zip Code	Square Feet
Operations Center	120 S. Patterson Blvd (3 <sup>rd</sup> & 4 <sup>th</sup> fls)	45402	13,332

## **APPENDIX A**

### **INSURANCE REQUIREMENTS FOR ROUTINE SERVICE PROVIDERS**

#### **APPLICABLE TO ALL VENDORS:**

- ✓ Evidence of Insurance (Acord 25)
- ✓ Notice of Cancellation (30 days/10 for cancellation due to nonpayment of premium)

#### **General Liability**

- ✓ Commercial General Liability with a limit of not less than \$1M per occurrence; \$2M Products and Completed Operations Aggregate and \$2M General Aggregate
- ✓ Include Premises and Products/Completed Operations and Ohio Employers Liability with a limit not less than \$500K each accident

#### **Automobile**

- ✓ Automobile Liability (with a limit of not less than \$1M combined single limit for Bodily Injury and Property Damage)
- ✓ Include coverage for any auto (Symbol 1)

#### **Umbrella/Excess Liability**

- ✓ Umbrella/Excess Liability limits to apply excess of underlying Commercial General Liability, Automobile Liability and Ohio Employers Liability (with a limit not less than \$1M)
- ✓ Dayton Metropolitan Library shall be covered as additional insured under Vendor's general, automobile and umbrella policies for liability arising out of the negligent acts or omissions of Vendor. Additional insured coverage must be provided on a primary/noncontributory basis and reflected on the certificate of insurance.

#### **Workers Compensation Certificate for State of Ohio**

#### **APPLICABLE IN CERTAIN CIRCUMSTANCES AS INDICATED:**

- Service providers associated with hazardous substances
  - Include Broaden Pollution Liability (CA 9948) and MCS-90 Endorsements
  - Environmental Coverage for Transported Cargo (Pollution Legal Liability)
- Professional Liability
  - Required for suppliers of professional services. Limit of at least \$1M
- Motor Truck Cargo Coverage
  - Required for circumstances where DML owned property is being transported by third parties
- Environmental
  - Required for application of pollutants-Herbicide and Pesticides; transporting of pollutants; brownfield work or excavation; non-owned disposal sites

## **APPENDIX B**

# **Green Cleaning Policy**

## **Dayton Metro Libraries Dayton, OH**

January 1, 2018

Prepared by:  
Heapy Engineering

## **Green Cleaning Policy Dayton Metro Libraries**

### **I. Purpose**

Dayton Metro Libraries (DML) is committed to maintaining a high standard of cleanliness in its facility as well as promoting indoor air quality and sustainability by implementing a thorough green cleaning program. We accomplish this level of commitment by incorporating sustainably certified chemicals and equipment, and utilizing proper custodial training and procedures. We are determined to provide healthy high-performance cleaning and a more productive indoor environment with fewer burdens to our natural resources.

The purpose of this document is to present the framework for DML green cleaning standards and practices. The standards outlined here are intended to reduce the exposure of staff and visitors to chemical, biological, and particulate matter that may be harmful to human health, and the built and natural environments.

The cleaning procedure is tailored towards protecting vulnerable building occupants, such as occupants with asthma, other respiratory conditions, or sensitive or damaged skin; dust, dirt, and other contaminants will be removed and irritating or possible harmful chemicals will only be used minimally. The timing of the cleaning practices will be tailored to when there will be less building occupants such as after normal occupancy hours.



Our overall cleaning standards are designed to fulfill LEED criteria. Other sources for our standards are Green Seal (GS) and the Carpet and Rug Institute (CRI). The green chemicals and tools selected under this standard are for routine cleaning. Where more aggressive cleaning of a non-routine nature is required, chemicals that do not meet this standard may occasionally be used. Examples of chemicals in this latter category are: floor finishes containing metal, strippers containing ammonia, red stain removers, metal polish, and ceramic tile cleaners. This approach complies with Green Seal GS37 and LEED 2009 EBOM IEQ Credit 3.

All of the standards and guidelines set forth in the Green Cleaning Policy will be upheld by all management staff and custodial staff. This policy takes effect upon occupancy of the facility and will continue indefinitely.

## II. Program Maintenance and Implementation

DML Green Cleaning Standards is a written document establishing how green cleaning standards are to be used, managed, and evaluated. The Contractor will maintain the Standards. DML Facility Manager will also review and update the Standards as necessary and will be responsible for initiation, communication and compliance verification.

