TO: L.T. SERVICES, INC.  
2815 HARTLAND ROAD, SUITE 300  
FALLS CHURCH, VA 22043  

DATE ISSUED: JUNE 8, 2011  
CURRENT REFERENCE NO: 112-11LW  
CONTRACT TITLE: DES - CUSTODIAL SERVICES COUNTYWIDE  
PRIOR REFERENCE NO: N/A  

THIS IS A NOTICE OF AWARD OF CONTRACT AND NOT AN ORDER. NO WORK IS AUTHORIZED UNTIL THE VENDOR RECEIVES A VALID COUNTY PURCHASE ORDER ENCUMBERING CONTRACT FUNDS.

Your firm is awarded the above referenced contract in accordance with your bid dated March 17, 2011. The contract term covered by this Notice of Award is effective IMMEDIATELY and expires on MARCH 31, 2012.

This is the FIRST year award notice of a possible FIVE year contract.

The contract documents consist of the terms, conditions, and specifications of Invitation to Bid No. 112-11LW and the bid of the Contractor, incorporated herein by reference.

CONTRACT PRICING:

1) REFER TO CONTRACTOR'S BID FORM.

2) PRICING FIRM FOR FIRST TWENTY FOUR (24) MONTHS. PRICE ADJUSTMENTS FOR ENSUING RENEWAL OPTIONS BASED ON AUGUST CPI-U.

ATTACHMENTS:

1) CONTRACTOR'S BID FORM

2) INVITATION TO BID 112-11LW

EMPLOYEES NOT TO BENEFIT:

NO COUNTY EMPLOYEE SHALL RECEIVE ANY SHARE OR BENEFIT OF THIS CONTRACT NOT AVAILABLE TO THE GENERAL PUBLIC.

VENDOR CONTACT: MICHAEL NGUYEN  
VENDOR TEL. NO.: 703-698-8838  
VENDOR PAYMENT TERMS: NET 30 DAYS  
VENDOR FAX. NO.: 703-698-8909  
TAX IDENTIFICATION NUMBER (EIN/SSN): 541237597  
EMAIL ADDRESS: Michael.n@ltservices.com

COUNTY CONTACT: JAMES MENDITTO  
COUNTY TEL. NO.: 703-228-4451

CONTRACT AUTHORIZATION  
DATE  
Pamela Hayes  
Assistant Purchasing Agent

DISTRIBUTION  
VENDOR: 1  
BID FOLDER: 2
ARLINGTON COUNTY, VIRGINIA
OFFICE OF THE PURCHASING AGENT
INVITATION TO BID NO. 112-1ILW

BID FORM PAGE 1 OF 6

SUBMIT TWO (2) FULLY-COMPLETED AND SIGNED BID FORMS TO THE OFFICE OF
THE BID CLERK, SUITE 511, 2100 CLARENDON BLVD., ARLINGTON, VIRGINIA,
22201 (ONE FORM SHALL CONTAIN AN ORIGINAL LONGHAND SIGNATURE; THE OTHER
SHALL BE A PHOTOCOPY OF THE SIGNED ORIGINAL)

BIDS WILL BE OPENED AT 3:00 P.M., ON APRIL 26, 2011

FOR PROVIDING CUSTODIAL SERVICES COUNTYWIDE PER THE TERMS, CONDITIONS
AND SPECIFICATIONS OF THIS SOLICITATION:

The undersigned understands and acknowledges the following:

The official, true, and complete copy of the solicitation documents,
WHICH SHALL INCLUDE ALL AMENDMENTS THERETO, is the hard copy of the
documents available from the Office of the Purchasing Agent.

An electronic copy of the solicitation documents provided at the County
Purchasing Agent’s website (http://www.arlingtonva.us/purchasing) is
subject to an important disclaimer which must be acknowledged online
before the documents can be downloaded.

Each bidder is responsible for determining the accuracy and
completeness of ALL solicitation documents they receive, including
documents obtained from the County by either of the methods described
above, and documents obtained from all other sources.

<table>
<thead>
<tr>
<th>LOCATION</th>
<th>1st YEAR CHARGE</th>
<th>2nd YEAR CHARGE</th>
</tr>
</thead>
<tbody>
<tr>
<td>1. Central Library</td>
<td>$94,828.44</td>
<td>$94,328.44</td>
</tr>
<tr>
<td>2. Court Square West</td>
<td>$68,748.09</td>
<td>$68,748.09</td>
</tr>
<tr>
<td>3. Fenwick</td>
<td>$69,070.53</td>
<td>$69,070.53</td>
</tr>
<tr>
<td>4. Drewry Building</td>
<td>$38,298.91</td>
<td>$38,298.91</td>
</tr>
<tr>
<td>5. George Mason Center</td>
<td>$38,298.91</td>
<td>$38,298.91</td>
</tr>
<tr>
<td>6. 1810 N. Edison Street</td>
<td>$23,074.32</td>
<td>$23,074.32</td>
</tr>
<tr>
<td>7. Westover Library</td>
<td>$38,621.36</td>
<td>$38,621.36</td>
</tr>
<tr>
<td>8. Madison Center</td>
<td>$23,074.32</td>
<td>$23,074.32</td>
</tr>
<tr>
<td>9. Walter Reed Community Center</td>
<td>$71,954.78</td>
<td>$71,954.78</td>
</tr>
<tr>
<td>10. Argus House</td>
<td>$15,462.03</td>
<td>$15,462.03</td>
</tr>
<tr>
<td>11. Clarendon House (Quarterly Cleaning)</td>
<td>$3,391.37</td>
<td>$3,391.37</td>
</tr>
<tr>
<td>12. Berkley</td>
<td>$12,282.59</td>
<td>$12,282.59</td>
</tr>
<tr>
<td>13. Harvey Hall</td>
<td>$19,268.17</td>
<td>$19,268.17</td>
</tr>
<tr>
<td>14. CP Smith</td>
<td>$23,074.32</td>
<td>$23,074.32</td>
</tr>
<tr>
<td>TOTAL</td>
<td>$539,448.14</td>
<td>$539,448.14</td>
</tr>
</tbody>
</table>

BIDDER NAME: J.T. Services, Inc.
15. Hourly rates for Additional Services (Paragraph VII.B. on page 16)
   a. Project Manager   \$15.00/hr
   b. Custodian        \$12.75/hr

16. Did the bidder submit documentation of experience as required on page 8?
   Yes  X  No

17. Did the bidder submit its proposed staffing plan as required on page 8?
   Yes  X  No

18. Did the bidder submit its quality control program information as required on
    page 8? Yes  X  No

19. Did the bidder submit its payroll documentation as required on page 8?
    Yes  X  No

20. Did the bidder submit a list of green chemicals/equipment as required on page
    8? Yes  X  No

21. Did the bidder submit safety training program documentation as required on
    page 8? Yes  X  No

22. Supply List:

   COMPLETE THE FOLLOWING AS PART OF THE BID FORM. THE CONTRACTOR IS
   ADVISED THAT THE LISTS ARE BY NO MEANS EXHAUSTIVE AND THAT THE
   RESPONSIBILITY OF PROVIDING THE SUPPLIES AND EQUIPMENT NECESSARY AND
   ESSENTIAL FOR PERFORMING WORK SPECIFIED UNDER THE CONTRACT RESTS WITH
   THE CONTRACTOR. ALL CHEMICALS AND PAPER PRODUCTS MUST MEET GREEN SEAL
   REQUIREMENTS OUTLINED IN BID SPECIFICATIONS.

<table>
<thead>
<tr>
<th>ITEM</th>
<th>BRAND</th>
</tr>
</thead>
<tbody>
<tr>
<td>a. PLASTIC TRASH CAN LINERS</td>
<td>ABEL Industries</td>
</tr>
<tr>
<td>b. PAPER TOWELS (RECYCLED)</td>
<td>Bay West Eco Soft Green Seal</td>
</tr>
<tr>
<td>c. TWO-PLY TOILET PAPER (RECYCLED)</td>
<td>Bay West Eco Soft Green Seal</td>
</tr>
<tr>
<td>d. HAND SOAP</td>
<td>Pro Link</td>
</tr>
<tr>
<td>e. TOILET SEAT COVERS</td>
<td>Bay West Eco Soft Green Seal</td>
</tr>
<tr>
<td>f. CLEANER, GLASS/WINDOW</td>
<td>Envirox H2Orange2</td>
</tr>
<tr>
<td>g. CLEANER, BATHROOM</td>
<td>Envirox H2Orange2</td>
</tr>
<tr>
<td>h. CLEANER, BOWL</td>
<td>Butcher</td>
</tr>
<tr>
<td>i. CLEANER, MULTI-PURPOSE</td>
<td>Bucher</td>
</tr>
<tr>
<td>j. FLOOR CARE, STRIPPER</td>
<td>ABEL Industries</td>
</tr>
</tbody>
</table>

BIDDER NAME:  L.T. Services, Inc.
k. FLOOR CARE, FINISH
l. FLOOR CARE, SEALER
m. FLOOR CARE, POLISH
n. METAL POLISH
o. FURNITURE CARE, POLISH (VINYL)
p. FURNITURE CARE, POLISH (WOOD)
q. CARPET SPOT/STAIN REMOVER
r. STEAM & CARPET CLEANER
s. DISINFECTANT
t. TILE CLEANER
u. GUM REMOVER
v. DUST MOP TREATMENT
w. WOOD CLEANER
x. PORCELAIN CLEANER
y. STAINLESS STEEL CLEANER
z. BRASS POLISH

23. Equipment List

C THE CONTRACTOR IS ADVISED THAT THE LISTS ARE BY NO MEANS EXHAUSTIVE AND THAT THE RESPONSIBILITY OF PROVIDING THE SUPPLIES AND EQUIPMENT NECESSARY AND ESSENTIAL FOR PERFORMING WORK SPECIFIED IN THE CONTRACT RESTS WITH THE CONTRACTOR:

<table>
<thead>
<tr>
<th>ITEM</th>
<th>MANUFACTURER</th>
<th>QUANTITY</th>
</tr>
</thead>
<tbody>
<tr>
<td>a. VACUUMS, COMMERCIAL GRADE, 1.5 HP MINIMUM</td>
<td>Windsor</td>
<td>17</td>
</tr>
<tr>
<td>b. WET/DRY VACUUM</td>
<td>Power Flite</td>
<td>8</td>
</tr>
<tr>
<td>c. BACKPACK VACUUM</td>
<td>Pro Team</td>
<td>17</td>
</tr>
<tr>
<td>d. FLOOR SCRUB MACHINE</td>
<td>Rabbit</td>
<td>10</td>
</tr>
<tr>
<td>e. FLOOR BUFF MACHINE, HI SPEED</td>
<td>Windsor</td>
<td>11</td>
</tr>
<tr>
<td>f. FLOOR BUFF MACHINE, LO SPEED</td>
<td>Multi-function machine, same as item d.</td>
<td></td>
</tr>
<tr>
<td>g. CARPET STEAM CLEANER</td>
<td>Tornado</td>
<td>9</td>
</tr>
<tr>
<td>h. BROOMS, INDOOR/OUTDOOR</td>
<td>Robbermaid</td>
<td>30</td>
</tr>
<tr>
<td>i. DUST PAN</td>
<td>Robbermaid</td>
<td>30</td>
</tr>
<tr>
<td>j. MOP, WET</td>
<td>Robbermaid</td>
<td>40</td>
</tr>
</tbody>
</table>

BIDDER NAME: L.T. Services, Inc.
k. MOP, DUST, TREATED
   Rubbermaid 40
l. BUCKET
   Rubbermaid 40
m. WRINGER
   Rubbermaid 40
n. WET FLOOR SIGNS
   Rubbermaid 40
o. MOBILE TRASH CAN WITH CADDY
   Rubbermaid 14
p. SPECIAL HIGH CLEANING EQUIP
   Rubbermaid 5
q. DUSTERS, LAMBS WOOL OR EQUIV
   Rubbermaid 24
r. COMMODE BRUSH
   Rubbermaid 20
s. WINDOW CLEANING UTENSILS
   Rubbermaid 14

TRADE SECRETS OR PROPRIETARY INFORMATION:
Trade secrets or proprietary information submitted by an bidder in
connection with a procurement transaction shall not be subject to
public disclosure under the Virginia Freedom of Information Act.
However, Section 4-111 of the Arlington County Purchasing Resolution
states that the bidder must invoke the protection of this section prior
to or upon submission of the data or other materials, and must identify
the data or other materials to be protected and state the reasons why
protection is necessary.

