

ATTACHMENT G – Janitorial SOW

Contractor shall furnish all labor, equipment and supplies necessary to perform the daily, weekly, monthly, semi-annual, and annual cleaning of buildings in strict conformance with the standards specified herein.

The Administrative Office of the Courts, Director of Facilities Administration, or their designee(s), shall determine whether the tasks have been performed to AOC satisfaction and that the performance is in accordance with the standards set forth in these specifications.

Working hours

Work hours shall be between 8:00 a.m. to 5:00 p.m.

When an event is scheduled for the training center, cleaning shall begin at 4:30 p.m.

Work Excluded from this Contract

All mechanical rooms, electrical rooms, and any areas used exclusively by the building maintenance personnel are excluded from this contract.

OFFICES

DAILY:

- Dust mop all hard areas. Hard floors to be damp mopped using a neutral cleaner.
- Vacuum all carpeting and rugs, ledge to be vacuumed as necessary. Spot clean carpet.
- Empty all waste receptacles. Replace liners as needed. Dispose to a trash dumpster furnished by the client. Pick up recycling from containers and place in designated recycling containers.
- All painted surfaces to be kept free of fingerprints, smudges, and all foreign matter.
- Dust all office furniture.
- Remove smudges from all glass and tabletops.
- When desks are completely cleared, dust thoroughly.
- Entrance glass doors to be washed, interior and exterior.
- All lights will be turned off and doors closed and locked upon completion of work in each area if done after hours. Check all windows and adjust blinds to original position.

WEEKLY:

- Dust all partition glass ledges, louvers, grills and vents.
- Dust all furniture.

MONTHLY:

- Dust all picture frames, charts and other wall hangings.
- Dust all Venetian blinds.

QUARTERLY:

- All interior partition glass to be washed.
- All lighting fixtures to be dusted.

SEMI-ANNUALLY:

- All vertical surface walls and woodwork to be dusted.

RESTROOMS

DAILY:

- Sweep and mop all flooring with a germicidal cleaner having an AOC phenol coefficient of six or better.
- Fill all restroom dispensers. Paper towels, toilet paper, hand soap, feminine products.
- Empty all waste receptacles. Dispose of same to a trash dumpster furnished by the client.
- Clean and disinfect all commodes, urinals and sinks. Leave toilets in the up position.
- Damp wipe all wall surfaces, wainscoting and dispensers.
- Wash and polish mirrors and enameled surfaces.
- Any traps shall remain free of odor at all times. Traps are to be flushed weekly.
- Dust all sills, partitions, ledges and shelves.
- Clean and wipe dry all pipes under sink.
- Remove spots from walls. Spot clean stall, doorjambs and doorplates.
- Report toilet stoppage, leaky faucets, etc., to Facility Coordinator in the Administrative Office of the Courts or as instructed.

WEEKLY:

- Wash thoroughly and wipe dry with a disinfectant/germicidal cleaner the partitions, the inside and outside of waste cans, sanitary disposal units and tiled walls.
- Flush any floor traps.

MONTHLY

- All surfaces, partitions, doors, window frames, and sills shall be damp wiped clean.

SEMI-ANNUALLY:

- Scrub all restroom floors.
- Wipe down all restroom surfaces.

LUNCHROOMS & COFFEE AREA

DAILY:

- All tile flooring to be damp mopped using a neutral cleaner.
- Empty all waste receptacles. Replace liners. Dispose of same to a trash dumpster furnished by the client.
- Thoroughly vacuum all carpeted areas.
- Table tops to be wiped down with a damp cloth.
- Kitchen sinks to be cleared and wiped dry.
- Counter tops to be wiped down with a damp cloth.
- Wipe off exterior of stove, refrigerator and microwave.

WEEKLY:

- Wipe/clean microwave interiors and refrigerator interiors weekly

MONTHLY:

- Dust all picture frames and other wall hangings.

BI-WEEKLY:

- Spray buff all tiled floors.

QUARTERLY:

- Wash all interior partition glass. Wipe frames.

SEMI-ANNUALLY:

- All vertical surfaces, walls and woodwork to be dusted.
- All tile areas to be machine scrubbed and refinished.