## III. Administrative and Management Requirements

### A. Green Cleaning Training

A training program must be in place for cleaning supervisors and staff, who are responsible for implementing green cleaning procedures on a daily basis. The training program is to ensure staff understands the environmental and health issues associated with cleaning products and equipment, as well as their specific responsibilities for application and adherence of the policy. The curriculum covers the hazards, use, maintenance, and proper disposal of cleaning chemicals, and dispensing equipment and packaging. This program must also include strategies for promoting and improving hand hygiene, including both hand washing and the use of alcohol-based waterless hand sanitizers. The training must be conducted annually. The janitorial contractor is responsible for updating the training program, and program delivery and compliance. Documentation of training is kept by the contractor and shared with DML Facilities Manager.

Basic principles of green cleaning procedures will include, but will not be limited to the following items. Training on green cleaning procedures, equipment, and products will take place before the first day of working or on the first day of employment.

- Entryways: trapping and removing dirt and pollutants before they enter the building. Frequent cleaning of entrances and floor mats.
- Indoor Air Quality: procedures for minimizing particles of dust and chemicals in the air. Application of chemicals to the cloth rather than spraying the surface to be cleaned.
- Proper use of the chemical management systems for accurate dilutions to maximize cleaning efficiency and minimize waste.

- HEPA filter bags: empty the equipment at the end of shifts or when they are half full.
- Proper vacuuming, extraction, rinsing and drying of carpet.
- Focus on cleaning touch points such as door knobs, handles, bright work, fixtures and any other common areas in the building where occupants come in contact.
- Proper application of disinfectant in restrooms by following the proper dwell time for chemical to work on the surface. Disinfect or remove any spot while using less product.
- Color-coded tools to ensure that pollutants do not get carried from one area to another.
- Preventing cross-contamination by using the proper micro-fiber cloth codes:
  - Yellow micro-fiber cloth for bathrooms
  - Green micro-fiber cloth for general purposes
  - Blue micro-fiber cloth for glass surfaces
  - Red micro-fiber cloth for wood surfaces
- Preventing cross-contamination by using the proper mop pad codes:
  - Yellow micro-fiber pads for finish remover
  - Green micro-fiber pads will be used dry
  - Blue micro-fiber pads will be used wet
  - White micro-fiber pads for finish applicator

#### B. Staffing Models

A staffing model for the facility along with detailed cleaning schedules (including entryways) and tasks will be maintained and shared with DML Branch Manager and/or Facility Manager when asked.

#### C. Inspections

A plan for conducting routine inspections to evaluate the effectiveness of the cleaning program, using the Association of Physical Plant Administrators (APPA) standards as a guide, is in place. The target standard is APPA level 2 (see description below). Managers and/or supervisors will conduct routine inspections and maintain records of inspection results and the corrective actions taken. A corrective plan is in place for any areas that fall below the target level of cleanliness. The plan includes the following:

##### Step One

Review the performance of the custodian to insure that procedures are being followed as specified. This is accomplished by observing the custodian as each task is performed. The custodian is retrained in the correct procedures.

##### Step Two

If procedures are being followed correctly, a review of the process is required. This will include a look at the appropriateness of the cleaning tasks and tools, cleaning frequency and any changes in room usage. For example, if the usage of a room has changed from a private office to a staff break room, adjustments in the cleaning tasks and frequencies may be required.

### Step Three

New cleaning schedules will be generated that reflect the new cleaning routines. The custodian will be retrained in the new procedures. The area will be inspected again within six months to assure quality levels are maintained.

#### D. APPA Levels of Cleaning

##### Level 1 – Orderly

- Floors and base moldings shine and/or are bright and clean; colors are fresh. There is no buildup in corners or along walls.
- All vertical and horizontal surfaces have a freshly cleaned or polished appearance and have no accumulation of dust, dirt, marks, streaks, smudges or fingerprints.
- Washroom and shower tile and fixtures gleam and are odor free. Supplies are adequate.
- Trash containers and pencil sharpeners are empty, clean and odor-free.

##### Level 2 –Ordinary

- Floors and base moldings shine and/or are bright and clean. There is no buildup in corners or along walls, but there can be up to two days' worth of dirt, dust, stains or streaks.
- All vertical and horizontal surfaces are clean, but marks, dust, smudges and fingerprints are noticeable with close observation.
- Washroom and shower tile and fixtures gleam and are odor free. Supplies are adequate.
- Trash containers and pencil sharpeners are empty, clean and odor-free.

