



**CUSTODIAL SERVICES INTERNAL OPERATIONS**

**EXHIBIT "A"**

**Index**

|  |              |
|--|--------------|
| Section 1 –<br>Buildings Serviced and Daily Service Cycle  | ..... pg. 2  |
| Section 2 –<br>Quality Assurance / Quality Control (QA/QC) | .....pg. 3   |
| Section 3 –<br>Daily Services                              | .....pg. 3-4 |
| Section 4 –<br>Exclusions                                  | .....pg. 5-6 |
| Section 5 –<br>Day Porter Services                         | .....pg. 6   |
| Section 6 –<br>Monthly Services                            | .....pg.7    |
| Section 7 –<br>Special Services                            | .....pg. 7-9 |
| Section 8 –<br>Monthly & Special Services Scheduling       | .....pg. 9   |
| Section 9 –<br>Security, Access and Assignments            | .....pg. 9   |
| Section 10 - Additional<br>Specifications/Requirements     | .....pg.10   |



**TOWN OF APEX**  
FACILITIES

**Section 1 – Buildings Serviced and Daily Service Cycle**

**1.1 Town Hall**

- ~44,465 sf
- 11 Restrooms
- 4 Stairwells (6 flights total)
- 5 days/week (Monday - Friday)

**1.2 Public Works Administration Building**

- ~10,529 sf
- 4 Restrooms
- 1 Stairwell (1 flight total)
- 5 days/week (Monday - Friday)

**1.3 Public Works Operations Building**

- ~7,700 sf
- 8 Restrooms
- 1 Stairwell (1 flight total)
- 5 days/week (Monday -Friday)

**1.4 Public Works Purchasing Building**

- ~1,952 sf
- 2 Restrooms
- 0 Stairwells
- 5 days/week (Monday - Friday)

**1.5 Waste Water Treatment Plant**

- ~3,511 sf
- 3 Restrooms
- 0 Stairwells
- 5 days/week (Monday -Friday)

**1.6 Halle Cultural Arts Center**

- ~10,354 sf
- 5 Restrooms
- 1 Stairwell (1 flight total)
- 7 days/week

**1.7 Community Center**

- ~44,147 SF
- 6 Restrooms
- 0 Stairwells

- 6 days/week from June 1<sup>st</sup> through September 8<sup>th</sup> (Monday - Saturday)
- 7 days/week from September 9<sup>th</sup> through May 31<sup>st</sup>

**1.8 Apex Police Department**

- ~34,645 sf
- 11 Restrooms
- 4 Stairwells (4 flights total)
- 3 days/week (Mon, Wed & Fri)

**1.9 Public Safety Station 4** (Only Police portions. Fire is not a part of contract)

- 3 days/week (Mon, Wed & Fri)

**1.10 Public Safety Station 5** (Only Police portions. Fire is not a part of contract)

- 3 days/week (Mon, Wed & Fri)

**1.11 Depot** (Excluding storage area)

- ~1,800 sf
- 2 Restrooms
- 0 stairwells
- 5 days/week (Monday -Friday)

**1.12 Electrical** (Excluding storage and bays)

- ~20,978 sf
- 6 Restrooms
- 2 Stairwells
- 5 days/week (Monday –Friday)

**1.13 Senior Center**

- ~29,085 sf
- 6 Restrooms
- 2 Stairwells
- 7 days/week (day/time may vary)

**Note:** The above schedule will be affected by certain Town holidays, events, meetings or hazardous weather days when Town Buildings are closed. In such instances, the Janitorial Supervisor shall adjust their cleaning schedule accordingly.



## TOWN OF APEX

### FACILITIES

#### **Section 2 – Quality Assurance / Quality Control (QA/QC) Measures**

It is the responsibility of the Contractor to provide QA/QC measures for the Town. Contractor will, at a minimum, provide the following measures:

- Provide a weekly checklist of all required items completed and those that were not completed due to circumstances outside of the Contractor's control.
- For those items not completed, a time-stamped photograph showing the circumstance will be included in the checklist.
- Any items that cannot be cleaned due to damage or similar, shall be reported to the Facilities & Grounds Manager. As stated in RFP section 22.0
- Checklist will be audited by the Contractor, signed, and sent digitally to the Town on a weekly basis.
- Checklist can be of any format of the Contractor's choosing but must be sent digitally to the Town and must be viewable by the Town without any additional software purchases.
- Contractor may also include (and are encouraged to do so) in their proposal additional measures.
- Items deemed by the Facilities and Grounds Manager to not have been performed at the required level may have partial payment withheld until either satisfactory completion of deficiency or payment may be permanently withheld.