Please mark one:

( ) No, the bid I have submitted does not contain any trade
secrets and/or proprietary information.

(X) Yes, the bid I have submitted does contain trade secrets
and/or proprietary information.

If Yes, you must clearly identify below the exact data or
other materials to be protected and list all applicable
page numbers of the bid containing such data or materials:

Company Profile pg 6, Capability Statement pg 7, Quality Assurance Program pg 21-60,
References pg 92-102, Implementation Plan pg 108-113, Appendix II

State the specific reason(s) why protection is necessary:

Contains sensitive information such as company id numbers & certification numbers,
detailed company operation strategies, sensitive client information, &
sensitive employee information.

BIDDER NAME: L.T. Services, Inc.

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112-11LW
If you fail to identify the data or other materials to be protected and state the reasons why protection is necessary in the space provided above, you will not have invoked the protection of Section 4-111 of the Purchasing Resolution. Accordingly, effective upon the award of contract, the bid will be open for public inspection consistent with applicable law.

CERTIFICATION OF NON-COLLUSION: The undersigned certifies that this bid is not the result of, or affected by, any act of collusion with another person (as defined in the Code of Virginia § 59.1-68.6 et seq.), engaged in the same line of business or commerce; or any act of fraud punishable under the Virginia Governmental Frauds Act (Code of Virginia § 18.2-498.1 et seq.).

CONTACT PERSON AND MAILING ADDRESS FOR DELIVERY OF NOTICES
Provide the name and address of the person designated by the Bidder to receive notices and other communications (Refer to section headed Notices in the Contract Terms and Conditions of this solicitation for further details):

Michael Nguyen / CEO
2815 Hartland Road, Suite 300
Falls Church, VA 22043

THE PROPER LEGAL NAME OF THE FIRM OR ENTITY SUBMITTING THIS BID MUST BE WRITTEN IN THE SPACE PROVIDED BELOW. THIS BID FORM, AND ALL OTHER DOCUMENTS REQUIRED BY THE INVITATION TO BID TO BE SUBMITTED WITH THIS BID FORM, INCLUDING, BUT NOT LIMITED TO ALL ISSUED AMENDMENTS, MUST BE FULLY AND ACCURATELY COMPLETED AND SIGNED BELOW BY A PERSON AUTHORIZED TO LEGALLY BIND THE BIDDER, OR THE BID MAY BE REJECTED:

AUTHORIZED SIGNATURE

PRINT NAME AND TITLE Michael Nguyen / CEO

INDICATE THE NAME AND CONTACT INFORMATION OF THE PERSON WHO CAN RESPOND AUTHORITATIVELY TO ANY QUESTIONS REGARDING THIS BID (I.E. PROJECT MANAGER):

NAME (PRINTED): Michael Nguyen TITLE: CEO
E-MAIL ADDRESS: michael.n@ltservicesinc.com TEL. NO.: 703-698-8838
<table>
<thead>
<tr>
<th>SUBMITTED BY: (LEGAL NAME OF ENTITY)</th>
<th>L.T. Services, Inc.</th>
</tr>
</thead>
<tbody>
<tr>
<td>ADDRESS:</td>
<td>2815 Hartland Road, Suite 300</td>
</tr>
<tr>
<td>CITY/STATE/ZIP:</td>
<td>Falls Church, VA 22043</td>
</tr>
<tr>
<td>TELEPHONE NO:</td>
<td>703-698-8838</td>
</tr>
<tr>
<td>FACSIMILE NO.:</td>
<td>703-698-8909</td>
</tr>
<tr>
<td>TAX ID NUMBER (EIN/SSN):</td>
<td>54-1237597</td>
</tr>
<tr>
<td>THIS FIRM IS A:</td>
<td>□ CORPORATION, □ GENERAL PARTNERSHIP, □ LIMITED PARTNERSHIP, □ UNINCORPORATED ASSOCIATION, □ LIMITED LIABILITY COMPANY, □ SOLE PROPRIETORSHIP</td>
</tr>
<tr>
<td>IS FIRM AUTHORIZED TO TRANSACT BUSINESS IN THE COMMONWEALTH OF VA?</td>
<td>YES</td>
</tr>
<tr>
<td>IDENTIFICATION NO. ISSUED TO THE FIRM BY THE SCC:</td>
<td>0235374-6</td>
</tr>
<tr>
<td>ANY BIDDER EXEMPT FROM SCC AUTHORIZATION REQUIREMENT SHALL INCLUDE A STATEMENT WITH ITS BID WHY THEY ARE NOT REQUIRED TO BE SO AUTHORIZED</td>
<td></td>
</tr>
<tr>
<td>IS YOUR FIRM OR ANY OF ITS PRINCIPALS CURRENTLY DEBARRED FROM SUBMITTING BIDS TO ARLINGTON COUNTY, VIRGINIA, OR ANY OTHER STATE OR POLITICAL SUBDIVISION?</td>
<td>NO</td>
</tr>
<tr>
<td>BIDDER STATUS:</td>
<td>MINORITY OWNED: X</td>
</tr>
<tr>
<td>WOMAN OWNED:</td>
<td>NEITHER:</td>
</tr>
</tbody>
</table>
ARLINGTON COUNTY, VIRGINIA
OFFICE OF THE PURCHASING AGENT
2100 CLARENDON BOULEVARD, SUITE 500
ARLINGTON, VA 22201
(703) 228-3410

INVITATION TO BID NO. 112-11LW

SEALED BIDS WILL BE RECEIVED IN HAND IN THE OFFICE OF THE BID CLERK,
SUITE 511, 2100 CLARENDON BOULEVARD, ARLINGTON, VIRGINIA 22201, UNTIL
3:00 P.M. ON THE 26TH DAY OF APRIL, 2011 FOR:

PROVISION OF CUSTODIAL SERVICES AT FOURTEEN (14) FACILITIES LOCATED IN
ARLINGTON COUNTY VIRGINIA FOR UP TO A FIVE-YEAR PERIOD.

At the time, date and place stated above, bids will be publicly opened.

Bid Surety in the amount of not less than 5% of the bid must be
submitted with the bid. Performance and Payment Bonds in the amount of
100% of the award will be required of the successful bidder.

AN ADVANCE NONREFUNDABLE FEE OF $5.00 IS REQUIRED FOR EACH HARD COPY
SET OF THE SOLICITATION DOCUMENTS.

A prebid conference will be held at 10:00 a.m. on April 12, 2011 at
Walter Reed Center, 2909 16th Street, South. ATTENDANCE IS OPTIONAL.
Minutes of the prebid conference will be recorded by the County and
will be incorporated into the solicitation documents through an
amendment. Interested bidders are urged to attend.

Arlington County reserves the right to reject any and all bids, cancel
this solicitation, and to waive any informalities or irregularities in
procedure. A bidder's submission of a bid indicates its acceptance of
these terms.

Arlington County, Virginia
Office of the Purchasing Agent

Mr. Ashley Barnes
Buyer
abarnes@arlingtonva.us
I. INSTRUCTIONS TO BIDDERS

1. ADDITIONAL INFORMATION
All questions relating to this solicitation shall be submitted in writing to Mr. Ashley Barnes in the Office of the Purchasing Agent, at abarnes@arlingtonva.us. For a question to be considered, the subject line of the email must state the following: ITB No. 112-11LW Questions. Questions should be succinct and must include the submitter’s name, title, company name, company address, and telephone number. Bidders are prohibited from contacting County staff other than the Office of the Purchasing Agent.

NO QUESTIONS WILL BE CONSIDERED IF THEY ARE SUBMITTED WITHIN THE SEVEN (7) CALENDAR DAYS IMMEDIATELY PRECEDING THE DEADLINE FOR RECEIPT OF BIDS.

If any questions or responses require revisions to this solicitation as it was originally published, such revisions will be by formal amendment only. Bidders are cautioned that any written, electronic, or oral representations made by any County representative or other person that appear to change materially any portion of the solicitation shall not be relied upon unless subsequently ratified by a written amendment to this solicitation issued by the Office of the Purchasing Agent.

2. COMPETITION INTENDED
It is the County’s intent that this solicitation promotes competition. It shall be the bidder's responsibility to advise Arlington County if any language, requirements or specifications restrict or limit the purchase to a single source. Such notification must be received by the Arlington County Purchasing Agent not later than fifteen (15) calendar days prior to the date and time set for bid opening. A review of such notifications will be made and the bidder notified of the results of the review.

3. BID FORM SUBMISSION
The required Bid Form is provided in the solicitation. One (1) fully-completed Bid Form with an original longhand signature, and a photocopy of the signed original (two (2) sets total), shall be submitted by hand, in a sealed envelope or package, to the Office of the Bid Clerk, Suite 511, 2100 Clarendon Boulevard, Arlington, Virginia, 22201, no later than the date and time deadline specified in the Invitation to Bid above. Timely submission is solely the responsibility of the bidder. Bid Forms received after the specified date and time will be rejected. The exterior of the envelope or package shall indicate the name of the bidder, the scheduled bid opening date and time, and the number of the Invitation To Bid. Bids submitted by facsimile or electronically will not be accepted.

A bidder’s failure to submit a bid with a fully-completed Bid Form, using the Bid Form provided in this solicitation, shall be cause for rejection of that bidder’s bid. A bid will be rejected if its corresponding Bid Form is not signed in the designated space by a person authorized to legally bind the bidder.
Modification of or additions to the Bid Form may be cause for rejection of the bid; however, Arlington County reserves the right to decide, on a case by case basis, in its sole discretion, whether or not to reject such a bid as nonresponsive. As a precondition to bid acceptance, Arlington County may, in its sole discretion, request that the bidder withdraw or modify any such modifications or additions which do not affect quality, quantity, price, or delivery. Bids and all documents related to this solicitation submitted to Arlington County by a bidder or a prospective bidder shall, upon receipt by Arlington County, become the property of the County.

4. **BIDDER CERTIFICATION**
Submission of a signed Bid Form is certification by the respective bidder that it is registered with the Virginia State Corporation Commission, if applicable, it is the legal entity authorized to enter into an agreement with the County, and that it will accept any award made to it as a result of the submission.

5. **EXCEPTIONS**
Bidders taking exception to any part or section or term of this solicitation, including, by way of illustration and not limitation, the Scope of Services, the Special Conditions, and any attachments or references hereto or thereto, shall indicate such exceptions on the Bid Form. Failure to indicate any exceptions shall be interpreted as the bidder's intent to fully comply with the solicitation as written. However, conditional or qualified bids with such exceptions, unless specifically allowed in this solicitation, are subject to rejection in whole or in part as nonresponsive.

6. **NONCONFORMING TERMS AND CONDITIONS**
If a bidder submits with its bid alternate terms and conditions that do not conform to the terms and conditions in this solicitation, the bid will be subject to rejection for unresponsiveness. Arlington County reserves the right to permit the bidder to withdraw nonconforming terms and conditions from its bid prior to a determination by the County of unresponsiveness as a result of the submission of nonconforming terms and conditions.

