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The Louisiana State Use Program provides jobs for Louisiana workers with disabilities.

## PROPOSAL – Janitorial Services - New Orleans Regional Transit Authority

Customer:	New Orleans RTA	Date:	10/27/2025
Contact:	Shirelle LaMothe-Lodge	Quote #:	NO RTA 3 Locations Jtl FY 26-FY28
Phone/Fax:	504-827-8482	From:	Jan Fugler
Email:	<a href="mailto:slodge@rtaforward.org">slodge@rtaforward.org</a>	Email:	<a href="mailto:jfugler@edsla.com">jfugler@edsla.com</a>

Service: Three-year janitorial service for three locations per specifications on pages 2-15.

Service Dates: From: March 1, 2026 To: February 28, 2029

Ongoing Monthly Costs and breakdown by location – see chart on page 2.

Additional work when requested: For 10 workhours – see chart on page 2.

Window cleaning costs: See chart on page 2.

Service Location: **RTA New Orleans – See locations list on page 2.**

Service Address: 3900 Desire Parkway, New Orleans, LA 70126

Contact: Shirelle LaMothe-Lodge Phone: 504-827-8482 Email: [Slodge@rtaforward.org](mailto:Slodge@rtaforward.org)

Billing Contact: Shirelle LaMothe-Lodge

Billing Address: 3900 Desire Parkway

Billing City, New Orleans State: LA Zip:70126

Work Center: **Goodwill Industries of SE LA, Inc.**

Contact: Scottie LeBlanc Phone: 504-457-2276 Email: [sleblanc@goodwillno.org](mailto:sleblanc@goodwillno.org)

**EDS' State Vendor # is 310010178; IRS # is 72-1104540. All purchase orders should be issued directly to Employment Development Services, Inc., P. O. Box 15447, Baton Rouge, LA 70895-5447. Please send all PO's to [jfugler@edsla.com](mailto:jfugler@edsla.com). ACH is the preferred method of payment. Checks may be sent to EDS at P O Box 15447, Baton Rouge, LA 70895-5447. Credit Cards are not accepted.**

EMPLOYMENT DEVELOPMENT SERVICES, INC. establishes the work project described in this quotation as part of the **Louisiana State Use Program**. This is as authorized by State Laws: R.S. 39:1594; 39:1604.4 and R.S. 38:2261 which establish the State Use Program and authorize **no bid purchasing** for state and local agencies.

EDS is Louisiana's Central Non-Profit Agency (CNA) designated by the State Use Council, representing all certified Work Centers in Louisiana. As such, EDS does not perform the services described in this quotation but serves as an agent for a disclosed principal and designates the performing Work Center for each work project. EDS is the sole negotiator with State Use Program customers and will allocate the work projects to the Work Centers. EDS will help facilitate any required additional contract documents, but **the designated Work Center shall be named as the sole contracting party.**

EDS is proud of the professional performance and quality of work provided by the above certified Work Center. We appreciate your support for jobs for Louisiana workers with disabilities.

Cordially,

*Jan Fugler*

Jan Fugler,  
 Executive Director

**EDS JANITORIAL SERVICES SPECIFICATIONS FOR  
OFFICE: NEW ORLEANS REGIONAL TRANSIT AUTHORITY  
CITY: NEW ORLEANS  
DATE: MARCH 1, 2026 – FEBRUARY 28, 2029  
WORK CENTER: GOODWILL INDUSTRIES SE LA, INC.**

**3 LOCATIONS:**

1. **Canal Compound - 2817 Canal Street, New Orleans, LA 70119**
  - a) Building No.1 – Canal Administration/Office/Garage
  - b) Building No. 2 – Canal Vault/Fueling
  - c) Building No. 3 – Canal Bus Wash/Tire Repair
  - d) Building No. 4 – Canal Guard Shack
  - e) Building No. 5 – Streetcar Maintenance/Wash
2. **East New Orleans Compound - 3900 & 3901 Desire Parkway, New Orleans, LA 70126**
  - a) Building No. 1 – ENO Guard Shack
  - b) Building No. 2 - ENO Adm/Office
  - c) Building No. 3 – ENO Maintenance
  - d) Building No. 4 – ENO Chassis Wash
  - e) Building No. 5 – ENO Bus Wash
  - f) Building No. 6 – ENO Vault/Fueling
3. **Carrollton - 8201 Willow Street, New Orleans, LA 70118**
  - a) Building No. 1 – Carrollton Streetcar Barn

<b>COSTS</b>	<b>FY 26 (3/1/2026-2/28/2027)</b>	<b>FY 27 (3/1/2027-2/28/2028)</b>	<b>FY 28 (3/1/2028-2/28/2029)</b>
TOTAL MONTHLY COST	\$ 49,298.63	\$ 50,299.52	\$ 51,308.84
<b>BREAKDOWN BY LOCATION</b>			
CANAL	\$ 31,649.72	\$ 32,292.29	\$ 32,940.28
EAST NO	\$ 13,902.21	\$ 14,184.46	\$ 14,469.09
CARROLLTON	\$ 3,746.70	\$ 3,822.77	\$ 3,899.47
<b>ADDITIONAL HOURS/ PER HOUR</b>			
	\$ 221.48	\$ 225.91	\$ 230.43
TOTAL WINDOW/LOBBY CLEANING	\$ 7,600.00	\$ 7,980.00	\$ 8,379.00
<b>BREAKDOWN BY LOCATION</b>			
WINDOWS CANAL	\$ 6,400.00	\$ 6,719.16	\$ 7,055.12
WINDOWS EAST	\$ 1,200.00	\$ 1,260.84	\$ 1,323.88