#### **Section 3 – Daily Services**

- **Note:** All consumables and cleaning supplies are to be provided by contractor.
- Services in this section will be provided in accordance with each visit as listed in Section 1.

##### **3.1 – Commonly touched items (CoVID Mitigation)**

- All areas shall be wiped down and disinfected with approved disinfectant such as but not limited to: Light switches, Door knobs/Push bars, Elevator buttons, Stair railing, Drinking fountains, Appliance handles, Restroom handles, Vending machine buttons, etc....

##### **3.2 – Floors**

- **Hard Surfaces:** Sweep and/or Mopped leaving clean and free of dirt. Scuff marks are to be removed as needed.
- **Carpets/Mats:** Vacuum all carpets from Wall to wall and spot clean as necessary.
- **Stairwells:** Sweep, Mop, or Vacuum as described above.
- **Spillage:** Remove as necessary.

##### **3.3 – Restrooms, Locker Rooms, Showers**

- **Mirrors:** Clean with a glass cleaner to leave a streak free appearance.
- **Fixtures & Countertops:** Clean/wipe down and sanitize.
- **Floors:** Mop daily with disinfectant cleaner and rinse with clean, fresh water leaving floor sanitized and odor free. Special attention should be given to edges where floors and walls meet corners and around toilet.



## TOWN OF APEX

### FACILITIES

- **Doors, Partitions and Walls:** Clean and sanitize.
- **Paper Towels, Tissues, and Paper Seat Covers:** Refill as necessary. For stalls that have multiple spots for toilet paper, those shall be refilled when one of the toilet paper rolls is empty.
- **Soap Dispensers:** The style that has pre-packaged refills shall be refilled as necessary. The style that requires soap to be poured into the dispenser shall be topped off for each service. Dispensers themselves will be wiped down to remove stains or smudges.

#### 3.4 – Trash and Recycling

- **Note:** Trash and Recycling shall be collected for each service and shall not be intermixed. Trash and Recycling shall be serviced at all accessible locations in the buildings that are serviced.
- **Recycling:** Recycling items shall be removed and recycled as directed by customer.
- **Refuse:** Empty all receptacles into a plastic trash bag and dispose of as wet trash. Replace liners.
- **Exterior Ashtrays:** Empty all receptacles into a plastic trash bag and dispose of as wet trash.

#### 3.5 – Common Areas (meeting rooms, break rooms, etc...)

- **Counter Tops, Tables, and Chairs:** Damp wipe with prescribed cleaner/disinfectant. Straighten Chairs.
- **Sinks:** Clean and disinfect if free of dishes.
- **Drinking Fountains:** Clean and Sanitize.
- **Entrance Areas:** Sweep and pick up trash within 10 feet.
- **Hand sanitizer stations:** To be inspected and refilled as needed. The style that has pre-packaged refills shall be refilled as necessary. The style that requires sanitizer to be poured into the dispenser shall be topped off for each service.

#### 3.6 – Glass

- **Entrances (Doors and Walls):** Wipe clean, remove fingerprints, glue residue and leftover tape. (Care should be given to not damage plastic/vinyl lettering or sun control film).
- **Trophy/Award Cases:** Wipe clean and remove fingerprints.
- **Glass Partitions/Walls and Sneeze Guards:** Wipe clean and remove fingerprints.
- **Glass Desk and Table Tops:** Clean and dry polish.

#### 3.7 – Restocking

- All toiletries, Hand sanitizer and consumable goods at all locations.



**TOWN OF APEX**  
FACILITIES

**Section 4 – Exclusions**

**4.1 - Town Hall**

- Fourth Floor Storage Room excluded
- Services shall NOT be performed during council meetings.
- No cleaning/service exclusions outside of section 4.11

**4.2 - Public Works Administration Building**

- No cleaning/service exclusions outside of section 4.11

**4.3 - Public Works Operations Building**

- Fleet Shop (Office space (including hallway), restrooms, break room and stairs to offices are included, garage bays and storage is excluded).
- Fleet shop restrooms, break rooms, meeting room, office spaces (including enclosed hallway between front and rear bays), bathrooms, and trash collection (from standard bins) is Included.
- Outside Shelters excluded

