

**COOPERATIVE ENDEAVOR AGREEMENT**  
**BY AND BETWEEN**  
**THE NEW ORLEANS REGIONAL TRANSIT AUTHORITY**  
**AND**  
**EMPLOYMENT DEVELOPMENT SERVICES**  
**PILOT PROGRAM - JANITORIAL SERVICES**

**THIS COOPERATIVE ENDEAVOR AGREEMENT** (the “**Agreement**”) is entered into by and between the New Orleans Regional Transit authority, represented by Lona Edwards Hankins, CEO (the “**RTA**”), and Employment Development Services, represented by Jan Fugler, Executive Director, (the “**EDS**”). The RTA and EDS may sometimes each be referred to as a “**Party**,” and collectively, as the “**Parties**.” The Agreement is effective as of the date of execution by the RTA (the “**Effective Date**”).

**RECITALS**

**WHEREAS**, the RTA is a political subdivision of the State of Louisiana;

**WHEREAS**, the Employment Development EDS is a non-profit agency, which principal address is located at 9800 Airline Hwy. Suite 255, Baton Rouge, LA 70816.

**WHEREAS**, pursuant to Article 7, Section 14(C) of the Louisiana Constitution of 1974, and related statutes, the RTA may enter into cooperative endeavors with the State of Louisiana, its political subdivisions and corporations, the United States and its agencies, and any public or private corporation, association, or individual with regard to cooperative financing and other economic development activities, the procurement and development of immovable property, joint planning and implementation of public works, the joint use of facilities, joint research and program implementation activities, joint funding initiatives, and other similar activities in support of public education, community development, housing rehabilitation, economic growth, and other public purposes;

**WHEREAS**, the RTA and EDS desire to accomplish a valuable public purpose of providing employment opportunities to individuals with disabilities;

**WHEREAS**, EDS is responsible through a state-use program for creating job opportunities for individuals with disabilities in our communities;

**WHEREAS**, EDS partners with local community-certified work centers to provide a variety of services, including janitorial services for various agencies; and

**WHEREAS**, the RTA and EDS desire to implement a one year pilot program to provide janitorial services at RTA facilities by persons with disabilities.

**NOW THEREFORE**, the RTA and EDS, each having the authority to do so, agree as follows:

## **ARTICLE I - EDS'S OBLIGATIONS**

### **A. Services.** EDS will:

1. Procure and negotiate the services of a qualified community-certified work centers that provides services, training and employment opportunities for individuals with disabilities to perform all services outlined in Exhibit A entitled Scope of Work attached hereto.
2. Submit complete and accurate invoices, maintain records, submit to audits and inspections, maintain insurance, and perform all other obligations of the EDS as set forth in this Agreement;
3. Promptly communicate and facilitate the need to correct any errors or omissions to the work performed by the work center, in the event any work is deemed unsatisfactory or unacceptable by the RTA, all at no additional compensation;
4. Reasonably make certain that the work center will adequately monitor, supervise, and otherwise control and be solely responsible for all persons performing work on its behalf; and
5. Cooperate with the RTA and any person performing work for the RTA.

### **B. Invoices.**

1. EDS must submit invoices monthly (unless agreed otherwise between the Parties to this Agreement) to the RTS for goods or services provided under this Agreement no later than 10 calendar days following the end of the period covered by the invoice. Untimely invoices may result in delayed payment for which the RTA is not liable. At a minimum, each invoice must include the following information:

- A. Name;
- B. Date of Invoice;
- C. Invoice Number; and
- D. Description of the Services completed.

2. All invoices must be signed by an authorized representative of EDS under penalty of perjury attesting to the validity and accuracy of the invoice.

3. The RTA may require changes to the form of the invoice and may require additional supporting documentation to be submitted with invoices.