**NOTE:**

1. Work Center is to supply all labor, equipment, cleaning supplies, trash can liners, and restroom supplies (hand soap, toilet tissue, and hand towels).
2. If and when a customer's office is closed due to a weather event, etc., monthly billing will still apply.
3. These specifications are based on those agreed upon by the customer and the Work Center. These specifications should be used by the Work Center to guide their cleaning schedules and may also be used as the basis for an inspection report for internal control purposes and for communication cleaning issues to the customer.

**Statement of Work (SOW)  
for Janitorial Services**

**Section B**

**1. Work Schedule**

The Service Provider employees shall complete all the work required under the Request for Proposal documents as specified in the contract documents. Shall include the period of normal work week which will be defined as Monday through Sunday covering seven (7) days Weekly (Daily/Nightly).

**2. Facility Hour(s)**

Identify the amount of staffing (total number of employees) for each Facility.

Proof of employee's time at facility required via sign-in/sign-out log.

- a) Canal Complex – daily 8:00am to 5:00pm and nightly 5:00pm to 9:00pm
- b) Carrollton – daily 10:00am to 3:00pm
- c) East New Orleans – daily 8:00am to 4:00pm and nightly 4:00pm 8:00pm

**3. Facility Definitive Cleaning Frequency Schedule**

- a) **Daily** - These are routine operations carried out on a day-to-day basis by the staff of the janitorial service vendor/contractor. These include but are not limited to the regular servicing of common areas, cleaning of bathrooms and toilets, suction cleaning of floors and the floor coverings and so on.
- b) **Weekly** - These, as the term implies, are routine tasks carried out on a weekly basis. Weekly cleaning schedules are made, and these normally include some cleaning tasks that are time consuming or tasks that cannot be done daily. Shall include the period of normal work week which will be defined as Monday through Sunday covering seven (7) days.
- c) **Monthly** - Shall be per calendar month regardless of the number of days in that month. All work identified to be performed monthly.
- d) **Quarterly** - Shall be every three (3) months. All work identified to be performed quarterly.
- e) **Semi-Annually** - Shall be Twice (2) per year. All work identified to be performed semi-annual.
- f) **Annually** - Shall be One (1) per year. All work identified to be performed annually.

<b>Daily</b>		
<b>Location</b>	<b>Task</b>	<b>Component</b>
<b>Restrooms</b>	* Clean/Disinfect/Deodorize	Toilets, Urinals, Sinks (use germicidal)
	* Clean/Disinfect	Sink Tops & Dispensers (use germicidal)
	* Sweep/Spot Clean/Mop	Floors (use germicidal in mop water)
	* Clean/Wipe Down	Doors, Walls, Partitions, Mirrors, Rails &
	* Clean/Wipe Down	Pipes
	* Empty/Clean/Change Liners	Waste Containers (including sanitary napkin)

	* Clean/Refill	Dispensers (soap, paper towel, toilet paper, sanitary napkin/tampon)
	* Clean/Polish	Glass, Mirrors, Doorplates & Kick Plates
	* Spot Clean (Remove Graffiti)	Doors, Handles, Windows, Walls, Partitions
	* Add Water & Disinfectant	Floor Drains
	* Unclog Toilets	Common stoppage with plunger
<b>Elevators</b>	* Spot Clean (Mop)	Carpeted Floors, Tiled Floors
	* Vacuum	Carpeted Floors
	* Clean/Wipe Down/Polish	Doors, Mirrors, Rails, Metal Finishes
<b>Office Areas/ Conference Rooms/Waiting Rooms/Beak Rooms/ Kitchenettes &amp; Coffee Bars</b>	* Sweep	Hard Surface Floors (use dustless cloths & Move entry rugs prior to sweeping)
	* Damp Mop	Hard Surface Floors (use germicidal & Move entry rugs prior to mopping)
	* Remove Spots/Marks	Hard Surface Floors
	* Vacuum (offices)	Carpeted Floors & Entry Rugs
	* Vacuum (traffic areas)	Carpeted Floors & Entry Rugs
	* Spot Clean/Mop	Carpeted Floors & Hard Surface Floors
	* Empty/Clean/Change Liners	All Trash Containers (remove trash from facility & parking garage)
	* Clean/Disinfect/Polish	Drinking Fountains
	* Remove	Fingerprints, Marks, Smudges, Spills, and Spots on Walls, Door Frames, Light Switch Plates, Private Entry Glass, and Partitions.
	* Sweep	Hard Surface Floors (use dustless cloths & Move entry rugs prior to sweeping)
	* Damp Mop	Hard Surface Floors (use germicidal & Move entry rugs prior to mopping)
	* Remove Spots/Marks	Hard Surface Floors
	* Vacuum	Carpeted Floors & Entry Rugs
	* Spot Clean	Carpeted Floors & Entry Rugs
	* Empty/Clean/Change Liners	Trash Containers (remove trash from facility and parking garage)
	* Clean/Disinfect	Sink, Counters & Tabletops
	* Clean/Refill	Dispensers (soap, paper towels)
<b>General</b>	* Clean/Maintain	Custodial Closet
	* Clean/Maintain	Spider Webs/Cobwebs from all common areas/stairs/stairwells and the upper corners.
	* Clean/Maintain	Trash Disposal Area
	* Maintain	Stock of Supplies for Emergency Needs