##### Level 3 – Casual

- Floors are swept clean, but upon observation dust, dirt and stains, as well as a buildup of dirt, dust and/or floor finish in corners and along walls, can be seen.
- There are dull spots and/or matted carpet in walking lanes and streaks and splashes on base molding.
- All vertical and horizontal surfaces have obvious dust, dirt, marks, smudges and fingerprints.
- Lamps all work and all fixtures are clean.
- Trash containers and pencil sharpeners are empty, clean and odor-free.

##### Level 4 – Moderate

- Floors are swept clean, but are dull. Colors are dingy and there is an obvious buildup of dust, dirt and/or floor finish in corners and along walls. Moldings are dull and show streaks and splashes.
- All vertical and horizontal surfaces have conspicuous dust, dirt, smudges, fingerprints and marks that will be difficult to remove.
- Less than 5 percent of lamps are burned out and fixtures are dingy.

- Trash containers and pencil sharpeners have old trash and shavings. They are stained and marked. Trash cans smell sour.

#### Level 5 - Unkempt Neglect

- Floors and carpets are dirty and have visible wear and/or pitting. Colors are faded and dingy and there is a conspicuous buildup of dirt, dust and/or floor finish in corners and along walls. Base moldings are dirty, stained and streaked. Gum, stains, dirt, dust balls and trash are broadcast.
- All vertical and horizontal surfaces have major accumulations of dust, dirt, smudges and fingerprints, as well as damage. It is evident that no maintenance or cleaning is done on these surfaces.
- More than 5 percent of lamps are burned out and fixtures are dirty with dust balls and flies.
- Trash containers and pencil sharpeners overflow. They are stained and marked. Trash containers smell sour.

DML expects all locations to experience Level 1 at all times.

#### E. Feedback Plan

DML encourages building management, occupants and cleaning staff to develop open lines of communication in order to ensure the success of the green cleaning program. Staff and visitors can request services using the on-line Facilities work order system which will be shared with the contractor. Customer service surveys are conducted periodically to gauge the effectiveness of the program. In addition, comments and concerns can be directed to the DML's Facility Manager at any time. Communicating with building occupants is vital in reaching the goal of a healthy indoor environment. Documentation of all communication with building occupants will be maintained by the Facility Manager.

#### F. Safe Handling and Storage

Custodians shall receive training and information on the contractor's Hazard Communication Program. The extent of the information will be dependent on their work environment and chemicals that they may encounter. The hazard communication training will be provided by the contractor, or the manufacturing representative and shared with the Facility Manager. Documentation is kept for the chemical type, volume and concentration used in each cleaning process.

Custodians are required to put on the necessary personal protective equipment (PPE) whenever using cleaning chemicals. Custodians are trained in the safe handling of chemicals, including a review of the Material Safety Data Sheets (MSDS) for each chemical. The training includes instructions to not mix different chemicals, and first-aid actions to take in event of accidental chemical contact with skin or eyes.

Custodians are instructed to report accidents and spills immediately. All accidents are to be documented and investigated. Custodians are also required to inform their supervisor of any adverse reactions to using chemicals.

Chemicals are stored in dedicated storage rooms and custodial closets away from heat, sunlight and foodstuffs. All containers and spray bottles are clearly labeled. The transfer or storage of cleaning chemicals in unmarked containers, food containers or drink containers is prohibited.

Training and education provided to employees and others will be documented with detailed records maintained by the location and copy of all training records on file in the location's office.

#### G. Disposal and Recycling of Cleaning Chemicals

All contractor staff are to be trained in being knowledgeable in the hazards, use, maintenance, disposal and recycling of cleaning chemicals, dispensing equipment and packaging.

#### H. Hand Hygiene

Focus on preventative measures. The janitorial staff should wash their hands as many times as is necessary, and also keep equipment clean and well maintained. Building occupants are encouraged to maintain hand hygiene through hand washing and the availability of alcohol-based waterless hand sanitizers throughout our facilities.

### IV. Standard Operating Procedures

#### A. General Cleaning

General Cleaning of all surfaces are performed a minimum of once per week. Restrooms and other public areas are cleaned daily.

1. Microfiber, lint-free dusting cloths are preferred instead of cotton cloths.
2. Always use a folded cloth. Spray cloth with cleaner. Be sure to refold when full of soil. Refolding provides more cleaning surface area and maximizes effective use of the cloth.
3. Use designated color cloths for different spaces, for example, for restrooms.
4. Soiled cloths are to be placed in a container to be laundered.