## ARTICLE II - THE RTA OBLIGATIONS

A. **Administration.** The RTA will:

1. Administer this Agreement through the Regional Transit Authority Facilities Maintenance Department;
2. Provide EDS and the community-certified work center with facility access and badges and other documents deemed necessary for the work center's performance of any work required under this Agreement;
3. Provide access to Department personnel to discuss the required services during normal working hours, as requested by EDS and/or the community-certified work center; and

## ARTICLE III – COMPENSATION

In consideration of the services described in the Scope of Work the RTA agrees to pay EDS:

A. Ongoing total Monthly Cost: \$43,980.93 per month

(Canal - \$28,453.03, Carrolton - \$2,882.00, East N.O. - \$12,645.90)

B. Additional work when requested: \$21.75 per hour.

C. Window cleaning costs: \$5,800 per annual service request or as needed

(Canal – exterior windows and interior lobby windows- \$4,600 & East NO Admin Building-exterior windows-\$1,200)

D. **Maximum Amount.** The maximum amount funded or payable by the RTA under this Agreement is \$533,565.16 for annual service and \$21,750 for estimated additional services for a total not to exceed amount of \$555,321.16.

E. Payment terms are Net 30 days after receipt of a proper invoice.

## ARTICLE IV - DURATION AND TERMINATION

A. **Term.** The term of this agreement shall be for 1 year from the Effective Date.

B. **Extension.** The RTA can opt to extend the term of this Agreement provided that the RTA Board of Commissioners approves the extension.

C. **Termination for Convenience.** RTA may terminate this Agreement at any time during the term of the Agreement by giving EDS written notice of the termination at least 30 calendar days before the intended date of termination.

D. **Termination for Cause.** RTA may terminate this Agreement immediately for cause by sending written notice to EDS. "Cause" includes without limitation any failure to perform any obligation or abide by any condition of this Agreement or the failure of any representation or warranty in this Agreement. If a termination for cause is subsequently challenged in a court of law and the challenging party prevails, the termination will be deemed to be a termination for

convenience effective 30 days from the date of the original written notice of termination for cause was sent to the challenging party; no further notice will be required.

#### **ARTICLE V - INDEMNITY**

**A. In General.** To the fullest extent permitted by law, RTA, EDS and the designated community-certified work centers will indemnify, defend, and hold harmless each respective party, its agents, employees, officials, insurers, self-insurance funds, and assigns (collectively, the “**Indemnified Parties**”) from and against any and all claims, demands, suits, and judgments of sums of money accruing against the Indemnified Parties: for loss of life or injury or damage to persons or property arising from or relating to any act or omission or the operation of any party to this contract, as well as the designated community-certified work center, its agents or employees while engaged in or in connection with the discharge or performance of any services under this Agreement; and for any and all claims and/or liens for labor, services, or materials furnished to any respective party in connection with the performance of work under this Agreement.

**B. Limitation.** Each respective party’s indemnity does not extend to any loss arising from the negligence, gross negligence or willful misconduct of any of the respective Indemnified Party, provided that no other party or actor under this agreement or said party’s or actor’s agents or employees contributed to such gross negligence or willful misconduct.

**C. Independent Duty.** Each party has an immediate and independent obligation to, at the indemnified party’s option: (a) defend the indemnified party from or (b) reimburse the indemnified party for its costs incurred in the defense of any claim that actually or potentially falls within this indemnity, even if: (1) the allegations are or may be groundless, false, or fraudulent; or (2) the indemnifying party is ultimately absolved from liability.

**D. Expenses.** Notwithstanding any provision to the contrary, each indemnifying party shall bear the expenses including, but not limited to, the indemnified party's reasonable attorney fees and expenses, incurred by the indemnified party in enforcing this indemnity.

#### **ARTICLE VI – INSURANCE**

To protect RTA against liability in connection with, or resulting from the carrying out of this contract, EDS shall ensure that the community-certified work center provide, before the work is commenced hereunder, and shall at all time during the life of the contract carry at the expense of the community-certified work center, with a reliable insurance company, and approved to do business in the State of Louisiana, all insurance required by local, state or federal laws should there be any such requirement(s). EDS shall deliver to the RTA a Certificate of Insurance when required.