<b>Building Exteriors &amp; Parking Lots</b>	*	Empty Garbage Cans and pick up trash around perimeter of property/buildings.	Grass, concrete paving, & painted surfaces
<b>Showers</b>	*	Add Water & Disinfectant Clean/Disinfect	Shower Floor Drains Shower Floor, Walls

**WEEKLY**

<b>Location</b>	<b>Task</b>		<b>Component</b>
<b>General</b>	*	Clean/Disinfect	Grout in Ceramic Tile Floors (use germicidal)
	*	Maintain/Refill	Air Freshener Units
	*	Remove Stains/Water Deposits	Toilet, Urinals, Sinks, Sink Tops, Walls, Partitions, Floors, Shower Fixtures
	*	Wash	Trash Containers
	*	Vacuum/Wipe Down	Return air Vents
<b>Stairwells/Parking lot Stairwells</b>	*	Sweep, Remove Trash on property stairwells interior and exterior.	Stair steps/platforms
<b>Office Areas/ Conference Rooms/Waiting Rooms/Beak Rooms/Kitchenettes &amp; Coffee Bars</b>	*	Sweep	Hard Surface Floors
	*	Remove	Graffiti/Marks on Waiting Room Walls
	*	Vacuum	Carpeted Floors & Entry Rugs
	*	Dust	Tables, Chairs, Lamps, Windowsills, Ceiling tiles, & Ledges
	*	Wipe Down/Spot Clean Disinfectant	Waiting Room Chairs
	*	Dust	Partitions & Partition Frames
	*	Dust	File Cabinets & Wall Cabinets
	*	Dust	Bookcases, Bookshelves & Shelves
	*	Spot Clean	Doors, Walls & Partition Surfaces
	*	Wash	Trash Containers
	*	Clean/Disinfect	Waiting Room Chairs (use germicidal)
<b>Parking Lots</b>	*	Pick Up Trash and Debris blowing Around Lot	Concrete surfaces

**MONTHLY**

<b>Location</b>	<b>Task</b>		<b>Component</b>
<b>General</b>	*	Seal	Ceramic Tile Floor (1 coat sealer per month)
<b>Restrooms</b>	*	Machine Scrub	Hard Surface Floors (use germicidal cleaner)
<b>Office Areas/ Conference Rooms/Waiting Rooms/Beak Rooms/Kitchenettes &amp; Coffee Bars</b>	*	Machine Scrub	Hard Surface Floors (use germicidal)
	*	Clean/Polish	Counters (use germicidal)
	*	Clean/Wipe Down	All Furniture, Telephones, Desk, & Door Handles (use germicidal)
	*	Vacuum/Wipe Down Disinfectant	All Return Air Vents
	*	Dust	Blinds
	*	Clean/Wipe Down	All Furniture & Door Handles (use germicidal)

	*	Vacuum/Wipe Down	Vents
<b>QUARTERLY</b>			
<b>Location</b>	<b>Task</b>		<b>Component</b>
<b>Parking Areas and Roof Deck</b>	*	Clean (by Pressure Extraction)	Carpeted Floors
	*	Seal, Wax, & Buff	Hard Surface Floors
	*	Wash	All Windows & Clear Surfaces, 1 <sup>st</sup> , 2 <sup>nd</sup> Floors
	*	Clean	Exterior Windows & Ledges
	*	Vacuum/Dust	Cloth Partitions, Cubicles, & Offices
	*	Vacuum/wipe down	Upholstered Furniture
	*	Vacuum/Clean	Vents
	*	Remove/Wash	Blinds
	*	Vacuum	Drapes
	*	Sweep/Remove Trash	Concrete surfaces
	*	Pressure wash (Doorway Entrance Areas)	Concrete Surfaces near doorways and elevators
	<b>SEMI-ANNUALLY</b>		
<b>Location</b>	<b>Task</b>		<b>Component</b>
<b>Office Areas/ Conference Rooms/Waiting Rooms/Break Rooms/Kitchenettes &amp; Coffee Bars</b>	*	Strip, Seal, Wax & Buff	Hard Surface Floors
	*	Clean	Interior & Exterior Windows & Glass Doors
	*	Clean	Exterior Window Ledges & Door Frames
	*	Vacuum (Shampoo and pile-lift or deep clean by pressure extraction)	Upholstered Furniture, All Carpets, and Rugs
	*	process	All Carpeted Floors and Entry Rugs
	*	Vacuum/Clean	Vents
	*	Remove/Wash	Blinds
	*	Clean & Polish	All wood, metal, Formica counters, furniture, and solid surfaces
	*	Clean & Polish	Partitions
<b>Restrooms</b>	*	Maintain/Refill	Air Freshener Canisters/Batteries in Automatic Air Fresheners
<b>ANNUALLY</b>			
<b>Location</b>	<b>Task</b>		
<b>Public Areas/Office Areas/ Conference Rooms/Waiting Rooms/Break Rooms/Kitchenettes</b>	*	Clean	Wash all trash receptacles using a disinfectant
	*	Clean	Dust and disinfect computers, accessories, and other devices (fax machines, copiers, phones)
	*	Clean	Dust and clean desks, countertops, and other flat surfaces with disinfectant wipes

*	Clean & Polish	All sinks, bathroom faucets, & soap dispensers
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## Section C

### **1. Work and Deliverable**

The Service provider must provide Deliverables/Services and staff, and otherwise do all things necessary for or incidental to the performance of work, as set forth in initial cleaning.