7. **EQUIVALENT EXPERIENCE AND REFERENCES - NOT USED**

8. **ERRORS IN EXTENSION**
Where the unit price and the extension price are at variance, the unit price will prevail.

9. **DISCOUNTS**
Discounts contingent on payment of invoices by Arlington County within a stipulated period of time will be accepted as a component of a bid, but will not be considered by Arlington County when evaluating bid prices or when making an award.

10. **EXPENSES INCURRED IN PREPARING BID**
Arlington County accepts no responsibility for any expense incurred by any bidder in the preparation and presentation of a bid. All expenses related to a bid are the sole responsibility of the bidder.
11. BIDDER INVESTIGATIONS
Before submitting a bid, each bidder must make all investigations and examinations necessary to ascertain all conditions and requirements affecting the full performance of the contract and to verify any representations made by Arlington County that the bidder will rely upon. No pleas of ignorance of such conditions and requirements resulting from failure to make such investigations and examinations will relieve the successful bidder from its obligation to comply in every detail with all provisions and requirements of the contract documents or will be accepted as a basis for any claim whatsoever for any monetary consideration on the part of the successful bidder.

12. INCOMPLETE DOCUMENTS
Each bidder is responsible for having determined the accuracy and/or completeness of the solicitation documents upon which it relied in making its bid, and has an affirmative obligation to notify the Arlington County Purchasing Agent immediately upon discovery of an apparent or suspected inaccuracy, error in, or omission of any pages, drawings, sections, or addenda whose omission from the documents was apparent from a reference or page numbering or other indication in the solicitation documents.

If a potential bidder downloaded an electronic version of the solicitation documents, that potential bidder is responsible for determining the accuracy and/or completeness of the electronic documents.

If the successful bidder proceeds with any activity that may be affected by an inaccuracy, error in, or omission in the solicitation documents of which it is aware but has not notified the Arlington County Purchasing Agent, the bidder hereby agrees to perform any activity described in the missing or incomplete documents at bidder's sole expense and at no additional cost to Arlington County.

13. QUALIFICATION OF BIDDERS
Each bidder may be required, before the award of contract, to show to the complete satisfaction of the Purchasing Agent that it has the necessary facilities, ability, and financial resources to comply with the contract and furnish the service, material or goods specified herein in a satisfactory manner. Each bidder may also be required to provide past history and references which will enable the Purchasing Agent to be satisfied as to the bidder's qualifications. Failure to qualify according to the foregoing requirements will result in bid rejection by Arlington County.

14. DEBARMENT STATUS
The bidder shall indicate in the space provided on the Bid Form, whether or not it, or any of its principals, is/are currently debarred from submitting bids to Arlington County, Virginia, or any other state or political subdivision, and whether or not it is an agent of any person or entity that is currently debarred from submitting bids to
Arlington County, Virginia, or any other state or political subdivision. An affirmative response may be considered grounds for rejection of the bid.

15. ALTERNATE BID
Bidders who have other items they wish to offer in lieu of, or in addition to, what is required by this solicitation shall submit a separate bid clearly marked “ALTERNATE BID”. Alternate bids will be automatically deemed nonresponsive and will not be considered for award. Such bids will, however, be examined prior to awarding the contract contemplated herein and may result in either cancellation of all bids in order to permit rewriting of the solicitation to include the alternate item in a rebid or the alternate item may be considered for future requirements.

16. INFORMALITIES
Arlington County reserves the right to waive minor defects or variations from the exact requirements of the solicitation in a bid insofar as those defects or variations do not affect the price, quality, quantity, or delivery schedule of the services being procured. If insufficient information is submitted for Arlington County to properly evaluate the bid by a bidder; Arlington County reserves the right to require such additional information as it may deem necessary after the bid opening time and date, provided that the information requested does not change the price, quality, quantity, or delivery schedule for the services being procured.

17. ARLINGTON COUNTY BUSINESS LICENSES
The successful bidder must comply with the provisions of Chapter 11 (“Licenses”) of the Arlington County Code, if applicable. For information on the provisions of that Chapter and its applicability to this solicitation, contact the Arlington County Business License Division, Office of the Commissioner of the Revenue, 2100 Clarendon Blvd., Suite 200, Arlington, Virginia, 22201, telephone number (703) 228-3060.

18. AUTHORITY TO TRANSACT BUSINESS
Any bidder organized as a stock or nonstock corporation, limited liability company, business trust, or limited partnership or registered as a registered limited liability partnership shall be authorized to transact business in the Commonwealth as a domestic or foreign business entity if so required by Title 13.1 or Title 50 of the Virginia Code, or as otherwise required by law. The proper full and legal name of the firm or entity and the identification number issued to the bidder by the State Corporation Commission must be written in the space provided on the Bid Form. Any bidder that is not required to be authorized to transact business in the Commonwealth shall include in its bid a statement describing why the bidder is not required to be so authorized. The County may require a firm to provide documentation prior to award which: 1) clearly identifies the complete name and legal form of the firm or entity (i.e. corporation, limited partnership, etc.), and 2) establishes that the firm or entity is authorized by the State Corporation Commission to transact business in the Commonwealth of Virginia. Failure of a prospective and/or successful bidder to provide such documentation shall be grounds for rejection of the bid or cancellation of the award. For further

19. VIRGINIA CONTRACTOR LICENSE - NOT USED

20. BID WITHDRAWAL PRIOR TO BID OPENING
No bid can be withdrawn after it is filed with the Bid Clerk unless the bidder makes a request in writing to the Purchasing Agent prior to the time set for the opening of bids or unless Arlington County fails to award or issue a notice of intent to award the bid within ninety (90) days after the date fixed for opening bids.

21. WITHDRAWAL OF BID FROM CONSIDERATION AFTER BID OPENING
After the opening of a bid, a bidder may withdraw its bid from consideration if the price of the bid is substantially lower than other bids due solely to a mistake therein, provided the bid is submitted in good faith, the mistake is a clerical mistake as opposed to a judgment mistake, and is actually due to an unintentional arithmetic error or an unintentional omission of a quantity of work, labor or material made directly in the compilation of the bid, which unintentional error or unintentional omission can be clearly shown by objective evidence drawn from inspection of original work papers, documents and materials used in the preparation of the bid sought to be withdrawn. No partial withdrawals of bids will be permitted after the time and date set for the bid opening. The bidder must give notice in writing to the Arlington County Purchasing Agent of a claim of right to withdraw a bid and provide all original work papers, documents and other materials used in the preparation of the bid sought to be withdrawn, within two (2) business days after the date of bid opening. A bid may be withdrawn if the bidder makes its request in writing to the County Purchasing Agent prior to the time set for the opening of bids, or if Arlington County fails to award or issue a notice of intent to award the bid within ninety (90) days after the date fixed for opening bids.

22. PARKING
At most Arlington County government facilities, parking for contractors' vehicles is not provided by Arlington County. A contractor is responsible for the payment of any parking charges or fines resulting from illegal parking at any worksite(s).

23. REQUIREMENTS CONTRACT AND ACKNOWLEDGEMENT
Bidders acknowledge that the contract that will be entered into as a result of this solicitation will be a requirements contract. Arlington County will have no obligation to the successful bidder if no items or services are required. Any quantities which are included in this solicitation are the present expectations of those who are planning for Arlington County for the period of the contract. The amount is only an estimate and each bidder understands and agrees that Arlington County is under no obligation to the successful bidder to buy any amount as a result of having provided this estimate or of having had any normal or otherwise measurable requirement in the past. Each bidder further understands that Arlington County may require services in excess of the estimated annual contract amount and that such excess shall not give rise to any claim for compensation other than at the unit prices in the contract.
24. **Trade Secrets or Proprietary Information**

Trade secrets or proprietary information that is submitted by a bidder or contractor in connection with a procurement transaction or prequalification application submitted pursuant to subsection 4-101(2) of the Arlington County Purchasing Resolution may be exempted from public disclosure under the Virginia Freedom of Information Act ("VFOIA"). However, the bidder or contractor must invoke the protection of this subsection prior to or upon submission of the data or other materials, and must identify clearly and in writing, on the Bid Form, the data or other materials to be protected and state the reasons why protection is necessary or falls within the exception to the VFOIA. It is the bidder’s sole responsibility to defend such exemptions if challenged in a court of competent jurisdiction.

25. **Interest in More Than One Bid and Collusion**

Multiple bids received in response to this solicitation from an individual, firm, partnership, corporation, affiliate, or association under the same or different names will be rejected. Reasonable grounds for believing that a bidder is interested in more than one (1) bid for a solicitation both as a bidder and as a subcontractor for another bidder will result in rejection of all bids in which the bidder is interested. However, a firm acting only as a subcontractor may be included as a subcontractor for two (2) or more bidders submitting a bid for the work. Any or all bids may be rejected if reasonable grounds exist for believing that collusion exists among any bidders. Bidders rejected under the above provisions shall be disqualified if they respond to a re-solicitation for the same work.

26. **Living Wage Contract**

If this solicitation and resulting contract is subject to the Service Contract Wage ("Living Wage") provisions covered under Article 4-103 of the Arlington County Purchasing Resolution, all employees of a contractor or subcontractor working on County-owned or County-occupied property shall be an hourly wage no less than the Living Wage published on the County’s website. By submitting a bid, the bidder certifies that it will comply with this provision and ensure that its subcontractors, if any are authorized, comply with this provision. (Refer to Section 58 under Contract Terms and Conditions for further details specific to this solicitation/contract.)

27. **Best Value Approach**

This solicitation is issued under the "Best Value" approach, as it is defined in the Arlington County Purchasing Resolution. Under this approach, in determining the "lowest responsible bidder", the County may consider, in addition to price, any of the following:

a. The ability, capacity, skill and financial resources of the bidder to perform the contract or to provide the service required;

b. Whether the bidder can perform the contract or provide the service promptly, or within the time specified, without delay or interference;

c. Whether the bidder provides goods or services that are the best value for the County;
d. The character, integrity, reputation, judgment, experience, and/or efficiency of the bidder;

e. The quality of work and of performance under previous contracts or services;

f. The previous and existing compliance by the bidder with laws and ordinances relating to the contract or service;

g. The ability of the bidder to provide future maintenance and service for the use of the subject of the contract;

h. Whether the bidder is in arrears to the County on a debt or contract or is a defaulter on surety or whether the bidder's taxes or assessments are delinquent;

i. Whether the bidder complies with Service Contract Wage requirements set forth in the Contract Terms and Conditions.

28. BEST VALUE BID SUBMISSION REQUIREMENTS

In addition to the completed and properly executed Bid Form, bidders shall provide the following information with their bids:

a. Describe the Quality Assurance program your company has. Provide one month's documentation on the program (i.e. inspection forms and other documents) used in one of your accounts.

b. A list of all training and benefits that the bidder’s firm provides to those employees.

d. A Staffing Plan including all information as described in section VII C.

e. A list of equipment by facility that the bidder intends to use in fulfilling the contract anticipated by this solicitation. Provide details on the chemicals that will be used.

f. A list of at least five (5) references from commercial customers, including one (1) local, state or federal government that demonstrates the bidder’s ability to provide the services sought by this solicitation.

g. A list of the employees intended to be assigned to work on County property under the contract anticipated by this solicitation, including their names, titles, and current hourly wage rates. If any of these employees' current hourly wage rate is less than $12.75, the bidder must include an acknowledgement of the bidder’s intent to comply with Service Contract Wage requirements in this solicitation.
29. **BEST VALUE AWARD PROCESS**
At the time of the bid opening, a Bid Evaluation Form, enclosed in a sealed envelope, will be made a public record. The Bid Evaluation Form shall include the criteria applicable to the contract weighted according to the value of those criteria under this solicitation.