#### B. Dust Mopping

The dust mopping of floors and stairwells is performed a minimum of once per week.

1. A micro-fiber flat mop is preferred over a dry or chemically treated cotton mop.

#### C. Vacuuming

Vacuuming of floors is performed a minimum of once per week.

1. CRI's Green Label Program and HEPA filters are required for vacuums.
2. Vacuum bags should be checked periodically and changed out when they become half-full.

#### D. Entryway Maintenance

Entryway Maintenance is performed a minimum of once per week.

1. Sweep or vacuum entry and matting (daily).
2. Roll up and remove matting.

3. Place wet floor signs as the situation dictates.
4. Damp mop entryway. This reduces the potential for moisture to lead to bacterial and fungal growth when floor mats get wet.
3. Replace mats and remove wet floor signs when area is dry.

#### E. Floor Care

All floors are swept, dust mopped, wet mopped or auto-scrubbed a minimum of once per week.

#### F. Resilient Tile Floors

When wear paths begin to develop in the finish on resilient tile floors, the floor is “top scrubbed” removing a layer of finish, dirt and debris. The floor is then recoated using an uncertified (zinc based) floor finish. All resilient tile floors are maintained with five coats of floor finish. Top scrubbing is a green preferred procedure that avoids the use of toxic strippers.

When floors cannot be restored using the top scrubbing method, a complete stripping of all wax finish is performed using a non-certified (ammonia) based finish remover. A minimum of five coats of finish is then applied according to manufacturer specifications and application timelines.

#### G. Carpet Care

Carpets are deep cleaned once a year using sustainable powered carpet cleaning equipment certified by the Carpet & Rug Institute (CRI). These machines use less water, fewer chemicals and have advanced ergonomic features compared to non-certified equipment. Interim carpet cleaning is scheduled to address the needs of high traffic areas. Carpets are to be pre-sprayed before cleaning.

#### H. Vulnerable Occupants

The cleaning procedure is designed to protect vulnerable building occupants, such as occupants with asthma, other respiratory conditions, or sensitive or damaged skin. All of the practices described above are designed to quickly and efficiently minimize dust, debris, and other airborne or surface-borne contaminants in each occupied space so as to minimize the impact on vulnerable occupants. Additionally, this plan outlines the series of standards that each cleaning product and chemical must meet to be used in the facility. These standards are the current industry-recognized standards and represent the chemicals and materials least likely to cause issues for occupants and employees, vulnerable or otherwise. Finally, per the methods described within this policy, these chemicals shall be used minimally wherever possible to further reduce the impact on occupants and employees.

#### V. Standards

##### A. Product -Specific Performance Requirements

- Each product shall clean common soils and surfaces in its category effectively, at the most dilute/least concentrated manufacturer-recommended dilution level for routine cleaning, as measured by the following applicable standard test methods. Products shall be diluted, as required, just prior to testing using water from the cold tap at no more than 50°F. Carpet cleaners may be diluted with warm or hot water where required by the test method or performance considerations.
- General-Purpose Cleaners: The product shall remove at least 80% of the particulate soil.
- Restroom Cleaners: The product shall remove at least 75% of the soil in ASTM D5343-06 as measured by the method. If the product is used for toilet bowl or urinal cleaning, then it must also

demonstrate efficacy for water hardness removal with an appropriate method following the requirements outlined in 3.2 for alternative performance requirements.

- Carpet Cleaners: The product shall have a pH between 3 and 10 and be tested following the requirements with an appropriate method as outlined in, alternative performance requirements, for cleaning efficiency and resoiling resistance. Alternatively, products that have WoolSafe certification or a Carpet and Rug Institute Cleaning Solutions Seal of approval, or equivalent, will be accepted.
- Glass Cleaners: The product shall achieve at least a rating of three in each of the following Consumer Specialty Products Association (CSPA) DCC 09 categories: soil removal, smearing, and streaking.

#### B. Sustainable Product Standards

Our cleaning chemicals meet one or more of the following standards listed below. Selected chemicals use dilution systems to minimize waste.

- General-purpose cleaners, bathroom, glass and carpet cleaners comply with the Green Seal GS-37 standard.
- Floor care products comply with the Green Seal GS-40 standard.
- Paper products and liners comply with the Green Seal GS-01 (toilet tissue paper) standard and GS -09 (paper towels & napkins) standard.
- Various disinfectants, metal polishers and degreasers comply with the Green Seal GS-40 standard and the Canadian Environmental Choice CCD-112, 113, 115, 147 standards.
- Hand soaps comply with the Green Seal GS-41 standard.