- (a) Description of Service: Contractor shall perform the task descriptions that follow, which are the minimum acceptable cleaning performance standards under this Agreement:
- (b) Description of Initial Clean: The idea for an Initial Clean is to make sure visiting all space/locations for the first time may be more thorough than subsequent maintenance cleanings to bring the facilities/spaces to the desired super clean baseline level.

2. **Carpet /Rug Cleaning:** All carpets/rugs shall be clean, free of spots, gum, crusted material, spillages, and removable stains. There shall be no evidence of "fuzzing" caused by harsh rubbing or brushing of carpet. Carpet cleaning by hot water extraction at a temperature that will kill and eliminate bacteria. Hot water extraction by truck-mount is the preferred method.

3. **Carpet Spot Cleaning:** Buildup, spillage or crusted material shall have been removed along with spots, smears, and stains. There shall be no evidence of "fuzzing" caused by harsh rubbing or brushing of carpet. Spot cleaned areas shall blend with adjacent areas.

4. **Carpet Cleaning by Thorough Vacuuming:** Carpets shall be clean and free from dust balls, dirt, and other debris; naps on carpet shall lie in one direction upon completion of the vacuuming task. Note: Prior to vacuuming area, move and vacuum under all easily movable objects (chairs, waste receptacles, tables on wheels, typing stands, boxes, etc.). Be sure to replace all items moved. After vacuuming, leave all rugs clean, free from dust balls, dirt, and other debris. Prior to vacuuming, broom all edges not reached by vacuum. Straight suction vacuuming is not acceptable. The agency requires that a motor driven Commercial grade vacuum with HEPA filtered exhaust or equipment that meets these standards be used exclusively in all carpeted areas where water and/or snow does not present a problem. Empty dust and dirt from vacuum cleaner into a plastic trash bag, tie off and remove to a dumpster. As part of the vacuuming process, carpet spot cleaning is required on an ongoing basis.

5. **Dust Mop:** Thoroughly dust mops all non-carpeted areas. Move and dust mop under all easily movable objects (chairs, waste receptacles, tables on wheels, typing stands, boxes, etc.). Be sure to replace all items moved. Dust mops must be treated with water-based dust control chemicals. Place dust and dirt into plastic trash bag, tie off and remove to Dumpster.

6. **Damp Mop:** Thoroughly damp mops all non-carpeted areas. Move and damp mop under all easily movable objects (chairs, waste receptacles, tables on wheels, typing stands, boxes, etc.). Be sure to replace all items after the floor has dried completely. Use a clean cotton mop head that is in good condition. Always use clean water (change water often). Mop head must be only damp. No excess water can be left behind. Approved proper chemicals at proper dilution must always be used. The finished floor must be clean and streak free.

7. **Floor Cleaning / Thorough Sweeping:** Floors shall be clean and free of trash and foreign matter. No dirt, dust shall be left in corners, behind radiators, under furniture or behind doors.
8. **Damp Mopping and Spray Buffing:** Floors shall be slip resistant, free of marks, skipped areas, streaks, and map strands. Walls, baseboards, and other surfaces shall be free of splashing and marks from the equipment. The finished area should have a uniform luster. There shall be no buildup of finish in corners. Dust mopping must be performed with a treated mop. After sweeping and damp mopping operation, all floors must be clean and free from strings, bristles, and dirt streaks. Leave no dirt in corners, behind radiators, under furniture, behind doors, on stairs or landings. Leave no dirt where sweepings were picked up. Leave no dirt, trash, or foreign matter under desks, tables, or chairs.
9. **Wet Mopping and Scrubbing:** The floors must be properly prepared, thoroughly swept to remove visible dirt and debris, wads of gum, tar, and foreign substances from the floor surfaces. Upon completion of the wet mopping or scrubbing, the floor must be clean and free of dirt, water streaks, mop marks, strings; properly rinsed and dry mopped to present an overall appearance of cleanliness. All surfaces must be dry, and corners and cracks clean after the wet mopping or scrubbing. Chairs, wastebaskets, and other similar items must not be stacked on desks, tables, or windowsills, nor used in place of stepladder. All furniture readily movable by one person and intended to be moved frequently must be moved during all floor cleaning operations and replaced in original positions upon completion. Baseboards, walls, furniture, and equipment must in no way be splashed, disfigured, or damaged during these operations, but rather left in a clean condition.
10. **Wet Mopping and Buffing:** Floors must be damp mopped and buffed between regular waxing operations. Prepare the floor by sweeping to remove all visible dirt and debris. The floor area will then be damp mopped, and machine buffed to a polished appearance with a high-speed buffer.
11. **Damp Wiping:** This task consists of using a clean damp cloth or sponge to remove all dirt spots, streaks, from walls, glass and other specified surfaces and then drying to provide a polished appearance. The wetting solution must contain an appropriate cleaning agent. When damp wiping in toilet areas, use a multipurpose disinfectant and deodorizer.
12. **Stripping and Sealing:** Completely remove all dirt, wax, and other foreign substances in returning the floor to its original surface. Apply a thin coat of sealer with caution to prevent streaking or bleaching of floor surface. This application in preparation for waxing must be according to manufacturer's recommendations. The stripper, sealer and wax products used must be compatible for this activity, and wax must be a minimum of 25% solids.
13. **Waxing and Buffing:** Apply wax in a thin, even coat and machine buff with a high-speed buffer immediately after drying. The number of coats applied will depend on the type and condition of the floor. All waxed surfaces must be maintained to provide safe ANTI-SLIP walking conditions. Chairs, wastebaskets, and other similar items must not be stacked on desks, tables, or windowsills, nor used in place of stepladder. All furniture readily movable by one person and intended to be moved frequently must be moved during all floor cleaning operations and replaced in original positions upon completion. Baseboards, walls, furniture, and equipment must in no way be splashed, disfigured, or damaged during these operations, but rather left in a clean condition.