For each bid received, and for each criterion listed, County staff will assign a number of points reflecting, in their sole opinion, the degree by which the bid satisfies each criterion. The assigned number of points will then be multiplied by the weight assigned to each criterion. A sum of the resulting numbers will identify the bid which represents the best value under this solicitation. The bidder with the highest total evaluation points will be awarded the contract.

30. **INSURANCE REQUIREMENTS**
Each bidder must review the insurance requirements section carefully with its insurance agent or broker prior to submitting a bid to ensure they can provide the specific coverage requirements and limits applicable to this solicitation. If the bidder is not able to meet the insurance requirements of the solicitation, alternate insurance coverage satisfactory to Arlington County may be considered. Written requests for consideration of alternate coverage must be received by the County Purchasing Agent at least ten (10) working days prior to the date set for receipt of bids. If the County denies the request for alternate coverage, the coverage required by the Insurance Requirements section must be provided. If the County permits alternate coverage, an amendment to the Insurance Checklist will be issued prior to the time and date set for receipt of bids.

31. **CONDITIONS OF THE RIDER CLAUSE - NOT USED**

32. **NOTICE OF DECISION TO AWARD**
The County will post a written Notice of Decision to Award in the Office of the Bid Clerk, Suite 511, 2100 Clarendon Boulevard, Arlington, Virginia, 22201, stating the date the decision to award was made, and identifying the name(s) of the awardee(s).
II. SCOPE OF SERVICES

BACKGROUND
The intent of this Invitation to Bid is to establish a Contract with one firm to provide custodial services in Arlington County for a one (1) year period. The Contract may be extended for four (4) additional one-year periods upon mutual agreement of the County and the Contractor.

Services under this contract will be provided at these locations:

1. Edison Center 1810 N Edison Street
2. George Mason Center 1801 N George Mason Drive
3. Drewry Center 1735 N George Mason Drive
4. Madison Center 3829 N Stafford Street
5. Courts Square West 1400 N Uhle Street
6. Walter Reed Center 2909 16th Street South
7. Argus House 1527 Clarendon Blvd
8. Central Library 1015 N Quincy Street
9. Fort CF Smith 2411 North 24th Street
10. Penwick Center 800 S Walter Reed Drive
11. Clarendon House 3141 10th Street N
12. Harvey Hall 850S Greenbrier St.
13. Berkley 2910 S Glebe Road
14. Westover Library 1800 North Lexington Street

I. GENERAL REQUIREMENTS
A. The Contractor shall furnish all labor, supervision, equipment, materials, and supplies necessary to perform custodial services, with the exception of all restroom dispensers, light bulbs and fluorescent tubes provided by the County. All materials provided by the Contractor (such as, by way of illustration and not limitation, paper towels, toilet paper, toilet seat covers, liquid soap, and chemicals) shall be approved by the County. All paper products shall be compatible with existing dispensers.

B. The Contractor shall clean the facilities between 5:00 p.m. and 10:00 p.m., Monday through Friday unless otherwise stated in this specification, except on the following County-observed holidays:

- New Year's Day
- Columbus Day
- Lee/Jackson/King Day
- Veterans Day
- Washington's Birthday
- *Thanksgiving (2-Day Holiday)
- Memorial Day
- Independence Day
- Christmas Day
- Labor Day

The County may also designate other County-observed holidays.

\*Exception: service at Walter Reed Center shall resume the day after Thanksgiving Day.

C. A copy of the complete Scope of Services, including the Technical Specifications and Performance Standards, shall be kept in the Contractor’s office area.
The Contractor shall ensure that all its employees understand the Scope of Services. If the employee is unable to read English but is literate in another language, the Contractor shall provide translations in the appropriate language. A copy of any translations shall be provided by the Contractor to the County Project Officer.

D. The Contractor shall remove all recycling materials from the inside of the buildings to one (1) designated location outside the buildings. The designated location and schedule for frequency of pickups will be provided by the County.

E. Meeting room setups shall be necessary at the following locations:
   a. Walter Reed Center
   b. Central Library
   c. Madison Center
   d. George Mason Center

F. Line Staff and Staffing Requirements
The Bidder shall submit its proposed staffing plan for this contract which shall at a minimum include the following hours:

<table>
<thead>
<tr>
<th>Contract Manager</th>
<th>8 hrs</th>
<th>M - F</th>
</tr>
</thead>
<tbody>
<tr>
<td>1810 EDISON CENTER</td>
<td>4 hrs nightly</td>
<td>M - F</td>
</tr>
<tr>
<td>GEORGE MASON CENTER</td>
<td>8 hrs nightly</td>
<td>M - F</td>
</tr>
<tr>
<td>DREWSY CENTER</td>
<td>8 hrs nightly</td>
<td>M - F</td>
</tr>
<tr>
<td>DHS (Day porter)</td>
<td>4 hrs 11:00 am-3:00 pm</td>
<td>M - F</td>
</tr>
<tr>
<td>MADISON CENTER (PRCR)</td>
<td>4 hrs daily</td>
<td>M - F</td>
</tr>
<tr>
<td>COURT SQUARE WEST</td>
<td>16 hrs evening</td>
<td>M - F</td>
</tr>
<tr>
<td>WALTER REED CENTER:</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Day Porter</td>
<td>6.5 hrs</td>
<td>M - F</td>
</tr>
<tr>
<td>Day Porter</td>
<td>4 hrs</td>
<td>SUN</td>
</tr>
<tr>
<td>Evening Coverage</td>
<td>8 hrs</td>
<td>M - F</td>
</tr>
<tr>
<td>Evening Coverage</td>
<td>6 hrs</td>
<td>SAT</td>
</tr>
<tr>
<td>Argus House:</td>
<td>2 hrs</td>
<td>M - F</td>
</tr>
<tr>
<td>CENTRAL LIBRARY:</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Day Porter</td>
<td>16 hrs nightly</td>
<td>SUN - FRI</td>
</tr>
<tr>
<td>Day Porter</td>
<td>8 hrs Sat (12:00p.m.-4:00p.m.)</td>
<td></td>
</tr>
<tr>
<td>Day Porter</td>
<td>8 hrs Sun (12:00p.m.-4:00p.m.)</td>
<td></td>
</tr>
<tr>
<td>WESTOVER LIBRARY:</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Day Porter</td>
<td>8 hrs nightly</td>
<td>M - W, F</td>
</tr>
<tr>
<td>Day Porter</td>
<td>8 hrs 2:00pm-10:00pm</td>
<td>SAT</td>
</tr>
<tr>
<td>FT. C.F. SMITH:</td>
<td>4 hrs, daily</td>
<td>M - F</td>
</tr>
<tr>
<td>CLARENDON HOUSE:</td>
<td>Quarterly cleaning</td>
<td></td>
</tr>
<tr>
<td>HARVEY HALL:</td>
<td>3 hours, 5 days per week</td>
<td></td>
</tr>
</tbody>
</table>
BERKLEY: 2 hours 3 days per week
FENWICK CENTER 8 hrs, 6:00pm-10:00pm M-F
8 hrs day porter M-F

All buildings shall be serviced Monday-Friday unless specified above.

II. CONTRACTOR’S EMPLOYEES - GENERAL

A. The Contractor shall provide the County a full list of employees designated to perform services under this Contract with their full name and social security number within ten (10) days of Contract Award. This list shall be updated monthly. The list shall include any back-up custodians who may work in the County to replace regularly scheduled staff. The Contractor agrees to immediately remove any employee the County determines to be unacceptable. The name of any new employee shall be provided the County Project Officer no more than five (5) days following employee's hire.

B. The Contractor's employees shall at all times while performing work under this Contract wear uniforms that clearly identify the Contractor's company name and employee's name at all times during the performance of services under this contract.

C. The County will issue to the Contractor’s cleaning staff County ID badges. These ID’s shall be worn at all times when staff is in County facilities. When Contractor employees leave employment of the Contractor, the County-issued ID must be returned to the County within one (1) business day and before a new ID is issued to the new employee. The County will also issue access cards for buildings that require electronic entry. If an access card is lost, the Contractor shall be pay the County a $25 fee to replace the access card.

D. The Contractor shall require its employees to follow all security procedures required by the County.

E. The Contractor shall notify the County’s Project Officer either by phone or in writing when a temporary change in a management or supervisory employee occurs and provide the name and contact information of the replacement employee.

F. The Contractor shall notify the County’s Project Officer in writing within thirty (30) days before a permanent change in management or supervisor occurs and provide the name and contact information of their replacement for County approval.

III. CONTRACTOR’S EMPLOYEES - PROJECT MANAGER

A. The Project Manager (PM) shall submit to the County Project Officer by close of business each Monday a weekly report containing a list of all problems encountered over the week; projects completed; maintenance issues; daily inspection summaries, time cards, and an overall summary of week's activities.
B. The PM shall be able to communicate in and understand English (both verbal and written) and be able to respond to the needs communicated by the County's Project Officer.

C. The PM shall be responsible for all keys assigned, and for the security of the buildings. If the PM or any of the Contractor's employees lose any keys, the Contractor shall be liable for the total cost of re-keying the entire facility affected.

D. The PM shall be responsible for the conduct and performance of the Contractor's employees and compliance with the following rules:

1. Contractor's employees who are under the influence of alcohol or illegal drugs shall not be permitted in the facility.

2. No loud or boisterous conduct.

3. Contractor's employees shall not disturb papers on desks, open desk drawers or cabinets at any time.

4. Contractor's employees shall not use or tamper with office machines, equipment or County employee property at any time.

5. Contractor's employees shall not use the County's business telephones at any time.

6. Contractor's employees are not to be accompanied in their work areas on the premises by acquaintances, family members, assistants, or any other person unless said person is an authorized working Contractor employee.

7. The PM shall report any adverse conditions (leaky faucets, stopped toilets and drains, broken fixtures, light bulbs out, damage to walls, odors, etc.), as well as any unusual happenings in the facility to the County’s Project Officer daily.

8. The PM shall conduct weekly inspections of each facility to ensure compliance with the contract.

9. The Contractor shall provide to the PM a smart phone capable of sending and receiving e-mails.

10. If the PM is out due to vacation or illness for more than two (2) business days, the Contractor shall provide a qualified replacement PM.
IV. CONTRACTOR’S EMPLOYEES - CUSTODIANS

A. The Contractor shall employ a sufficient number of experienced Custodians to adequately perform all the specified duties and services, including Custodians specially trained in maintaining the following: wood, brass, marble and other stone surfaces; various types of tile and carpeting; and other premium surface materials. The Contractor shall provide appropriate custodial staff to complete to perform specified duties. Custodians shall be instructed by the PM regarding the schedule of cleaning within their assigned area(s).

B. Training: The Contractor shall be responsible for all specialty and routine training of its employees. Written documentation certifying such training shall be provided to the County’s Project Officer upon request. The Contractor shall train its employees on Right-to-Know laws, blood-borne pathogens and any other training necessary to meet OSHA and Federal Regulations. The training shall be conducted annually and when new employees are hired.

C. The County reserves the right to require the removal of any employee of the Contractor from the building at any time that, in the determination of the County Project Officer, is incompetent, careless, insubordinate or otherwise objectionable. The PM shall remove the employee from the premises at the direction of the County.

V. EQUIPMENT

Space will be provided by the County for all equipment supplied by the Contractor which remains on the job site during the term of the contract.

A. Contractor shall furnish equipment, be responsible for the inventory and keep all equipment clean to accomplish the work.

B. Equipment shall be equipped with all necessary protective padding to prevent damage to building finishes and tenant property.

C. Equipment shall comply with all safety requirements and shall function properly at all times. Equipment shall be maintained per manufacturer recommendations and meet all OSHA requirements.