During the term of this Agreement the community-certified work center shall obtain and maintain the following types and amounts of insurance. EDS shall furnish to RTA Certificates showing types, amounts, class of operations covered, effective dates and dates of expiration of policies:

- Worker's Compensation Insurance as required by applicable Louisiana Law.
- Vehicle Liability Insurance in the amount of \$1,000,000.00.
- General Liability Insurance in the amount of \$1,000,000.00.

## **ARTICLE VII - PERFORMANCE MEASURES**

**A. Factors.** The RTA will measure the performance of EDS and its designated community-certified work center according to the following non-exhaustive factors: work performed in compliance with the terms of the Agreement; staff availability; staff training; staff professionalism; staff experience; customer service; communication and accessibility; prompt and effective correction of situations and conditions; timeliness and completeness of submission of requested documentation (such as records, receipts, invoices, insurance certificates, and computer-generated reports).

**B. Failure to Perform.** If EDS and/or the assigned community-certified work center fails to perform according to the Agreement, the RTA will notify EDS. If there is a continued lack of performance after notification, the RTA may declare EDS in default and may pursue any appropriate remedies available under the Agreement and/or any applicable law. In the event of a notification of default, the RTA will invoice EDS for any increase in costs and other damages sustained by the RTA. Further, the RTA will seek full recovery from EDS.

## **ARTICLE X - NON-DISCRIMINATION**

**A. Equal Employment Opportunity.** In all hiring or employment made possible by, or resulting from this Agreement, EDS (1) will not discriminate against any employee or applicant for employment because of race, color, religion, sex, gender, age, physical or mental disability, national origin, sexual orientation, creed, culture, or ancestry, and (2) where applicable, will take affirmative action to ensure that the EDS's employees are treated during employment without regard to their race, color, religion, sex, gender, age, physical or mental disability, national origin, sexual orientation, creed, culture, or ancestry. This requirement shall apply to, but not be limited to the following: employment, upgrading, demotion or transfer, recruitment or recruitment advertising, layoff or termination, rates of pay or other forms of compensation, and selection for training, including apprenticeship. All solicitations or advertisements for employees shall state that all qualified applicants will receive consideration for employment without regard to race, color, religion, sex, gender, age, physical or mental disability, national origin, sexual orientation, creed, culture, or ancestry.

**B. Non-Discrimination.** In the performance of this Agreement, EDS will not discriminate on the basis, whether in fact or perception, of a person's race, color, creed, religion, national origin, ancestry, age, sex, gender, sexual orientation, gender identity, domestic partner status, marital status, physical or mental disability, or AIDS- or HIV-status against (1) any employee of the RTA working with EDS in any of EDS's operations within Orleans Parish or (2) any person seeking accommodations, advantages, facilities, privileges, services, or membership in all business, social, or other establishments or organizations operated by EDS. EDS agrees to comply with and abide

by all applicable federal, state and local laws relating to non-discrimination, including, without limitation, Title VI of the Civil Rights Act of 1964, Section V of the Rehabilitation Act of 1973, and the Americans with Disabilities Act of 1990.

**C. Incorporation into Subcontracts.** EDS will incorporate the terms and conditions of this Article into all subcontracts, by reference or otherwise, and will require all subcontractors to comply with those provisions.

**D. Termination for Breach.** The RTA may terminate this Agreement for cause if the EDS fails to comply with any obligation in this Article, which failure is a material breach of this Agreement.

## **ARTICLE XI - INDEPENDENT CONTRACTOR**

**A. Independent Contractor Status.** EDS is an independent contractor and shall not be deemed an employee, servant, agent, partner, or joint venture of the RTA and will not hold itself or any of its employees, subcontractors or agents to be an employee, partner, or agent of the RTA.

**B. Exclusion of Worker's Compensation Coverage.** The RTA will not be liable to EDS, as an independent contractor as defined in La. R.S. 23:1021(6), for any benefits or coverage as provided by the Workmen's Compensation Law of the State of Louisiana. Under the provisions of La. R.S. 23:1034, any person employed by EDS will not be considered an employee of the RTA for the purpose of Worker's Compensation coverage.