#### C. Powered Equipment Standards

- Use only powered cleaning equipment that helps to reduce building contaminants and minimize any negative impact to the building and natural environment. Propane- powered equipment shall not be used.
- Use only vacuum cleaners that have high filtration systems and/or HEPA systems. These systems have a positive impact on indoor air quality.
- Use only carpet extraction equipment, for restorative deep cleaning, which is certified by the Carpet and Rug Institute's (CRI) Seal of Approval Testing Program for deep-cleaning extractors.
- Use only powered floor maintenance equipment, including electric and battery powered floor buffers and burnishers, which are equipped with vacuums, guards and/or other devices for capturing fine particulates and which operate with a sound level of less than 70dBA.
- Use automated scrubbing machines equipped with variable-speed feed pumps and on-board chemical metering devices to optimize the use of cleaning fluids.
- Use battery-powered equipment equipped with environmentally preferable gel batteries.
- Use powered equipment ergonomically designed to minimize vibration, noise, and user fatigue.
- Use equipment designed with safeguards, such as rollers or rubber bumpers, to reduce potential damage to building surfaces.

#### D. Chemical List

1. Clean by Peroxy (003504) by Spartan Chemical Company
2. TriBase Multi-Purpose Cleaner (38004) by Spartan Chemical Company
3. BioRenewables Glass Cleaner (383504) by Spartan Chemical Company

4. Green Solutions Industrial Cleaner (350604) by Spartan Chemical Company
5. Green Solutions Glass Cleaner (350704) by Spartan Chemical Company
6. Green Solutions Floor Seal & Finish (350404) by Spartan Chemical Company
7. Green Solutions Floor Finish Remover (350504) by Spartan Chemical Company
8. Green Solutions All Purpose Cleaner (350104) by Spartan Chemical Company
9. Green Solutions Carpet Cleaner (350904) by Spartan Chemical Company
10. Grout Safe Cleaner- Degreaser by Envirox
11. H2 Orange2 Concentrate 117 by Envirox
12. Pearl Floor Finish by Classic Solutions, INC
13. RYBY Stripper by Classic Solutions, INC

E. Equipment List

1. Spectrum 12H Vacuum by Advance
2. Spectrum 12P & 15P Vacuum by Advance
3. Spectrum 15D & 18D Vacuum by Advance
4. AquaClean 12ST Extractor by Advance
5. AquaClean 16ST I 16XP I 18FLX Extractor by Advance
6. Aqua Pro XP Extractor by Advance
7. Advenger 28" riding scrubber by Advance
8. Adfinity 20" walk-behind scrubber by Advance
9. Adfinity 24" walk-behind scrubber by Advance
10. Windsor 20" 1-Scrubber
11. Windsor lightning burnisher with dust control

F. Paper Products

DML commits to using Green Seal certified towels and tissue that are 100% recycled. The use of post-consumer paper waste and recovered paper materials can reduce the impact of these materials in landfills and cut down on the use of virgin materials and save trees.

G. Liners

DML continues to investigate opportunities for reducing the size and number of liners being used. Recycled content liners are preferred. Transparent liners are used to identify collection containers for recyclables.

H. Microfiber Cloths and Wipes

Micro-fiber dusting cloths and flat mops are to be used in the facility because of their ability to remove soils and pick up dust and bacteria without the need for chemical compounds. By using these products, cleaning will be made simpler, faster and more effective.



## VI. Innovation

New environmentally friendly products are evaluated as they are introduced to the market. We understand that the cleaning industry frequently makes advances in technology, and we plan to incorporate these advances as they become available. New products must meet the respective standards listed as they apply to each product category. In the event that a required product does not meet these standards or a standard has not yet been identified, we will look for the product that most closely complies with the standards outlined above and will continue to use the product as needed until an environmentally-preferable product is available.

## APPENDIX C

### Library Cleaning Specifications for Main & Branches:

#### Foyer, Entrance and Elevator Lobby Cleaning

##### Daily

Clean inside and outside entrance door glass and frame

Empty waste container

Spot clean carpet

Vacuum carpeted areas

Sweep and mop hard floor areas

Vacuum entrance mats & clean under them

Spot clean walls and switches

Damp wipe book drop screen

Damp wipe sills

##### Once per Month

Clean walk off grates

Scrub waste containers

#### Toilet Room Cleaning

Clean (commodes, urinals, sinks, counters, baby changing station, faucets, mirrors, tile, etc.) using a disinfectant cleaner

Check and replenish paper products, and soap dispensers

Damp wipe and sanitize all dispensers

Empty all waste containers and damp wipe inside & outside of waste container

Clean inside & outside of commodes and urinals.