D. Contractor shall ensure its employees are provided necessary safety protection required while using motorized equipment. The Contractor shall indicate on the Bid Form the manufacturer and types of equipment that they have available for use under the Contract.

VI. SUPPLIES

Supplies shall be made available to the County’s Project Officer for inspection and approval. A Custodial closet will be provided in each building for the storage of all supplies (chemicals, solvents, paper goods, etc.) furnished by the Contractor. All supplies shall be
appropriate for the jobs and be of no harm to finishes. The Contractor shall furnish all supplies necessary and as required below including but not limited to:

A. All paper products (toilet paper two (2) ply, paper towels, and toilet seat covers) shall contain 100% recycled content and a minimum of 30% post consumer recycled content and manufactured without the additional use of elemental chlorine or chlorine compounds. Paper products shall be approved by the County and provided by the Contractor.

B. Cleaning Supplies
   a. Cleaning supplies shall be Green Seal Standard (GS-37) approved or California Code of Regulation low volatile organic compounds (VOC). Some chemicals approved by the County can be waived of this requirement (floor finish, stripper). The County must approve use and storage of all cleaning products in the facility prior to use.
   
   b. Mixing of all cleaning chemical concentrates and water shall be completed in a designated area approved by the County Project Officer.

   c. Material Safety Data Sheets (MSDS) for all chemicals and solvents used by the Contractor shall be provided to the County's Project Officer for approval. A copy of the MSDS sheets must be on site and updated at all times. Sufficient supplies shall be maintained on the job site at all times in the Custodial closet in each building and made available to the Contractor's employees for use in performance of the required services.

C. Labeling of Supplies/Chemicals
   The Contractor shall purchase and issue all chemicals in their original containers. Materials that require precautionary warnings shall have affixed to all containers such labels or markings as are prescribed by law, regulatory agencies or this Contract. Markings or labeling of materials containing hazardous or toxic substance or wastes shall be in accordance with all Federal, State and County laws, ordinances, rules and regulations.

D. Slip Resistance
   The Contractor shall verify that all floor finishes, seals, spray buff solutions and other such chemicals applied to non carpeted floors provide adequate protection against slippery floors. Any observed instances of slippery floors shall be corrected immediately upon discovery.

VII. SPECIAL REQUIREMENTS

A. Inclement Weather
   The Contractor shall provide custodial services in inclement weather. In the event the County closes any facility due to
inclement weather the Contractor shall be relieved of its responsibility for cleaning during the closure. However, the Contractor shall provide services the next day that the facilities are open.

B. Special or Emergency Cleaning
When the FM is directed by the County's Project Officer to clean an area for a special occasion or in an emergency situation, the Contractor shall furnish all labor and supervision as required to fulfill the order. The number of persons on the special/emergency cleaning crew shall be approved in advance by the County Project Officer. The Contractor will be paid for special or emergency cleaning services based on the hourly rates for additional services submitted on the Bid Form.

C. Contractor's Staffing Plan
Prior to Contract award, the Contractor shall submit to the County Project Officer a complete plan of its operations, including but not limited to the following:

1. Number of employees assigned to each area;

2. Name, address, and telephone number of assigned Project Manager;

3. Schedule of cleaning functions including dates for other than nightly functions that will be performed during the period of the contract; and

4. Example of inspection forms and procedures on how inspections will be conducted.

5. Material Safety Data Sheets for all applicable supplies (chemicals, solvents, etc.) to be furnished by the Contractor prior to use.

6. A detailed periodic work plan.

D. Contractor Quality Control Program

1. The Contractor shall establish a complete quality control program to assure the requirements of the Contract are provided as specified. A draft Quality Control Plan (QCP) shall be submitted with the bid. The QCP shall be a system for identifying and correcting deficiencies in the quality of services before the level of performance becomes unacceptable and/or the County's Project Officer discovers deficiencies. The program shall include but not be limited to the following:

a. An inspection system tailored to the specific facilities covering all services stated in the tasks and frequencies segment of the Contract (refer to sections IX and X). The
Contractor shall devise a checklist for use during the performance of the work. The checklist must be signed and dated to indicate the time inspection was completed. It is not permissible for the person who performs the work to inspect and accept that work.

b. An on-site file of all inspections conducted by the Contractor and the corrective action taken. This documentation shall be made available to the County Project Officer upon request during the term of the Contract.

2. Failure by the Contractor to implement the approved plan and pursue it diligently from the commencement of the Contract may be considered grounds for termination of the contract. Services to be rendered under this Contract are subject to County inspection, both during and after completion of the tasks. The County's inspection and evaluation process is NOT a substitute for Quality Control by the Contractor.

VIII. METHOD OF PAYMENT AND CONSEQUENCE OF FAILURE TO PERFORM SERVICES
Payment will be made by the County to the Contractor monthly in arrears, each month's payment being 1/12th of the annual rate bid subject to any adjustments allowed by this specification. The County reserves the right to reduce the monthly payment for unsatisfactory performance in accordance with rates set out in the Schedule of Prices for Building Cleaning Deductions (See Attachment #2).

The County's Project Officer or designee may inspect at any time for compliance with the terms of the Contract. The Contractor will receive written notice of deficiencies by copy of the inspection reports, or complaint letters validated by the County Project Officer:

A. Prior to charging damages/deductions;

B. When the Contractor's performance is unsatisfactory or deductions are to be charged, a Janitorial Contract Discrepancy Report (Attachment #1) shall be issued by the County's Project Officer. The Contractor shall legibly reply in writing within 24 hours explaining:

1. The reasons for the unsatisfactory performance;
2. The corrective action(s) to be taken;
3. Procedures to be implemented to prevent recurrence.

C. The County will provide a time clock and time cards for the purpose of tracking hours worked by the Contractor. These documents will be reviewed by the Project Officer to ensure the Contractor is providing at least the minimum number of hours required by this contract. If the hours do not meet the minimum number
without a reasonable explanation (sick days of two (2) or fewer per week) then the County will deduct from that month’s invoice the hours short x $12.75. If the County finds that the time cards have been punched without the staff having worked the hours, a $250 deduction shall be taken from the Contractor for each incident.

D. During the first three (3) months of the Contract, the PM shall meet once per week on-site with the County Project Officer and informally on a daily basis with the County’s Project Officer and other designated County staff as necessary for the purpose of discussing performance. The meetings shall be documented by the County Project Officer or designee. The Contractor shall state in writing any disagreement with the minutes.

E. After the first three (3) months of the Contract, the PM shall meet twice a month (formally) and daily (informally) with the County’s Project Officer and other designated County officials for the purpose of discussing performance as requested by either party.
IX. TECHNICAL SPECIFICATIONS AND PERFORMANCE STANDARDS

PART I
TECHNICAL SPECIFICATIONS

A. Paper and Trash Collection

All trash and paper shall be removed and deposited at the dumpster sites.

1) Receptacle Emptying and Cleaning

All trash receptacles shall be emptied according to schedule. All receptacles shall be relined with clean plastic liners.

2) Miscellaneous Trash and Paper Collection

All trash and paper left in corridors or near trash receptacles and obviously intended as trash shall be collected and removed to the designated dumpster. Any questionable item shall be verified as intended for disposal before it can be disposed.

3) Receptacle Cleaning and Disinfecting

According to schedule, trash receptacles shall be thoroughly cleaned and disinfected, such cleaning to include any rigid liners within receptacles. Care shall be taken to thoroughly dry metal parts to prevent rust.

PART II
PERFORMANCE STANDARDS

A. Paper and Trash Collection

1) Receptacle Emptying and Cleaning

Receptacles shall be kept clean and odor free. Trash and paper shall not be allowed to accumulate in hallways or overflow receptacles. Dumpster sites shall be kept clean and orderly. Trash shall not be allowed to blow around grounds. Spills resulting from collection process shall be promptly cleaned.

2) Miscellaneous Trash and Paper Collection

Trash and paper left in hallways, corridors, etc. or placed beside receptacles shall be collected and removed according to specific instructions made by the County or the Contractor.

3) Receptacle Cleaning and Disinfecting

Receptacles shall be free from dirt, food, or beverage soils and odors.
B. Restroom Cleaning and Servicing

Restrooms shall be cleaned with proper dilutions of disinfectant/detergent cleaning products to control disease-causing organisms and to prevent odors. Servicing shall be accomplished to assure adequacy of supplies and hygienic condition of restrooms.

1) Fixture Cleaning and Disinfecting

Fixtures including toilet bowls, hand basins and urinals shall be cleaned according to schedule. Special care shall be paid to floor and wall mounting brackets and sealants so as not allow accumulations of dirt, urine and other soils.

2) Stall Partition Cleaning

Stall partitions and partitions between urinals shall be cleaned according to schedule.

3) Mirror and Chrome Cleaning

Mirrors, chrome and other metal trim shall be cleaned and polished according to schedule. Included shall be metal supply dispensers, metal door pushes, metal light switches. Abrasive cleaners shall not be used.

1) Fixture Cleaning and Disinfecting

Fixtures shall present a clean, shining appearance free from dust, spots, stains, rust, mildew, soap residues, mineral deposits, organic material, etc. Wall and floor brackets and other fixture junctures shall be free of accumulations of dirt and urine.

2) Stall Partition Cleaning

Stall and urinal partitions shall present a clean appearance free from water streaks, stains, soil, or other unsightly omissions, and free from dust on top edges. Graffiti shall be scrubbed or wiped off as soon after detection as possible. Graffiti which cannot be removed by normal cleaning procedures shall be reported immediately to the County Project Officer.

3) Mirror and Chrome Cleaning

Mirrors, chrome, and other metal trim shall be free from water marks, streaks, soil, stains, graffiti, and other omissions and shall present a high shine.
4) **Tile De-scaling**

According to the schedule, tile floors, stalls, etc. in restrooms shall be cleaned of all scale, mineral deposits and soap residues with an appropriate chemical cleaning solution. Extreme care shall be exercised to avoid damaging fixtures, metal pipes, chrome, etc.

5) **Grout Cleaning**

Grouting and sealants shall be cleaned according to schedule with an appropriate chemical cleaning agent. Care shall be exercised to prevent damage to tile and any loose or broken grouting shall be reported to the County Project Officer.

6) **Ceramic Tile Floor/Wall Cleaning**

Ceramic tile floors and walls shall be thoroughly scrubbed with a heavy duty disinfectant/detergent solution. Extreme care shall be exercised to avoid excessive flooding of the area.

7) **Restroom Servicing**

Restrooms shall be serviced according to schedule and as frequently as necessary to assure sufficiency of supplies and hygienic condition.

Extra supplies shall be left when necessary to assure sufficiency between cleaning and servicing.

4) **Tile De-scaling**

Tile floors and walls shall be cleaned of all scale, mineral deposits and soap residues and shall be thoroughly rinsed and dried to present a uniformly clean appearance.

5) **Grout Cleaning**

Grout and other sealants shall be scrubbed clean and present a uniformly clean and hygienic appearance.

6) **Ceramic Tile Floor/Wall Cleaning**

Ceramic Tile floors and walls shall be thoroughly cleaned, rinsed and dried to present a uniformly clean appearance.

7) **Restroom Servicing**

Hand towels, soap, toilet tissues, toilet seat covers and deodorant air fresheners shall be stocked in appropriate dispensers in quantities adequate to ensure sufficiency between cleaning and servicing.
C. Floor Maintenance

1) Sweeping/Dust Mopping

Floors shall be swept or dust mopped according to the schedule to present a clean and orderly appearance at all times. Sweeping compounds shall not be used on finished floors.

2) Removing Gum/Tar Etc.

Surface accumulations of chewing gum, tar, hardened dirt and other soil that cannot be removed by other means such as mopping, sweeping, dust mopping, shall be scraped and then removed. Care shall be taken to avoid damage to floor tiles or finish.