**C. Exclusion of Unemployment Compensation Coverage.** EDS, as an independent contractor, is being hired by the RTA under this Agreement for hire and defined in La. R.S. 23:1472(12)(E) and neither EDS nor anyone employed by it will be considered an employee of the RTA for the purpose of unemployment compensation coverage, which coverage same being hereby expressly waived and excluded by the parties, because: (a) EDS has been and will be free from any control or direction by the RTA over the performance of the services covered by this contract; (b) the services to be performed by EDS are outside the normal course and scope of the RTA's usual business; and (c) EDS has been independently engaged in performing the services required under this Agreement prior to the date of this Agreement.

**D. Waiver of Benefits.** EDS, as an independent contractor, will not receive from the RTA any sick and annual leave benefits, medical insurance, life insurance, paid vacations, paid holidays, sick leave, pension, or Social Security for any services rendered to the RTA under this Agreement.

## **ARTICLE XII- FORCE MAJEURE**

**A. Event.** An event of Force Majeure will include any event or occurrence not reasonably foreseeable by the RTA at the execution of this Agreement, which will include, but not be limited to, abnormally severe and unusual weather conditions or other acts of God (including tropical weather events, tornados, hurricanes, and flooding); declarations of emergency; shortages of labor or materials (not caused by RTA ); riots; terrorism; acts of public enemy; war; sabotage; cyber-attacks, threats, or incidents; epidemics or pandemics; court or governmental order; or any other cause whatsoever beyond the reasonable control of RTA , provided such event was not

caused by the negligence or misconduct of RTA , by the failure of RTA to comply with applicable laws, or by the breach of this Agreement.

**B. Notice.** To seek the benefit of this Article, the RTA must provide notice in writing to EDS stating: (1) an event triggering this Article has occurred; (2) the anticipated effect of the Force Majeure event on performance; and (3) the expected duration of the delay, if the Agreement is being suspended.

**C. Effect.**

1. Upon the occurrence of a Force Majeure event, for which the RTA has provided required notice, the RTA may, at its sole discretion:
  - a. Suspend this Agreement for a duration to be set by the RTA, not to exceed 90 days. During such time of suspension, the Parties will not be liable or responsible for performance of their respective obligations under this Agreement, and there will be excluded from the computation of such period of time any delays directly due to the occurrence of the Force Majeure event. During any such period of suspension, EDS must take all commercially reasonable actions to mitigate against the effects of the Force Majeure event and to ensure the prompt resumption of performance when so instructed by the RTA; or
  - b. Terminate this Agreement, either immediately or after one or more periods of suspension, effective on notice to EDS and without any further compensation due.
2. Notwithstanding Section C(1) above, the obligations relating to making payments when due (for services or materials already provided) and those obligations specified to survive in the Agreement will be unaffected by any suspension or termination.

**ARTICLE XIII - NOTICE**

**A. In General.** Except for any routine communication, any notice, demand, communication, or request required or permitted under this Agreement will be given in writing and delivered in person or by certified mail, return receipt requested as follows:

1. To the RTA:

**Chief of Asset Management**

**2817 Canal Street**

**New Orleans, Louisiana 70119**

&

Chief Legal Officer  
2817 Canal Street  
New Orleans, Louisiana 70119

2. To EDS:

**NAME AND ADDRESS OF POINT OF CONTACT FOR PARTY  
REFERENCE TO RECEIVE NOTICES**

**B. Effectiveness.** Notices are effective when received, except any notice that is not received due to the intended recipient's refusal or avoidance of delivery is deemed received as of the date of the first attempted delivery.

**C. Notification of Change.** Each party is responsible for notifying the other in writing that references this Agreement of any changes in its address(es) set forth above.