14. **Empty Waste Receptacles:** Empty all containers that are provided for the disposal of waste i.e., waste baskets, torpedo type containers, sanitary napkin disposal bins, boxes, etc. into plastic bags, tie off and remove to dumpster. Dispose of items in waste containers only unless clearly marked for disposal. Liners must be used in all waste receptacles and must be changed as needed and no less than once per month. Waste containers in restrooms, break rooms, lunchrooms and conference rooms must be inspected daily and changed as needed.

15. **Restroom Cleaning:** When RTA requests restroom cleaning during the day, an approved sign must be placed at the entrance warning tenants that the restroom is closed. A schedule for closing restrooms must be established with the Facility Manager in advance. RTA prior to any changes made must approve any changes in this schedule.

- a) **Fill & Replace Dispensers (Restroom Cleaning):** Dispensers of all types must be checked daily and filled when necessary (soap, hand sanitizer, toilet tissue, paper towels, sanitary napkin, etc.).
- b) **Dusting (Restroom Cleaning):** Completely dust all fixtures, ledges, edges, shelves, exposed pipes, partitions, door frames, tops of file cabinets, etc. Pay particular attention to the tops of these items. An approved dust cloth or dusting tool, treated with water-based dust control chemical, must be used. Areas not cleared by office occupants are not to be dusted.
- c) **Disinfect (Restroom Cleaning):** Clean and disinfect waste receptacles and dispensers inside and outside. Use proper chemicals for surface to be cleaned at proper dilution. After the item has been cleaned completely, wipe item with approved \*disinfectant solution and allow to air dry.
- d) **Clean and Disinfect Sinks (Restroom Cleaning):** Thoroughly clean all sinks, including bottom, faucets, and spigots, with approved crème cleanser. Rinse thoroughly as all crème cleanser residues must be removed. Then wipe each item with approved \*disinfectant solution and allow to air dry.
- e) **Clean Glass and Mirrors (Restroom Cleaning):** Thoroughly clean all glass and mirrors using an approved alcohol-based glass cleaner. Use soft, clean cloth. Dry completely. Surface should be streak, smear, and smudge free. Make sure attached frames, edges, and shelves are also cleaned and dried as well as the glass surface. Squeegee may be used as needed.
- f) **Clean and Disinfect Toilets and Urinals (Restroom Cleaning):** Thoroughly clean toilets, toilet seats, and urinals with approved acid free bowl cleaner, rinse thoroughly. (Approved acid cleaner may not be used more than once per month and should be used on the interior of toilet or urinal only. Great care must be taken to avoid any chrome when acid cleaner is used). Wipe each toilet, toilet seat and urinal completely with approved disinfectant solution. Buff-dry to a streak, smear, and smudge free "shine". Leave seats in a raised position.

16. **Clean and Disinfect Walls, Doors, Partitions and Handrails (Restroom Cleaning):** Thoroughly clean all walls (including switch and plug covers), doors (including entrance doors inside and outside), partitions and handrails with proper approved chemicals and proper approved dilution. Rinse thoroughly as needed, then wipe all areas with approved \*disinfectant solution and allow to air dry.

17. **Damp Mop - \*Disinfectant (Restroom Cleaning):** Thoroughly damp mops all non-carpeted areas. Move and damp mop under all easily movable objects (chairs, waste receptacles, tables on wheels, typing stands, boxes, etc.). Be sure to replace all items after the floor has dried completely. Use a clean cotton mop head that is in good condition. Always use clean water (change water often). Mop head must be only damp. No excess water can be left

behind. Approved proper chemicals at proper dilution must always be used. The finished floor must be clean and streak free. Thoroughly damp mop floor with approved \*disinfectant solution. Allow it to air dry.

Note: All disinfectant solutions must be changed after each restroom cleaning. The disinfectant solution used for the damp mopping process is to be emptied down the floor drain in each restroom. This practice will help reduce unpleasant odors coming from the floor drains.