3) Spot Mopping

According to the schedule and as needed, spills, spots and stains shall be damp mopped to assure a uniformly clean appearance. Spilled materials such as alcohol or other chemicals may result in stains which penetrate floor finishes. In these instances, floors shall receive a light coat of finish to repair the damage and present a uniform appearance.

4) Mopping

Floors shall be damp or wet mopped according to the schedule to maintain a uniformly clean appearance. Care shall be taken to avoid splashing walls, baseboards, furnishings, etc. Disks of cardboard or plastic shall be placed under or around furniture legs to prevent rust stains.

C. Floor Maintenance

1) Sweeping/Dust Mopping

Floors shall present a clean and orderly appearance with no loose dirt or debris in evidence, including in corners, expansion joints, and other places inaccessible to the broom or dust mop.

2) Removing Gum/Tar Etc.

All gum, tar, and other soils shall be removed as soon as they are discovered.

3) Spot Mopping

Spills, spots, and stains shall be mopped up to assure a uniformly clean appearance.

4) Mopping

Mopped floors shall be free from streaks, spots, stains, smears, mop strands and other unsightly appearance.
5) Spray Buffing

This procedure shall be employed according to the schedule to ensure a high gloss, non-slippery finish on all floors, to repair and refurbish worn areas of finish and to remove heel and scuff marks. Extreme care shall be exercised to prevent hitting or otherwise damaging walls, baseboards, furnishings with the floor machine, replace all furniture.

6) Stripping and Refinishing

This procedure shall be employed according to schedule to remove accumulations of dirt, finish, discolorations, stains, and rust spots from finished floors. Flooding of floors with stripping solution or rinse water shall be avoided at all times. Extreme caution shall be exercised to prevent splashing of walls, baseboards or furnishings. Any furnishings moved in order to accomplish the procedure shall be replaced to proper position when work is completed. Also, floors shall be re-waxed according to schedule with a sealer and some coats of slip-resisting floor finish. Floors must be clean and free from scuff marks, stains, rust, dirt, gum, tar, old finish, etc. before finish is applied. Coats shall be applied with adequate time for drying allowed between coats. DRY STRIPPING PROCEDURES SHALL NOT BE USED WITHIN THE BUILDING.

5) Spray Buffing

Floors shall have a uniform high shine and be free of streaks, scuff marks, and other unsightly appearance.

6) Stripping and Refinishing

Floors shall be stripped of layers of soiled finish, heel marks and scuffs, discolorations, and stains. After thorough rinsing, floors shall be ready for application of new or additional finish. Sealer and coats of finish shall be properly applied to floor. Finished or refinshed floors shall present a uniform shine and shall not have buildups of finish along edges or in corners. Overlapping finish marks shall not be apparent and all omissions shall be blended in with additional coatings to assure uniformity.
D. Carpet Care

Carpets shall be vacuumed, spot cleaned, and shampooed to remove accumulations of dust, dirt, stains, and soil according to the schedule.

1) Vacuuming

Carpets shall be vacuumed according to schedule. Close attention shall be paid to corners, edges, and areas that are inaccessible to the machine. Appropriate hand tools shall be employed to assure that these areas are properly cleaned. Care shall be exercised to prevent hitting or otherwise damaging walls, baseboards, or furnishings with the vacuum or attachments. Bags shall be emptied or cleaned regularly. Walk-off mats shall also be vacuumed and any furniture moved and replaced.

2) Spot Cleaning

Carpets shall be spot cleaned as necessary to remove gum, tar, grease, spills, spots, stains, etc. A solvent cleaner may be used provided that it is safe and does not cause fading or discoloration. Aerosol chewing gum remover may be used with a putty knife, but careful attention shall be paid to avoid damaging carpet fibers.

3) Shampooing

This procedure shall be employed according to schedule to ensure a clean

D. Carpet Care

Carpets shall present a uniformly clean appearance at all times free from spots, stains, chewing gum, tar, grease, litter etc. Any tears, rips, burns, or indelible stains shall be reported for repairs or replacement.

1) Vacuuming

Vacuumed carpets shall present a uniformly clean appearance both in open spaces and in inaccessible areas under and around furnishings, in corners and along edges. Carpets shall be free from lint, debris strings, loose carpet stands.

2) Spot Cleaning

Carpets shall be kept free from chewing gum, candy spills, spots, grease, food and beverage stains, water marks, etc. Indelible stains which cannot be removed by spotting and shampooing procedures shall be reported. Water leaks or beverage spills shall be cleaned up as soon as they are discovered. Gum and tar shall be removed as soon as they are discovered.

3) Shampooing

Carpets which have been shampooed shall present a uniformly clean appearance with no evidence of
and uniform appearance and to prolong the life of the carpeting. This complete carpet cleaning and involved the use of one of several proven carpet cleaning techniques (rotary brush extraction, dry extraction, steam extraction, etc.) to thoroughly clean carpet. The choice of which technique to use is the prerogative of the Contractor. Care must be taken to avoid damaging carpet fibers irrespective of the method of carpet cleaning employed.

E. Horizontal Surface Cleaning

Horizontal surface cleaning shall be interpreted to mean those surfaces and objects not high enough to require the use of ladder (below 72") that comprise the furnishings and structures of the facility including but not limited to office furniture (desks, chairs, tables, file cabinets), counter tops, ledges, rails, display cases and the tops of those cases, typewriters, telephones, etc.

1) Spot Cleaning

This procedure is a form of policing areas for dirt, smudges, smears, graffiti, fingerprints, spills, splashes, etc. It shall be accomplished according to schedule and as a matter of good housekeeping practice, on a continuing basis.

2) Dusting

Dusting shall be accomplished according to schedule. Care shall be exercised to avoid damaging painted or wooden surfaces and "lightening" of the cleaned areas.

B. Horizontal Surface Cleaning

1) Spot Cleaning

Surfaces which have been spot cleaned shall be free from smudges, fingerprints, dirt, splashes, graffiti, smears, spills, etc. and shall present a uniformly clean appearance.

2) Dusting

Dusted surfaces shall be free from dust, lint, paper shreds, grime, cobwebs, hair, and other unsightly omissions. If treated dust cloths are used, there shall be no oil streaks left on the surface.
Appropriate cleaning agents shall be used and shall be tested in inconspicuous areas before general use.

Appropriate cleaning agents, polishes, cloths, etc shall be used according to the type and composition of the structure or object. Any items or furnishings moved during the procedure shall be replaced to the proper position. Care shall be taken to keep dust dispersion to a minimum.

3) Damp Wiping

Damp wiping or washing to horizontal surfaces shall be accomplished according to the schedule. Appropriate cleaning agents shall be used according to the type and composition of the structure or object. Any items or furnishings moved during the procedure shall be replaced to the proper position. Care shall be taken to avoid damage to wood or painted surfaces.

F. Vertical Surface Cleaning

Vertical surface cleaning shall be interpreted to mean those surfaces not high enough to require the use of a ladder (below 72") that comprise the furnishings and structure of the facility and shall include but not be limited to walls, doors, gates, baseboards, table and desk legs and sides, sides of file cabinets, frames, pictures, wall hangings, maps, signs, ventilation louvers, etc.

1) Spot Cleaning

Procedure same as in E, 1).

2) Dusting

Procedure same as in E, 2).

3) Damp Wiping

Surfaces that have been damp wiped shall be free from dirt, streaks, spots, stains, cobwebs, smudges, fingerprints, smears etc. and shall present a uniformly clean appearance. Water marks or spots shall be wiped clean and dry.
3) Damp Wiping

Procedure same as in E, 3).

4) Wall Scrubbing

This procedure shall be accomplished according to schedule. Appropriate cleaning agents shall be employed according to the type and composition of the wall. Disinfectant agents shall be used on restroom walls.

5) Baseboard Cleaning

Baseboards shall be cleaned according to schedule and after all stripping, scrubbing, and refinishing procedures as necessary.

G. Drinking Fountain Cleaning and Disinfecting

Drinking fountains shall be cleaned according to schedule. All surfaces shall be cleaned with an appropriate disinfectant/detergent solution, wiped thoroughly dry and polished. All trash and debris (gum and food wrappers, etc.) shall be removed. Plumbing problems shall be reported to the Project Officer for corrective action.

H. High Dusting/Cleaning

High surfaces shall be interpreted to mean those surfaces and objects high enough to require the use of ladder (above 72") which comprise the structure and furnishing of the facility and shall include but are not limited to wall/ceiling junctures, light fixtures, ventilation louvers, overhead signs, sills, ledges, etc.

1) Cleaning Vents, Grills, Etc.

Same standards as in E, 3).

4) Wall Scrubbing

Walls shall be totally cleaned and well rinsed and shall be free from graffiti, dirt, splashes, soap residues, fingerprints, etc. and shall present a uniformly clean appearance.

5) Baseboard Cleaning

Baseboards shall be free from splashes, dirt, cobwebs, finish buildups, streaks, crevice accumulations of dirt, etc.

G. Drinking Fountain Cleaning and Disinfecting

Drinking fountains shall be free from trash and debris (gum and food wrappers, etc.) dirt, fingerprints, smudges, streaks, spots and stains. Wall areas around the fountains shall be free from water spots and streaks.

H. High Dusting/Cleaning

High surfaces and objects shall be free from dirt, lint, cobwebs, grease, grime, streaks, spots, stains, insects, etc. and shall present an overall clean appearance.

1) Cleaning Vents, Grills, Etc.
Ventilation louvers, grills, panels, etc., shall be cleaned according to schedule by damp wiping, dusting, washing, or vacuuming as appropriate and with appropriate cleaning agents.

2) **Cleaning Light Filter**

Removable light filters (egg crates, diffusers, etc.) shall be taken down, cleaned, and replaced according to schedule using appropriate cleaning agents. Care shall be taken to prevent cracking or breaking these somewhat delicate structures.

I. **Cleaning Venetian Blinds**

Venetian blinds are used as a means of blocking or controlling passage of light and sunshine through windows. Blinds shall be cleaned according to schedule by any of the industry accepted methods, dusting, damp wiping, vacuuming, hand washing or washing by use of an ultrasonic cleaning machine.

J. **Elevator/Stairway Cleaning**

Elevators and stairways shall be cleaned according to schedule.

   1) **Riser and Threshold Cleaning**

Risers and thresholds shall be cleaned according to the schedule. Attention shall be paid to inaccessible areas such as corners and edges and appropriate tools shall be employed to clean these areas.

   2) **Hand Rail Cleaning**

   2) **Cleaning Light Filters**

Same standards as in paragraph H, 1).

I. **Cleaning Venetian Blinds**

Cleaned Venetian blinds especially the slats and tapes that support them shall be free from dirt, accumulated dust, cobwebs, etc. and shall present an overall clean appearance.

J. **Elevator/Stairway Cleaning**

Cleaned elevator and stairway shall present a uniformly clean appearance.

1) **Riser and Threshold Cleaning**

All gum, tar, grease, and other soils shall be removed. Risers and thresholds shall be free from trash, both in open areas and in inaccessible areas such as corners and along edges. If finish is used on stairway risers, there shall not be buildup of finish or accumulations of dirt in layers of finish.

2) **Hand Rail Cleaning**
Hand rails of elevators and stairways shall be cleaned according to the schedule by dusting and/or damp wiping with appropriate cleaning agents.

3) Elevator Cab Cleaning

All surfaces within the cab, ceilings, walls, tracks, and doors at each landing. Bright metal, vertical surfaces, and floors shall all be cleaned according to the particular specification that relates to the type of cleaning to be accomplished.