**ARTICLE XIV - ADDITIONAL PROVISIONS**

**A. Amendment.** No amendment of or modification to this Agreement shall be valid unless and until executed in writing by the duly authorized representatives of both parties to this Agreement.

**B. Assignment.** This Agreement and any part of the EDS's interest in it are not assignable or transferable without the RTA's prior written consent.

**C. Choice of Law.** This Agreement will be construed and enforced in accordance with the laws of the State of Louisiana without regard to its conflict of laws provisions.

**D. Construction of Agreement.** Neither party will be deemed to have drafted this Agreement. This Agreement has been reviewed by the Parties and shall be construed and interpreted according to the ordinary meaning of the words used so as to fairly accomplish the purposes and intentions of the Parties. No term of this Agreement shall be construed or resolved in favor of or against the RTA or EDS on the basis of which party drafted the uncertain or ambiguous language. The headings and captions of this Agreement are provided for convenience only and are not intended to have effect in the construction or interpretation of this Agreement. Where appropriate, the singular includes the plural and neutral words and words of any gender shall include the neutral and other gender.

**E. Employee Verification.** EDS swears that (i) it is registered and participates in a status verification system to verify that all employees in the State of Louisiana are legal citizens of the United States or are legal aliens; (ii) it shall continue, during the term of this Agreement, to utilize a status verification system to verify the legal status of all new employees in the State of Louisiana; and (iii) it shall require all subcontractors to submit to EDS a sworn affidavit verifying compliance with items (i) and (ii) above. Any violation of the provisions of this paragraph may subject this Agreement to termination, and may further result in EDS being ineligible for any public contract for a period of 3 years from the date the violation is discovered. EDS further acknowledges and agrees that it shall be liable for any additional costs incurred by the RTA occasioned by the termination of this Agreement or the loss of any license or permit to



do business in the State of Louisiana resulting from a violation of this provision. EDS will provide to the RTA a sworn affidavit attesting to the above provisions if requested by the RTA . The RTA may terminate this Agreement for cause if EDS fails to provide such the requested affidavit or violates any provision of this paragraph.

**F. Entire Agreement.** This Agreement, including all incorporated documents, constitutes the final and complete agreement and understanding between the parties. All prior and contemporaneous agreements and understandings, whether oral or written, are superseded by this Agreement and are without effect to vary or alter any terms or conditions of this Agreement.

**G. Exhibits.** The following exhibits will be and are incorporated into this Agreement:

Exhibit A – Scope of Work

**H. Jurisdiction.** EDS consents and yields to the jurisdiction of the State Civil Courts of the Parish of Orleans and formally waives any pleas or exceptions of jurisdiction on account of the residence of EDS.

**I. Limitations of the RTA 's Obligations.** The RTA has no obligations not explicitly set forth in this Agreement or any incorporated documents or expressly imposed by law.

**J. No Third-Party Beneficiaries.** This Agreement is entered into for the exclusive benefit of the parties and the parties expressly disclaim any intent to benefit anyone not a party to this Agreement.

**K. Non-Exclusivity.** This Agreement is non-exclusive and the RTA may provide services to other clients, subject to the RTA 's approval of any potential conflicts with the performance of this Agreement and the RTA may engage the services of others for the provision of some or all of the work to be performed under this Agreement.

**L. Non-Solicitation Statement.** EDS has not employed or retained any company or person, other than a bona fide employee working solely for it, to solicit or secure this Agreement. EDS has not paid or agreed to pay any person, other than a bona fide employee working for it, any fee, commission, percentage, gift, or any other consideration contingent upon or resulting from this Agreement.

**M. Non-Waiver.** The failure of either party to insist upon strict compliance with any provision of this Agreement, to enforce any right or to seek any remedy upon discovery of any default or breach of the other party at such time as the initial discovery of the existence of such noncompliance, right, default or breach shall not affect or constitute a waiver of either party's right to insist upon such compliance, exercise such right or seek such remedy with respect to that default or breach or any prior contemporaneous or subsequent default or breach.