Clean restroom stall doors and dividers

Clean and sanitize restroom stall sides & rear walls

Clean mirrors

Spot clean drywall/tile walls

Clean tile walls under hand dryers and soap dispensers

Sweep and wet mop restroom floors using a disinfectant cleaner

Clean under sinks, behind commodes, corners and edges of floor

Clean sinks, counters, and polish clean fixtures including mirrors

Clean door, door handles, and kickplates

##### Once per Week

Spot clean walls, light switches

Vacuum/dust air vents

##### Once per Month

Machine scrub public restroom floors

Clean wood doors using murphy oil soap

## Common Area Cleaning

### Daily

Dust/Clean table tops, study carrels, and computer desks, book shelf canopies  
Damp wipe/polish circulation desk area  
Spot clean glass doors, windows, glass dividers  
Empty waste containers  
Sweep and mop hard floor areas  
Vacuum carpeted areas  
Sanitize and polish clean water fountains  
Damp wipe/clean glass showcases  
Clean public steps and damp wipe handrails  
Spot clean carpets

### Once per Week

High dust tops of bookshelves, pictures, ledges, clocks, etc.  
Spot clean walls, switches  
Vacuum/dust air vents  
Damp wipe window sills  
Damp wipe/dust chair seats and backs  
Scrub waste containers

### Once per Month

Vacuum & spot clean upholstery furniture  
Use Murphy Oil soap on all wood chairs, arms and backs  
Clean baseboards, corners, and edges  
Scrub trash cans

## Meeting Rooms Cleaning

### Daily

Empty waste containers  
Spot clean glass  
Clean/damp wipe tabletops and chairs  
Spot clean entrance doors and glass walls  
Clean/damp wipe sink, counter tops, and side of cabinets  
Vacuum carpet  
Sweep and damp mop hard floors  
Spot clean carpet

### Once per Week

Spot clean walls, switches  
Vacuum/dust vents

Damp wipe chair seats  
High and low dust  
Clean baseboards, corners, and edges  
Damp wipe window sills

Once per Month  
Scrub waste containers

#### Enclosed Stairwells

Once per Week  
Vacuum stairs and landing  
Damp wipe handrails

Monthly  
Damp mop stairs and landings

#### Outside Cleaning

Daily  
Pick-up trash around the building entry, empty outside trash cans. Take trash and recycling carts to curb for scheduled pick-up days by the city.

#### Elevator Cleaning (Main only)

Daily  
Clean/polish cab and doors  
Vacuum carpet

Once per Week  
Clean door, tracks, frame and call buttons  
Damp wipe top of security camera

#### Parking Garage (Main only)

Daily  
Police upper and lower garage levels and ramps  
Spot cleaning glass  
Spot clean walls  
Vacuum stairs and landing  
Damp wipe handrails

Once per Week  
Sweep and damp mop lobby hard floors

**APPENDIX D**

**Annual Cleaning & Alternates per Location**

Alternate 1 — Carpet Cleaning

Custodial Services Proposal Bid Form 2017

Company Name:	
Company Representative:	
Representative's Phone Number:	
Representative's Email:	

Location	ANNUAL Custodian/Janitorial Services	ANNUAL Alternate #1 Carpet Cleaning
Main		
Belmont		
Brookville		
Burkhardt		
East		
Electra Doren		
Huber Heights		
Kettering Moraine		
Madden Hills		
Miami Township		
Miamisburg		
New Lebanon		
Northmont		
Northwest		
Outreach		

Location	ANNUAL Custodian/Janitorial Services	ANNUAL Alternate #1 Carpet Cleaning
Trotwood		
Vandalia		
Westwood		

Future Locations	ANNUAL Custodian/Janitorial Services	ANNUAL Alternate #1 Carpet Cleaning
Southeast		
Trotwood		
West Carrollton		
Wilmington- Stroop		

Alternate #2  
Operations Center 3<sup>rd</sup> & 4<sup>th</sup> Floors

Annual Cost: \_\_\_\_\_

References:  
Please list at least two current and one former client:

Current Client Company	Contact	Contact Phone Number
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Former Client Company	Contact	Contact Phone Number
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