**4.4 - Public Works Purchasing Building**

- Warehouse area excluded

**4.5 - Waste Water Treatment Plant**

- No cleaning/service exclusions outside of section 4.11

**4.6 - Halle Cultural Arts Center**

- No cleaning/service exclusions outside of section 4.11

**4.7 - Community Center**

- No cleaning/service exclusions outside of section 4.11

**4.8 - Apex Police Department**

- The Apex Police Department (APD) will complete criminal background checks on employees of contractor for access to APD facilities. The APD has the right to refuse any employee of the contractor not approved or does not meet APD criminal background check criteria. Contractor may NOT substitute personnel without informing the APD ahead of time so that the APD can perform additional background checks.
- Arrange with APD to verify which areas are restricted and will not be serviced.



## TOWN OF APEX

### FACILITIES

#### 4.9 - Public Safety Station 4

- Contract is only for the portions used/occupied by the Apex Police Department. Apex Fire Department cleans their portions of the facility. Contractor should visit site to get an accurate scope of work and Sq. Ft.

#### 4.10 - Public Safety Station 5

- Contract is only for the portions used/occupied by the Apex Police Department. Apex Fire Department cleans their portions of the facility. Contractor should visit site to get an accurate scope of work and Sq. Ft.

#### 4.11- Common Areas Excluded

- Mechanical rooms
- Electrical rooms
- LAN/Server rooms & IT Storage Area Closets
- Storage Closets

#### **Section 5 – Day Porter Services**

- **Note:** All consumables and cleaning supplies are to be provided by contractor.
- Only locations outlined in **Exhibit “B1”** will request day porter services.

#### **5.1 – Disinfecting:**

- Wiping down and disinfecting with approved disinfectant commonly touched areas as stated in **Section 3.1**

#### **5.2 – Restocking:**

- All toiletries, Hand sanitizer and consumable goods.

#### **5.3 – Inspecting:**

- If a day porter notices anything that might need maintenance attention the contractor shall report repairs as needed as outlined in the **RFP section 22.0**

#### **5.4 – Trash removal:**

- Shall only be done if office attendant permits Day Porter to enter of leaves cans outside of office.

#### **5.5 – Vacuuming & Mopping:**

- Vacuuming & mopping shall only be done for one of two instances:
  1. If instructed by designated site representative. – OR –
  2. An emergency spill/clean up. After area has been cleaned and properly “coned off” (spills only) it is up to the Day Porter to notify the site representative.



## TOWN OF APEX

### FACILITIES

#### **Section 6 – Monthly Services**

- **Note:** All consumables and cleaning supplies are to be provided by contractor.
- Services in this section will be provided in the last 7 calendar days of each month.

##### **6.1 – HVAC Vents and Returns:**

Vacuum/dust and clean by reach with extended duster no higher than six feet.

##### **6.2 – Dusting**

- **Woodwork and Walls:** Fingerprints removed from around wall switches
- **Desk, filing cabinets, bookcases, chairs, tables, and other office furniture:** Only to be serviced if clear of papers, awards, display items, etc.
- **Window blinds**
- **Window Sills, Ledges, Moldings, Picture Frames, etc.**
- **Ledges, Moldings, etc. over six feet high:** Use high/extendable duster, dust all surfaces.

##### **6.3 – Kitchen & Breakroom appliances:** Clean on the outside.

##### **6.4 – Restrooms, Locker Rooms, Showers:** Clean and Polish pipes, fitting & floor scrubbing.

##### **6.5 – Common Area upholstered furniture:** Vacuum Monthly. Spot clean if necessary.

#### **Section 7 – Special Services**

- **Note:** It is up to the contractor to schedule the special services dates/times and frequencies after expectations have been established to awarded bidder
- **Note:** If at any time confirmed dates/time need to be rescheduled it is up to the contractor to give two weeks advance notice. This is important not to interfere with scheduled programs and events that the TOA may have scheduled.

##### **7.1 - Town Hall**

- 1<sup>st</sup> Floor lobby and (staircase leading to 2<sup>nd</sup> floor clean only) strip, wax and buff.

##### **7.2 - Public Works Administration Building**

- Non-carpeted floors strip, wax and buff.
- Carpeted areas deep cleaning.

##### **7.3- Public Works Operations Building**

- Non-carpeted floors strip, wax and buff.
- Carpeted areas deep cleaned.



**TOWN OF APEX**  
FACILITIES

**7.4 - Public Works Purchasing Building**

- Non-carpeted floors strip, wax and buff.
- Carpeted areas deep cleaned.