**N. Ownership of Records.** Upon final payment, all data collected and all products of work prepared, created or modified by EDS in the performance of this Agreement, including without limitation any and all notes, tables, graphs, reports, files, computer programs, source code, documents, records, disks, original drawings or other such material, regardless of form and whether finished or unfinished, but excluding EDS's personnel and administrative records and any tools, systems, and information used by EDS to perform the services under this Agreement, including computer software (object code and source code), know-how, methodologies, equipment, and processes and any related intellectual property (collectively, "Work Product")

will be the exclusive property of RTA and the RTA will have all right, title and interest in any Work Product, including without limitation the right to secure and maintain any copyright, trademark, or patent of Work Product in the RTA's name. No Work Product may be reproduced in any form without the RTA's express written consent. The RTA may use and distribute any Work Product for any purpose the RTA deems appropriate without the EDS's consent and for no additional consideration to the EDS.

**O. Prohibition of Financial Interest in Agreement.** No official or employee of the RTA shall have a financial interest, direct or indirect, in this Agreement. For purposes of this provision, a financial interest held by the spouse, child, or parent of any elected official or employee of the RTA shall be deemed to be a financial interest of such elected official or employee of the RTA. Any willful violation of this provision, with the expressed or implied knowledge of EDS, shall render this Agreement voidable by the RTA and shall entitle the RTA to recover, in addition to any other rights and remedies available to the RTA, all monies paid by the RTA to EDS pursuant to this Agreement without regard to the EDS's otherwise satisfactory performance of the Agreement.

**P. Prohibition on Political Activity.** None of the funds, materials, property, or services provided directly or indirectly under the terms of this Agreement shall be used in the performance of this Agreement for any partisan political activity, or to further the election or defeat of any candidate for public office.

**Q. Remedies Cumulative.** No remedy set forth in the Agreement or otherwise conferred upon or reserved to any party shall be considered exclusive of any other remedy available to a party. Rather, each remedy shall be deemed distinct, separate and cumulative and each may be exercised from time to time as often as the occasion may arise or as may be deemed expedient.

**R. Severability.** Should a court of competent jurisdiction find any provision of this Agreement to be unenforceable as written, the unenforceable provision should be reformed, if possible, so that it is enforceable to the maximum extent permitted by law or, if reformation is not possible, the unenforceable provision shall be fully severable and the remaining provisions of the Agreement remain in full force and effect and shall be construed and enforced as if the unenforceable provision was never a part the Agreement.

**S. Subcontractor Reporting.** EDS will provide a list of all natural or artificial persons who are retained by EDS at the time of the Agreement's execution and who are expected to perform work as subcontractors in connection with EDS's work for the RTA. For any subcontractor proposed to be retained by EDS to perform work on the Agreement with the RTA, EDS must provide notice to the RTA within 30 days of retaining that subcontractor. If EDS fails to submit the required lists and notices, the RTA may, after thirty 30 days' written notice to EDS, take any action it deems necessary, including, without limitation, causing the suspension of any payments, until the required lists and notices are submitted.

**T. Survival of Certain Provisions.** All representations and warranties and all obligations concerning record retention, inspections, audits, ownership, indemnification, payment, remedies, jurisdiction, and choice of law shall survive the expiration, suspension, or termination of this Agreement and continue in full force and effect.

**U. Terms Binding.** The terms and conditions of this Agreement are binding on any

heirs, successors, transferees, and assigns.

**ARTICLE XV – COUNTERPARTS**

This Agreement may be executed in one or more counterparts, each of which shall be deemed to be an original copy of this Agreement, but all of which, when taken together, shall constitute one and the same agreement.

**ARTICLE XVI - ELECTRONIC SIGNATURE AND DELIVERY**

The Parties agree that a manually signed copy of this Agreement and any other document(s) attached to this Agreement delivered by email shall be deemed to have the same legal effect as delivery of an original signed copy of this Agreement. No legally binding obligation shall be created with respect to a party until such party has delivered or caused to be delivered a manually signed copy of this Agreement.