18. **Clean and disinfect Showers, shower walls and stalls (Restroom/Locker Room where applicable):** Thoroughly clean all showers, including bottom, faucets, and spigots, with approved crème cleanser. Thoroughly clean all walls, floors, (including plug covers), doors (including entrance doors inside and outside), partitions and handrails with properly approved chemicals and proper approved dilution. Rinse thoroughly as needed, then wipe all areas with approved \*disinfectant solution and allow to air dry.
19. **Service Restroom:** Visually check - dispensers must be filled, trash removed, and restrooms spot cleaned as needed and as requested by RTA.
20. **Remove Carpet Runners (as applicable):** Carpet runners must be removed from the floor to allow for proper cleaning, as needed. Be sure to remove excess water from the runner with an approved wet pick-up vacuum before carpet runners are removed. Carpet runners must be extracted as specified during ice melt/salt usage, to maintain a clean appearance.
21. **Replace Carpet Runners (as applicable):** After the floor has been properly cleaned and is completely dry, replace carpet runners in their original location.
22. **Cleaning / Disinfecting Drinking Fountains:** Thoroughly clean entire exterior surface with approved cream cleanser. The grain of stainless steel must always be followed. Rinse thoroughly as all cream cleanser must be removed. Wipe the entire surface with approved disinfectant solution and wipe dry utilizing a clean, soft cloth and wipe item dry. The grain of the stainless steel must be followed.
23. **Stainless Steel (Brass) Cleaning (Elevators, Doors, Trim, Etc.):** Thoroughly clean all stainless steel (brass) not previously mentioned with approved cleaner and a clean, soft cloth. Great care must be taken to always follow the grain of the stainless steel when cleaning.
24. **Cleaning, High Traffic Areas:** High traffic area is any area that would receive heavy traffic and that would require cleaning as specified. Areas would include corridors, lobbies, waiting areas, conference rooms, or any area so designated by RTA.
25. **Carpet Cleaning by Hot Water Extraction:** Perform vacuuming, and carpet cleaning by extraction method with commercial grade equipment only (preferably truck mounted equipment). Prior to carpet cleaning all carpeting, including carpet runners, must be thoroughly cleaned as follows:
  - a) All movable items must be removed from area(s) to be cleaned (i.e., chairs, waster receptacles, all free-standing tables, typing stands, boxes, plants, all temporary floor coverings, etc.) and area thoroughly vacuumed.
  - b) Thoroughly spray the next area to be cleaned with approved pre-treats or carpets lane cleaner used at approved dilution. Spray must be applied so those fibers remain damp until cleaned. Chemicals should be left to work for 10-15 minutes.

- c) Thoroughly extract all properly pretreated carpeted areas. Agitation is necessary, using an approved motor driven brush. A minimum of three cleaning passes and two vacuuming only must be used. Approved equipment and chemicals, at approved dilutions, must be used.
- d) All stains must be removed during the extraction process, using approved chemicals. Great care must be taken to completely remove stain removal chemicals from carpet fiber.
- e) Thoroughly spray all thoroughly cleaned carpet with approved carpet fiber protector at approved dilution. Application must be made with approved sprayer. Carpet tracks off mats and runners such as those found in building lobby areas, are exempt for this process.
- f) Replace all items removed for cleaning. All items moved back into places that have metal of any type that come in contact with carpeting must be wood blocked or tabbed to keep the metal off the carpet fiber until thoroughly dry. All blocks or tabs should be removed during the next scheduled regular area cleaning, provided the carpet is thoroughly dry. This could take more than one day.

**26. Spray Buff Hard Floors:** Hard floor must be properly prepared before spray buffing by removing carpet runners, dust mopping, and damp mopping hard floor areas. Begin spray buffing by lightly spraying area just to the left or right of approved floor machine (buffer) with approved spray buffing chemical, at approved dilution. The buffing pad must be approved and will depend on the type of finish used. The rotary floor machine (buffer) will be worked back and forth over area lightly sprayed until floor has a high, streak free luster. Then proceed to the next area, until scheduled area is completed. Great care must be taken to avoid using the "loaded" pad (pad full of dried finish and dirt). Flip pad over or change to another clean dry pad often. Great care must also be taken not to allow the floor machine (buffer) to run in one spot for too long to avoid burning the floor. The floor shall be dust mopped after scheduled spray buffing is completed. Replace carpet runners to original position post-cleaning.

**27. Strip and Refinish:** Close and properly mark area "closed" with approved signage. Remove all movable objects from the area.

- a) Apply approved stripping solution at approved dilutions to area to be stripped. Allow solution to stand according to approved manufacturer's recommendations. Do not allow the solution to dry out or stand too long. Any finish or dirt must also be removed from walls, doors, baseboards, etc. at this time.
- b) Thoroughly agitate all floor area to remove all old finish with approved strip pad.
- c) Use a wet vacuum to pick up old finish and stripper.
- d) Thoroughly mop rinse areas with clean cotton mop and clean water. Make sure walls, doors, baseboards, etc. are also thoroughly rinsed.
- e) Thoroughly mop rinses areas a second time with clean cotton mop and clean water with approved neutralizer/conditioner chemical at approved dilution. Make sure walls, doors, etc. are also thoroughly rinsed.
- f) Allow floor to air dry.
- g) If any old finish remains, repeat "a" through "f".
- h) Continue "a" through "g" until scheduled area is properly stripped and/or rinsed.
- i) Apply thin coat of approved sealer with approved clean nylon or rayon mop head or approved clean applicator. Stripping solution finish and sealer must not be slopped on walls, doors, etc. Allow the sealer to thoroughly dry.
- j) Apply the second coat of sealer as described in "I" above. Allow the sealer to thoroughly dry.