M. Window and Glass Cleaning

Windows and glass shall be cleaned according to schedule. Cleaning solution used must not be harmful to metal trim, rubber gaskets, or putty holding glass in place. All spills, splashes and drips shall be wiped clean and dry from surrounding walls, floors, and furnishings. Cleaning shall be scheduled and performed as to provide the least inconvenience to building occupants. All cleaning must be done in compliance with safety and other local laws and regulations.

1) Interior Window Cleaning

Interior entrance windows below 72" in height shall be cleaned on the inside according to schedule. It is anticipated that some special equipment may be needed to perform some of the tasks. The Contractor shall provide the special equipment needed.

2) Doors, Partitions, and Display Case Cleaning

Hand rails shall be free from fingerprints, dirt, smears, smudges, splashes, spots, stains, streaks, and other unsightly omissions and shall present a uniformly clean appearance.

3) Elevator Cab Cleaning

All surface of elevator cab and other parts of the elevator shall be thoroughly cleaned and shall conform to the standards outlined for each surface i.e. floors, walls, metal, horizontal and vertical surfaces, etc.

M. Window and Glass Cleaning

Drips, spills, splashes and the like which result from the process of cleaning windows and glass shall be cleaned up as soon as possible.

1) Interior Window Cleaning

Windows shall be free from dirt, grime, smears, fingerprints, smudges, water spots, or streaks film and chemical residues. Metal trim, bases, edges, and frames shall be wiped clean and dry.

2) Doors, Partitions, and Display Case Cleaning

Glass shall be free from dirt, grime, smears, fingerprints, smudges, water spots or streaks,
All glass doors, partitions, and display cases shall be cleaned according to schedule. Metal trim shall be included in the cleaning process.

N. Brass Cleaning

Brass surfaces shall be cleaned according to the schedule by dusting and/or damp wiping with a soft cloth. At no time shall cleaning agents be used.

film and chemical residues. Metal trim, bases, edges, and frames shall be wiped clean and dry.

N. Brass Cleaning

Brass surfaces shall be free from fingerprints, dirt, smears, smudges, splashes, spots, stains, streaks, and other unsightly omissions and shall present a uniformly clean appearance.

X. FREQUENCIES OF TASKS BY LOCATION

The task frequencies below apply to the following locations: two (2) Park and Recreation Centers (Madison, Port CF Smith), one (1) library (Westover), one (1) office building (Court Square West) and four (4) Outreach centers (Argus House, Clarendon House, Berkley, Harvey Hall).

SERVICE FREQUENCIES

A. LOBBIES AND PUBLIC AREAS

Daily:

1. Clean bright metal fixtures, rails and/or surfaces with a damp cloth.
2. Remove trash from receptacles to trash room and replace liners in receptacles.
3. Tile floors swept, damp mopped and burnished
4. Spot clean walls.
5. Wash all entrance doors, glass doors and glass walls.
6. Carpet vacuumed and spot cleaned with spot or stain remover.

Weekly:

1. All surfaces of furniture and panels, picture frames, office equipment, window sills, door panels and any other surfaces within 96 inches height from floor will be dusted, using commonly practiced methods within the cleaning service industry.
Periodic:

1. Walls, high ledges, sills, rails, metal trim, molding, and ceiling vents dusted weekly and washed quarterly.
2. Carpet extracted annually.
3. Mini-blinds to be dusted monthly and washed quarterly.
4. Tile floors stripped and refinished annually.
5. Dust and wash the light fixtures monthly.

B. ELEVATORS AND CORRIDORS

Daily:

1. Clean and polish bright metal fixtures, handrails and/or surfaces with a damp cloth.
2. Clean and disinfect water fountains.
3. Tile floors dust mopped, mopped, and burnished.
4. Spot clean partition glass.
5. Spot clean walls and both sides of doors.
6. Dust furnishings, low ledges, rails, molding and vents.
7. Clean passenger elevator door tracks and doors.
8. Carpet vacuumed, spot cleaned with spot or stain remover.
9. Custodial equipment/supply closet will be kept neat and clean.

Periodic:

1. Wash and polish fire extinguishers and other bright metal semi-annually.
2. Dust and wash light fixtures monthly.
3. Carpet extracted annually. (NOTE: All doors and baseboards must be washed and polished after carpet is extracted.)
4. Tile floors stripped and refinished annually. (NOTE: All doors and baseboards must be washed and polished after carpet is extracted.)
5. Dust walls, high ledges, sills, rails, metal trim, molding and ceiling vents weekly and washed quarterly.
C. OFFICES AND WORK AREAS

Daily:

1. All trash receptacles emptied, wiped clean, trash removed to trash room. New trash receptacle clear liners to be installed when needed.

2. Clean doors and kick plates, both sides.

3. Spot clean walls and partition glass.

4. Tile floors dust mopped, spot mopped.

Monday - Wednesday - Friday:

1. Tile floors dust mopped, damp mopped and burnished

Tuesday - Thursday:

1. Carpet vacuumed, spot cleaned with spot or stain remover.

Periodic:

1. Carpets extracted annually. (NOTE: All doors and baseboards must be washed and polished after carpet is extracted.)

2. Door frames, window frames, diffusers, and return vents dusted weekly.

3. Glass partitions, corridor walls, transom glass, interior partitions, including interior movable office partitions and molding are to be washed monthly.

4. Walls, high ledges, sills, rails, metal trim, molding, and ceiling vents dusted weekly and washed quarterly.

5. Mini-blinds to be dusted monthly and washed quarterly.

6. Wooden desks, tables and consoles are to be cleaned and polished weekly.

7. Tile floors stripped and refinished annually.

8. All surfaces of furniture, picture frames, office equipment, window sills, door panels, radiators, and any other surfaces up to and including 96 inches in height (high dusting) from floor will be dusted, using commonly practiced methods within the cleaning service industry, weekly.
D. RESTROOMS

Daily:
1. Trash receptacles are to be emptied and trash removed.
2. Wash all trash receptacles, including sanitary napkin disposal receptacles, with a germicidal disinfectant.
3. Wash basins and vanity areas will be washed, using a germicidal disinfectant. This will include the underside of basins and pipe fixtures.
4. Mirrors will be washed.
5. Damp mop tile floors using a disinfectant soap. Floors under and around commodes, vanities and all corners are to be cleaned.
6. Replenish hand soap, paper towels, toilet seat covers, and tissue which are furnished by the Contractor.
7. Clean and wipe all commodes and urinals with a disinfectant soap inside and outside. Spot clean walls, wipe all partitions, ledges, sills, rails, vents, doors (both sides) with damp cloth.

Periodic:
1. Wash walls with a disinfectant soap, including partitioning, weekly.
2. Wash floor drains weekly.
3. Tile floors
   a. Tile floors will be buffed twice per week.
   b. Tile floors machine scrubbed monthly with ceramic disinfectant and grout cleaners and the entire project is to be completed within one (1) month period in the entire building.
   (NOTE: Wash outside of commodes and urinals as well as all fixtures with a disinfectant soap after the tile floors are machine scrubbed.)
   c. Floors to be stripped and refinished annually.
4. Scrub area under all commodes and bottom of walls with a deck brush once weekly.
5. Wash ceiling, light fixtures and wall vents monthly.
6. All walls in the locker rooms will be thoroughly wiped down with disinfectant monthly.
7. Tops of lockers in locker rooms will be wiped down weekly.
E. **CONFERENCE ROOMS / AUDITORIUMS**

Daily:

1. Trash receptacles to be emptied, wiped clean with damp cloth and trash removed to dumpster. New trash receptacle liners to be installed.

2. Tables, chair legs, and other furniture wiped clean with damp cloth.

3. Spot clean walls, glass walls, doors and kick plates.

4. Tile floors dust mopped, damp mopped and burnished

5. Carpet and fabric furniture vacuumed; carpet spot cleaned with spot or stain remover; and furniture spot cleaned with a mild solution of shampoo and water.

Periodic:

1. Carpets will be extracted annually. (NOTE: All doors and baseboards must be washed and polished after carpet is extracted.)

2. Tile floors will be stripped and refinished annually. (NOTE: All doors and baseboards must be washed)

F. **LUNCH / SNACK ROOM**

Daily:

1. Tile floors will be dust mopped and damp mopped.

2. Counter and/or table areas will be wiped down.

3. Trash receptacles emptied, trash removed to trash room and new trash receptacle liners installed.

Monday - Wednesday - Friday:

Tile floors will be burnished.

Periodic:

1. All surfaces 96 inches in height or higher (high dusting) from floor will be dusted, using commonly practiced methods within the cleaning service industry, weekly.

2. Trash receptacles wiped clean inside and outside weekly.

3. Tile floors stripped and refinished annually.
G. STAIRWELLS

Weekly:
1. Sweep and damp mop.
2. Wipe all doors and door knobs.
4. Wash hand rails.

Periodic:
1. Tile floors will be stripped and refinished annually.

H. PARTITIONING CONSTRUCTION

1. Re-arrangement of partitions is done frequently. When an area of construction is completed, the custodial Contractor, upon the request of the County's Project Officer, shall clean the floors, baseboard, walls, glass, doors, etc to restore the area to a high level of appearance and maintain on a continuing basis thereafter.

Note: This is not to be considered "Special or Emergency" cleaning as provided for in Item III, B. 2 contained in the base specification, but is considered routine and a trade-off for any period of time the area cannot be serviced according to the specifications due to construction.

XI. FACILITY SPECIFIC SERVICE REQUIREMENTS

A. DEPARTMENT OF HUMAN SERVICES

Custodial Services for the Arlington County Department of Human Services, consisting of three medical/clinical buildings as follows:

1. George Mason Center, 1801 North George Mason Drive (two-story building).

2. Edison Center, 1810 North Edison Street:

3. Drewry Mental Health Center, 1725 North George Mason Drive (two-story building): Hours of Operation: 8:00 a.m. to 10:00 p.m. Monday through Thursday; 8:00 a.m. to 9:00 p.m., Friday; and 8:00 a.m. to 5:00 p.m. Saturday.

General Information

a. Work hours at George Mason, Edison and Drewry will performed from 5:30 p.m. to 9:30, Monday through Friday. Day porter, who maintains restrooms and empties litter, will work from 11am to 3pm Monday-Friday.

b. Same custodians should be assigned each day
c. Time cards used to keep track of time worked will be provided by the County and must be turned in to the County Project Officer every Monday.

d. Sweep loading dock area weekly.

e. Keep patio areas and both fire exit steps swept daily.

f. Empty cigarette containers 3x per week.

g. Empty trash containers throughout the complex daily.

h. Pick up trash on grounds surrounding building three times per week.

i. Report any needed repairs to Contract Supervisor.

j. The contractor shall provide a pager/cell phone to the day porter. The contact number shall be provided to the County once the pager/cell phone is issued to the day porter.

Service Frequency

1. Public Areas and Waiting Rooms

a. Daily (After Business Hours):

1) Tile floors swept and damp mopped. Floors buffed.

2) Carpet vacuumed, spot cleaned with spot or stain remover.

3) Spot clean walls.

4) Wash all entrance doors, glass doors and glass walls.

5) Trash receptacles emptied and trash removed to dumpster. New clear trash receptacle liners to be installed.

b. Periodic:

1) Walls, high ledges, sills, rails, metal trim, molding, and ceiling vents dusted weekly and washed quarterly.

2) Carpet extracted annually.

3) Mini-blinds to be dusted monthly and washed semi-annually.

4) Tile floors stripped and refinished annually.

5) Dust light fixtures monthly.
6) All surfaces of furniture and panels, picture frames, office equipment, window sills, door panels and any other surfaces within 96 inches in height (high dusting) from floor will be dusted, using commonly practiced methods within the cleaning service industry, weekly.