**[SIGNATURES CONTAINED ON NEXT PAGE]**

**[The remainder of this page is intentionally left blank.]**

**IN WITNESS WHEREOF**, the RTA and EDS, through their duly authorized representatives, execute this Agreement.

**REGIONAL TRANSIT AUTHORITY**

**BY:** \_\_\_\_\_  
**LONA EDWARDS HANKINS, CHIEF EXECUTIVE OFFICER**

Executed on this \_\_\_\_\_ of \_\_\_\_\_, 202\_\_

**EMPLOYMENT DEVELOPMENT SERVICES**

**BY:** \_\_\_\_\_  
**NAME AND TITLE**

\_\_\_\_\_  
**FEDERAL TAX I.D.**

**[EXHIBIT(S) CONTAINED ON NEXT PAGE(S)]**

**Exhibit A**  
**Scope of Work**

**Section A**

**The janitorial scope of work for the three RTA facilities encompasses a comprehensive outline of specific cleaning tasks tailored to each location. These facilities include unique requirements and operational schedules. The scope specific cleaning frequencies, cleaning routines, ensuring all areas, from common spaces to restrooms, are maintained to the highest standards of cleanliness. This structured approach guarantees a consistently clean and safe environment for all employees and visitors. RTA facility building locations and square footage are as follows:**

- 1. Canal Compound: 2817 Canal Street, New Orleans, LA 70119**
  - a) Building No.1 – Canal Adm/Office/Gar = 211,660sf
  - b) Building No. 2 – Canal Vault/Fueling = 9,020sf
  - c) Building No. 3 – Canal Bus Wash/Tire Repair = 8,289sf
  - d) Building No. 4 – Canal Guard Shack = 1,000sf
  - e) Building No. 5 – Streetcar Maintenance/Wash = 32,100
  
- 2. Carrollton: 8201 Willow Street, New Orleans, LA 70118**
  - a) Building No. 1 – Carrollton Streetcar Barn = 93,600sf
  
- 3. East New Orleans Compound: 3900 & 3901 Desire Parkway, New Orleans, LA 70126**
  - a) Building No. 1 – ENO Guard Shack = 1,000sf
  - b) Building No. 2 - ENO Adm/Office = 12,600sf
  - c) Building No. 3 – ENO Maintenance = 66,500sf
  - d) Building No. 4 – ENO Chassis Wash = 2,000sf
  - e) Building No. 5 – ENO Bus Wash = 2,000sf
  - f) Building No. 6 – ENO Vault/Fueling = 3,000sf
  
- 4. Canal Street Ferry Terminal**
  - a) Canal Street Ferry Terminal = 2,000sf (Alternate Price)

**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 RTA'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 agency 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 agency.**

**Section B**

**1. Work Schedule**

The Service Provider employees shall complete all the work required within the scope. 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 routing 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
<b>WEEKLY</b>			
<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 Rooms 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	Concrete surfaces



		Around Lot	
<b>MONTHLY</b>			
Location	Task		Component
<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>			
Location	Task		Component
	*	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
<b>Parking Areas and Roof Deck</b>	*	Sweep/Remove Trash	Concrete surfaces
	*	Pressure wash (Doorway Entrance Areas)	Concrete Surfaces near doorways and elevators
<b>SEMI-ANNUALLY</b>			
Location	Task		Component
<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

## Section C

### 1. Work and Deliverable

The EDS Service provider (community-certified work center) 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: EDS shall perform quality control measures to ensure that the task descriptions that follow, which are the minimum acceptable cleaning performance standards under this Agreement, are met:
  - (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 RTA 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, coat racks, 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 EDS 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. EDS must bag all waste material and place it inside containers provided for that purpose.
38. **Replenishable Supplies:** EDS 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 contact supervisor verbally followed by written notification to RTA or building manager with date of observation.

## **Section D**

### **1. Supplies**

The EDS 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 agreement 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 agreement. 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:

<b>Common Products to be used</b>		
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

EDS 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 agreement 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.