- k) Apply top coating and second coat of approved floor finish.

**28. Scrub - Restroom Floors/Hard Surface Stairwell Floors: Close** restrooms. Remove all movable objects from area and place approved “closed” signage to area prior to completion of task.

- a) Apply approved cleaning solution at approved dilution to area to be scrubbed. Do not allow the solution to dry.
- b) Quickly agitate small section coated with solution with approved stiff bristle brush. Be sure grouting is clean.
- c) Use a wet vacuum to pick up dirty solution.
- d) Thoroughly mop and rinse the area with clean cotton mop and clean water. Make sure all walls, doors, etc. are also thoroughly rinsed.
- e) Thoroughly mop and rinse a second time with a clean cotton mop and clean water. Make sure all walls, doors, etc. are also thoroughly rinsed a second time.
- f) After the floor is thoroughly dry, replace all objects moved from area. Remove signs and reopen.
- g) Scrub all walls including partitions.

**29. Wall Spot Cleaning:** Thoroughly clean all spots, smudges, stains, etc. from walls, partitions and modular partitions using approved chemicals at approved dilutions. Wipe dry with clean, soft cloth. Also thoroughly clean all interior glass with approved alcohol-based glass cleaner and wipe dry with clean dry cloth. All surfaces must be dirt and streak free.

**30. Dusting:** There shall be no obvious dust streaks. Corners, crevices, molding, and ledges (including heating) shall be free of all obvious dust. There shall be no oils, spots or smudges on desks or dusty surfaces. Thoroughly dust all vertical and horizontal surfaces in all cleanable areas with approved dust cloth or tool treated with an approved water-based dust control chemical, up to and including ceiling vents, air bars, and lighting devices, window blinds, etc. Do not move dusting residue from spot to spot but remove it directly from the areas in which dirt lies by the most effective means appropriate, treated dusting cloths or vacuum tools.

- a) Leave no dust streaks.
- b) Leave corners, crevices, molding, and ledges free of dust and cobwebs.
- c) Leave no oil spots or smudges on dusted surfaces caused by dusting tools.

**31. Horizontal surfaces:** include, but are not limited to, counter tops, file cabinets, tables, coatracks, etc. Telephones, ashtrays, etc., must be lifted and dusted under. Do not disturb the work papers. Dusting high and low includes, but is not limited to, partition tops, pictures, chair rungs, etc. Window hangings are either Venetian blinds or drapes. Dust Venetian blinds. Lightly vacuum drapes.

**32. Remove Recyclable Paper (as applicable):** Pick up all recyclable and waste management shredded paper from marked containers centrally located throughout the building emptying all recycling trashcans in the offices, copy rooms, and designated recycle waste management machine shredders containers and move to designated area.

**33. Clean Air Bars and Vents:** Vacuum excess dust and dirt from air bars. Damp wipes clean with approved disinfectant solution and wipe dry.

**34. Glass Cleaning (Lobby):** Glass Cleaning is a part of the overall task of lobby cleaning. Glass cleaning shall be performed as specified. It is expected that all lobby glass, including

doors, revolving doors, and windows (to the limit of reach from floor level) shall be spot cleaned inside and out. All handprints, smudges, and soil are to be removed during the performance of this task. If necessary, clean the entire door, revolving door, or window to accomplish clean glass.

35. **Cleaning Ash Receptacles and Surrounding Areas:** Cigarette or cigar butts, matches and other discarded material shall be removed from the receptacle and the receptacle wiped so that it is free of dust, ashes, odors, tar, streaks, and nicotine stains. Ashtrays placed on the exterior of the building shall be emptied and cleaned as needed to maintain a clean appearance. The areas immediately surrounding such ashtrays and adjacent building entrances are to be included as part of this cleaning task. Sweeping and removal of cigarette butts and emptying of ashtrays as needed to clean the area. Note: Sand or dry receptacles: Contents of ash receptacles must be disposed of in a safe manner. Clean sand by sifting out and disposing of debris and replacing and replenishing sand in urns.

36. **Emergency clean up:** Regional Transit Authority (RTA) shall assign, when and where needed, cleanup duties to the contractor when an emergency occurs. Cleaning tasks may include dusting, vacuuming, mopping, carpets extraction, window washing, or other tasks defined in the Task Definitions herein.

37. **Rubbish Removal:** Rubbish from a central location is the responsibility of the State. The contractor must bag all waste material and place it inside containers provided for that purpose.

38. **Replenishable Supplies:** The contractor is responsible for the purchase and supply of materials listed on the Location Specification Sheet (LSS). All profits from the sale of items (i.e., sanitary napkins) belong to the contractor.

39. **Hazardous Conditions:** Conditions that may be questionable or deemed Hazardous (i.e., such as burned-out lights, loose railings, ceiling tiles, exposed wiring, broken windows, etc.) must be reported by janitorial staff to contract supervisor verbally followed by written notification to RTA or building manager with date of observation.