**7.5- Waste Water Treatment Plant**

- Non-carpeted floors strip, wax and buff.
- Carpeted areas deep cleaned.

**7.6- Halle Cultural Arts Center**

- Cleaning Times will be as follows
  - Monday – Saturday before 9:00am
  - For Sunday's cleaning, between 9:00pm (Saturday night) to 6:30am (Sunday morning).
  - Private reservations on Saturday Night at the Halle Center may postpone available times until 11:00pm. For these instances, two weeks' notice will be given to the contractor to adjust their schedule.
- Floor to be strip, wax and buff. (excludes 2<sup>nd</sup> floor stage – see attachment "Halle floor care")
- Stage floor – Reference attachment for proper floor care.
- Carpeted areas to be deep cleaned.

**7.7 - Community Center**

- Strip, wax and buff floors
- Carpeted areas to be deep cleaned
- Window cleaning outside of *section 3.6 of the daily services requirement (all the way to the top of internal windows)*

**7.8 – Senior Center**

- Strip, wax and buff floors
- Carpeted areas to be deep cleaned
- Window cleaning outside of *section 3.6 of the daily services requirement (all the way to the top of internal windows)*

**7.9 - Apex Police Department**

- Strip, wax and buff floors
- Carpeted areas to be deep cleaned





**TOWN OF APEX**  
FACILITIES

**7.10 - Public Safety Station 4**

- Strip, wax and buff floors
- Carpeted areas to be deep cleaned

**7.11 - Public Safety Station 5**

- Strip, wax and buff floors
- Carpeted areas to be deep cleaned

**7.12 – Electrical Facility**

- Strip, wax and buff floors
- Window cleaning outside of section 3.6 of the daily services requirement (all the way to the top of internal windows)

**7.11 – The Depot**

- Carpeted areas to be deep cleaned
- Window cleaning outside of section 3.6 of the daily services requirement (all the way to the top of internal windows)

**Section 8 – Monthly & Special Services Request Scheduling**

**8.1 – All Specified Locations Listed In Sections 6 & 7**

- Schedules will be discussed and set with awarded contractor, TOA account manager and building representative.

**Section 9 – Security, Access and Assignments**

**9.1 - Access Times**

- Access times may vary from location based on events/meetings scheduled.
  - Areas of consistency are as follows: Public Works Ops, Public Work Admin, Purchasing, Electrical, Water Treatment, Public safety Stations 4&5

**9.2 - Access Personnel**

- Access is limited to Contractor and/or subcontractor employees that have been approved for access. Personnel assigned keys will be responsible for assuring that no unauthorized personnel enter the building. **NO person under the age of 18 years are allowed building access.**
- **Apex Police Department may require additional vetting of employees for entrance to building (see section 4.8)**



**TOWN OF APEX**  
FACILITIES

**9.3 - Key Control**

- Access keys are to be issued by the Building Manager and signed for upon receipt by the person(s) requiring building access. Keys are the sole responsibility of the individual assigned the key. Lost keys must be immediately reported to the Contractor and to the Town of Apex. Upon termination of employment or termination of contract, all service keys **MUST** be returned to the Building Manager. Failure to return keys shall result in locks being re-keyed at Contractor's expense. Should a key or keys be lost by a Contractor's employee, the Contractor will be responsible for the cost of having all door locks associated with the lost key or keys re-keyed. The Town will have the work done and bill the Contractor for all costs or subtract the cost from that month's invoice. Should any badge or key become lost by a Contractor's employee, the contractor must contact the Public Works & Transportation Director immediately. The Contractor will be responsible for the cost of the replacement badge.

**Section 10 – Additional Specifications/Requirements**

**10.1 - Familiarity with the work**

- Prior to submitting a bid, each bidder should visit the premises to examine the buildings and all areas to be cleaned and familiarize himself or herself with the full nature and extent of the work to be done. Bidders should obtain all information they feel may be necessary for the satisfactory performance of the contract work required per these specifications.
- Reference RFP for dates and times for meeting facility walkthrough

**10.2 - Hour Rates & Emergency/Additional Cleaning Request**

- Contractor shall submit with their bid specification a statement of hourly rates for each class of employee to be used in the performance of each type of work in the contract.
- Any additional cleaning requests outside of the daily/monthly services shall be billed at this hourly rate unless a task is specified in the Exhibit B3 hourly rates.