CORRIDORS**DAILY:**

- All carpeting and walk-off mats to be vacuumed and spot cleaned.
- Water fountains to be cleaned and polished.
- All painted surfaces to be kept free of fingerprints, smudges and foreign matter.
- Wash glass entrance doors - interior and exterior.
- Completely dust mops all lobby floor areas using a chemically treated dust mop.
- Damp mop all hard surfaced floor using a neutral cleaner.
- Clean and polish all brass and bright metal threshold and kick plates.
- All sand urns to be emptied and wiped clean; cigarette butts to be removed.
- Keep outside areas around the doors swept clean.
- Spot clean doors, partition glass and walls.
- Clean all janitorial closets at the end of the shift.

WEEKLY:

- Dust all high surfaces, walls and woodwork, sills, ledges, molding, doorframes, pictures and vents.

QUARTERLY:

- Wash all interior partition glass - interior and exterior.

COMPUTER TRAINING ROOM*

All office area specifications will apply as well as:

- Wipe all tables.
- Wipe down all white boards, black boards and chalk ledges.
 - *Area is secured and must be cleaned each day by 4:30 PM.

TRAINING ROOM

All enclosed specs for office areas will apply as well as:

DAILY:

- Wipe down all white boards, black boards and chalk ledges.
- Wipe all tables.
- Vacuum daily.

KITCHEN AREA

DAILY:

- All tile flooring to be damp mopped using a neutral cleaner.
- Empty wall waste receptacles. Dispose of same to a trash dumpster furnished by the client.
- Thoroughly vacuum all carpeted areas.
- Table tops to be wiped down with a damp cloth.
- Kitchen sinks to be cleared and wiped dry.
- Counter tops to be wiped down with a damp cloth.
- Wipe off exterior of refrigerator and microwave.

MONTHLY:

- Dust all picture frames and other wall hangings.

BI-WEEKLY:

- Spray buff all tiled floors.

QUARTERLY:

- Wash all interior partition glass. Wipe frames.

SEMI-ANNUALLY:

- All vertical surfaces, walls and woodwork to be dusted.
- All tile areas to be machine scrubbed and refinished.

Professional Conduct

While on the AOC premises, all Contractor personnel must adhere to the highest professional and ethics standards, and must not engage in any activity which is not in the best interest of the AOC or is otherwise detrimental to the performance of this contract. The AOC shall have the sole right to determine unacceptable behavior, and Contractor must remove and replace unacceptable employee immediately

Supplies:

- Supplies will be furnished by the Contractor including all janitorial supplies, paper products, and materials necessary to properly perform the duties under this agreement.

Supplied by the Maryland Judiciary:

- The Maryland Judiciary will supply the Contractor with light, heat, power, and hot and cold water for the cleaning of the building. (**Note:** Hot water temperature is regulated by the State's energy guidelines and cannot be increase above the current guideline temperature.)
- The Maryland Judiciary will provide janitorial closets for the housing of the Contractor's equipment and supplies. These closets will be supplied with locks to safeguard the Contractor's property and must be maintained in a clean, neat and orderly condition by the Contractor's personnel. Keys to the janitorial closets will be the responsibility of the Contractor. Should the Contractor lose these or any other keys, they will be held liable to assume the costs of replacing or re-keying a lock so affected.
- The Maryland Judiciary will supply large trash receptacles (dumpster) for the final disposal of trash collected in the building. The Contractor shall deposit all building trash

in the receptacles provided and insure that all lids, doors and other openings to the receptacle(s) are closed and latched.

Holidays: Employees of the Contractor will observe the Client's scheduled holidays, and services will not be performed when the job site is closed, unless otherwise specified herein. As a minimum, the Contractor observes the following holidays:

New Year's Day
Martin Luther King, Jr., Day
President's Day
Memorial Day
Independence Day
Labor Day
Columbus Day
Veteran's Day
Thanksgiving Day and day after Thanksgiving
Christmas Day

Note: Please visit <http://mdcourts.gov/administration/holidays.html> for future holidays.

Other:

Any changes to this are to be approved by the Administrative Office of the Courts, Director of Facilities Administration. There may be instances at the Judicial College (Training rooms) that additional janitorial personnel are needed to assist with large events and multiple large-day events. Janitorial personnel may be needed to clean restrooms periodically throughout the day and empty trash through the day. There also are events on Saturdays and Sundays at the Judicial College where janitorial personnel will be required. This will be communicated to the on-site supervisor or other individual designated by the company.