## **Section D**

### **1. Supplies**

The Service provider shall furnish, as part of this agreement, all necessary materials cleaning supplies, and equipment to clean and maintain the use of the facility, including but not limited to carts, containers, baskets, maintenance products, cleaning powders and products, detergents, disinfectants, polishes, vacuum cleaners, mops, brushes, etc., specific brands may be indicated. Service Provider shall maintain Janitor Closet and equipment in a safe and clean condition.

- a) Cleaners: Floor, glass, tile, and carpet cleaners; floor wax strippers, sealers, metal and furniture waxes/polishes, acid base cleaners, disinfectants, deodorant blocks, anti-viral/bacteria solution, and hand soap.
- b) Paper Supplies: Toilet tissue, toilet seat covers, paper towels, sanitary napkins, and tampons.
- c) Incidental Supplies: trash can liners, sanitary napkin/tampon disposal bags, air freshener canisters, batteries.
- d) The vendor shall stock each restroom, break room and other areas with sufficient supplies to last until the next service. Vendor shall provide additional stock in a custodial closet for emergency purposes. Vendors shall post and maintain a log to monitor emergency supply usage.

- e) Vendor shall notify the RTA Facilities Manager or designee when any of the dispensers are damaged and need repair. The vendor shall notify the Facilities Manager or designee when additional dispensers are needed due to demand. Vendors should not leave additional supplies on counters, toilet backs or on the floor.

2. **Equipment and Tools** - Vendor shall furnish at its expense all equipment, dispensers, and tools required to perform this work. The equipment and tools shall include but not limited to:

- a) Equipment: Wet and dry vacuum cleaners, carpet extractors (dry vacuums with HEPA-Vac filters and have attached magnets), janitorial carts, ladders, floor scrubbers, buffers/polishers, and carpet pile lifter.
- b) Tools: Brooms, mops, mop presses, dustless sweeping tools, buckets, sponges, and squeegees.
- c) Dispensers: Paper Towel, Toilet Paper Soap, Air Fresheners, Sharp Disposal containers.

3. **Quality of Cleaning Materials/Supplies** - All cleaning supplies, materials, and tools used in the performance of this Contract shall be of good commercial quality, suitable for the purpose intended, and shall provide results necessary to provide the high standards of cleanliness required under this Contract. All cleaning processes used shall meet high standards of safety and effectiveness for commercial applications in high traffic areas and shall not damage the facilities being cleaned. RTA shall have the right to prohibit the use of any process, material, supply, or tool which may damage RTA property, or which may be a risk to employees, the public, or others using RTA facilities.

The following products meet the minimum standards established for performance of this work. Vendor may utilize products of his choice which are equal to those stated:

Common Products to be used		
A	Toilet Tissue	All Restrooms
B	Paper Towels	C-Fold type; or similar design and quality, Roll dispenser type
C	Seat Covers	Shield or similar design and quality
D	Hand Soap	Antimicrobial Foam; or similar design and quality
E	Cleaner	All-purpose Germicidal; or similar design and quality
F	Floor Finishes	Stripper, Sealer, Wax, Spray Buff
G	Plastic Garbage Liners	For trash and rubbish Containers

Vendors shall post copies in MSDS (Material Safety Data Sheets) for all chemicals used in each custodial closet in compliance with OSHA's Hazard Communication Standard 29 CFR 1910.1200. This shall include labeling the contents of all secondary type plastic bottles or containers.

## **Section E**

### **1. EXTRA WORK**

Extra Work must be authorized by RTA and shall be shown as a separate item on the invoice submitted to RTA. The invoice for Extra Work shall show the exact location of the work, including the name and location of the facility. The invoice shall include any supplies used with

their unit price and total cost, the amount of time required to do the job and the cost for labor, providing that labor is chargeable to this Extra Work.

## **Section F**

### **1. INSPECTIONS**

All the Service Areas will be inspected regularly by the RTA. RTA may require the Service Provider, or the local authorized representative, to accompany RTA staff during inspections, if RTA is not satisfied with the Service Provider's work. The Service Provider or the local authorized representative is expected to be capable of understanding the deficiencies and authorized to take remedial action in a manner consistent with the contract requirements and specifications.

- a. Must provide documentation of dates for completion of weekly, quarterly, and annual cleaning tasks. To be delivered to RTA PM every month.
- b. Staff logs for starting and leaving to adhere to time schedule list.

### **2. Payments**

Net 30 - This payment term means payment is due within 30 days of the invoice date.

## **Section G**

### **1. UNACCEPTABLE SERVICE**

If RTA, upon routine inspection, determines that any facility has not been serviced according to the specifications, a notice outlining the deficiencies will be e-mailed to the company representative or faxed to the Service Provider's local office. Payment will not be made for any services not provided by the Service Provider. All notices of deficiencies will specify the date when the specified work must be completed. The date of completion will be less than five (5) days from the date the notice is issued. Failure to complete the work to the satisfaction of RTA by the date specified will result in no payments being made to the contractor for the missed work. Prior to re-submitting a request for payment, the Service Provider must request a re-inspection. A re-inspection request should be completed in writing to RTA and either faxed or e-mailed to RTA. If the work is deemed satisfactory upon re-inspection, RTA will accept a request for payment.