2. Elevators and Corridors
   a. Daily (After Business Hours):
      1) Tile floors dust mopped and damp mopped. Buff floors.
      2) Clean and disinfect water fountain.
      3) Spot clean partition glass.
      4) Spot clean walls and both sides of doors.
      5) Clean and polish bright metal fixtures, handrails and/or surfaces with a damp cloth.
      6) Elevator track vacuumed, cleaned, and polished
      7) Carpet vacuumed, spot cleaned with spot or stain remover.
      8) The custodial equipment/supply closet will be kept neat and clean.
   b. Periodic:
      1) Wash and polish fire extinguishers and other bright metal, semi-annually.
      2) Dust light fixtures monthly.
      3) Carpet extracted annually. (NOTE: All doors and baseboards must be washed and polished after carpet is extracted.)
      4) Tile floors stripped and refinished annually. NOTE: All doors and baseboards must be washed and polished after floors are stripped.
      5) Dust low ledges, rails, molding and vents twice a week.
      6) Dust walls, high ledges, sills, rails, metal trim, molding and ceiling vents weekly and washed quarterly.
3. Offices and Work Areas

a. Daily (After Business Hours):

1) Trash receptacles emptied and trash removed to dumpster. New clear trash receptacle liners to be installed.

2) Clean doors and kick plates, both sides.

3) Spot clean walls and partition glass.

4) Tile floors dust mopped.

b. Periodic:

1) Carpet vacuumed, spot cleaned with spot or stain remover three (3) times per week and extracted annually. (NOTE: All doors and baseboards must be washed and polished after carpet is extracted.)

2) Door frames, window frames, diffusers, and return vents dusted weekly.

3) Glass partitions, corridor walls, transom glass, interior partitions, including interior movable office partitions and molding are to washed/vacuumed monthly.

4) Walls, high ledges, sills, rails, metal trim, molding, and ceiling vents dusted weekly and washed quarterly.

5) Mini-blinds to be dusted weekly and washed quarterly.

6) Wooden desks, tables and consoles are to be cleaned and polished weekly. (NOTE: Applicable only when surface is free of all objects.)

7) Tile floors damp mopped three times per week; buffed twice per week; stripped and refinshed annually.

8) All surfaces of furniture, picture frames, office equipment, window sills, door panels, radiators, and any other surfaces within 96 inches height from floor will be dusted twice a week, using commonly practiced methods within the cleaning service industry.

4. Restrooms:

a. Daily (After Business Hours)
1) Trash receptacles shall be emptied and trash removed to the dumpster.

2) Wash all trash receptacles, including sanitary napkin disposal receptacles, with a germicidal disinfectant.

3) Wash basins, commodes and urinals will be washed, inside and outside, using a germicidal disinfectant. This will include the underside of basins, commodes, urinals and pipe fixtures.

4) Mirrors will be washed.

5) Wipe all partitions, ledges, sills, rails, vents, doors (both sides) with damp cloth.

6) Spot clean walls.

7) Damp mop tile floors using a disinfectant soap under and around commodes, vanities and all corners are to be cleaned.

8) Replenish hand soap, paper towels, toilet seat covers, and tissue which are furnished by the Contractor.

b. Periodic:

1) Wash walls with a disinfectant soap, including partitioning, weekly.

2) Wash floor drains weekly.

3) Scrub area under all commodes and bottom of walls with a deck brush once weekly.

4) Wash ceiling, light fixtures and wall vents monthly.

5. Meeting and Conference Rooms:

a. Daily (After Business Hours):

1) Trash receptacles to be emptied and trash removed to dumpster. New trash receptacle liners to be installed.

2) Spot clean walls, glass walls, and doors.

3) Carpet spot cleaned with spot or stain remover.

4) Wipe down conference room tables.

5) Vacuum carpets, and mop floors daily
b. Periodic:

1) Carpet extracted annually.

2) System furniture Fabric and office chairs vacuumed monthly and spot cleaned with a mild solution of shampoo and water monthly.

3) Chair legs, and other furniture wiped clean with damp cloth three (3) times per week.

4) Buff tile floors 3 x per week

6. Snack Room:

a. Daily (After Business Hours):

1) Tile floors will be dust mopped and damp mopped.

2) Counter and/or table areas will be wiped down with germicidal disinfectant.

3) Trash receptacles emptied, trash removed to trash room and new trash receptacle liners installed.

b. Periodic:

1) Tile floors will be burnished three (3) times per week.

2) All surfaces 96 inches in height (high dusting) from floor will be dusted, using commonly practiced methods within the cleaning service industry, weekly.

3) Trash receptacles wiped clean inside and outside weekly.

4) Tile floors stripped and refinished annually, (NOTE: All doors and baseboards must be washed and polished.)

7. Stairwells:

a. Daily

1) Police for paper and other trash and sweep floor.

2) Spot clean walls.

b. Periodic:

1) Damp mop and burnish.
2) Wipe all doors and door knobs weekly.
3) Wash glass walls weekly.
4) Wash hand rails weekly.
5) Walls, high ledges, sills, and molding dusted weekly.
6) Tile floors stripped and refinished annually. (NOTE: All doors and baseboards must be washed and polished.)

XII. CENTRAL LIBRARY

Central Library, 1015 N. Quincy Street; 5 public restrooms, 8 staff restrooms, 2 public meeting rooms, 3 staff conference rooms, 1 staff lounge with kitchen, 1 public kitchen area, 3 elevator lobbies, 1 materials processing area, 1 receiving area, 1 audio/visual area, children's section, business area, reference work room, administrative offices and research room.

Regular cleaning shall occur on Sunday through Saturday from 9:30 pm to 1:30 am. Day porter service will be provided on Saturday and Sunday. In addition to the tasks described in this specification, the following conditions and/or tasks shall be applicable to the Central Library:

1. The Contractor shall:

   a. Provide to and require that all Contractor employees wear uniforms and identification which clearly identifies who they are and for whom they are employed.

   b. Complete meeting room set-ups while on duty. Schedule will be provided by the County.

   c. Wear a pager/cell phone (Day porter Saturday and Sunday) provided by the contractor and respond to all custodial emergencies while on duty at the Central Library.

   d. Clean elevators and elevator landings in the parking garage.

   e. Empty outside trash containers around the outside of the building. Police outside grounds on weekends only.

   f. Perform project cleanings, i.e., floor stripping and waxing, when the library is closed for holidays or on the night shift.

   g. Carpet cleaning schedule by area:

      March       Entire Building
      June        Auditorium only
      September  Entire Building
h. In addition to base service specified for this location, day porter service is required at the Central Library on Saturday 8:30am to 5:30pm and Sunday from 12:00 noon to 9:00 pm. The service shall be priced using the day personnel rates bid for actual hours worked. There is no separate bid entry for this service.

i. The day porter assigned shall be fluent in the English language to be able to respond to the needs of Central Library staff. Services to be provided by the day porter includes, by way of illustration and not limitation:

1) Opening and closing building, including parking garage gates
2) Turning on/off lights
3) Clean and refill supplies in all restrooms
4) Clean kitchen area
5) Sweep and vacuum floor, spot clean glass door in lobby area
6) Clean conference room and auditorium, set up auditorium for meetings, if necessary
7) Clean tile areas and entrance to building

XIII. WALTER REED RECREATION CENTER
The following describes the maintenance program that the Contractor shall follow when cleaning the concrete, cork, and bamboo floors in the Walter Reed Recreation Center. Chemical products and procedures identified in the attachments must be use. No substituting of chemical products and procedures will be allowed.

a. For maintenance on cork floors please see attachment #3.

b. For maintenance on bamboo floors please see attachment #4.

c. For maintenance on concrete floors please see attachment #5.

Specifications:

a. Required equipment for this facility:

1) Wide area vacuum
2) Low speed buffer
3) Auto scrubber
4) Walk behind buffer
5) Wet Vacuum
b. The contractor shall provide to the day porter a pager/ cell phone. The contractor

c. DAY PORTER RESPONSIBILITIES

1. Clean spills as they occur
2. Clean restrooms (7)
3. Police grounds, Empty trash cans around building.
4. Respond to meeting setups as necessary
5. Police Canteen (remove trash, exc.)
6. Police Kitchen (remove trash, exc.)
7. Police teen lounge (remove trash, exc.)
8. Police Lobby and public areas
9. Support Multi purpose Senior Center / DHS Adult Day Care Program
10. Clean Admin office area
11. Clean entrance door windows (3 entrances)

SERVICE FREQUENCIES

A. LOBBIES AND PUBLIC AREAS

Daily:

1. Clean bright metal fixtures, rails and/or surfaces with a damp cloth.

2. Concrete floors will be dust mopped, damp mopped.

3. Spot clean walls.

4. Wash all entrance doors, glass doors and glass walls.

5. All surfaces of furniture and panels, picture frames, office equipment, window sills, door panels and any other surfaces within 96 inches height from floor will be dusted, using commonly practiced methods within the cleaning service industry.

6. Trash receptacles emptied, wiped clean inside and outside, trash removed to dumpster. New clear trash receptacle liners to be installed.

7. Custodial equipment/supply closet will be kept neat and clean.

Periodic:

1. Walls, high ledges, sills, rails, metal trim, molding, and ceiling vents dusted weekly and washed quarterly.

2. Mini-blinds to be dusted monthly and washed quarterly.
3. Dust and wash the light fixtures monthly.

4. All surfaces 96 inches in height (high dusting) from floor will be dusted, using commonly practiced methods within the cleaning service industry, weekly.

5. Stained concrete floor buffed 3 times per week.

B. OFFICES AND WORK AREAS

Daily:

1. All trash receptacles emptied, wiped clean, trash removed to trash room. New trash receptacle clear liners to be installed.

2. Clean doors and kick plates, both sides.

3. Spot clean walls and partition glass.

4. All carpets are spot cleaned daily

Periodic:

1. Door frames, window frames, diffusers, and return vents dusted weekly.

2. Glass partitions, corridor walls, transom glass, interior partitions, including interior movable office partitions and molding are washed monthly.

3. Walls, high ledges, sills, rails, metal trim, molding, and ceiling vents dusted weekly and washed quarterly.

4. Mini-blinds to be dusted monthly and washed quarterly.

5. Wooden desks, tables and consoles are to be cleaned and polished weekly.

6. All surfaces of furniture, picture frames, office equipment, window sills, door panels, radiators, and any other surfaces up to and including 96 inches in height (high dusting) from floor will be dusted, using commonly practiced methods within the cleaning service industry, weekly.

7. Cork floors are wet moped 3x per week and dry buffed 2 times per week with low speed machine; per the specifications

8. Carpet areas vacuumed 3 times per week

9. Carpets extracted annually
10. Refinishing cork floors annually. See attachment 4 for application directions. Thin coats of finish will be applied as needed throughout the year.

C. RESTROOMS / LOCKER ROOMS

Daily:

1. Trash receptacles are to be emptied and trash removed.

2. Wash all trash receptacles, including sanitary napkin disposal receptacles, with a germicidal disinfectant.

3. Wash basins and vanity areas will be washed, using a germicidal disinfectant. This will include the underside of basins and pipe fixtures.

4. Mirrors will be washed.

5. Damp mop/ dust mop concrete floors using a neutral cleaner. Floors under and around commodes, vanities and all corners are to be cleaned.

6. Replenish hand soap, paper towels, toilet seat covers, and tissue which are furnished by the Contractor.

7. Clean and wipe all commodes and urinals with a disinfectant soap inside and outside. Spot clean walls; wipe all partitions, ledges, sills, rails, vents, doors (both sides) with damp cloth.

Periodic:

1. Wash walls with a disinfectant soap, including partitioning, weekly.

2. Wash floor drains weekly.

3. Concrete floors will be buffed twice per week.

4. Wash ceiling, light fixtures and wall vents monthly.

5. All walls in the locker rooms will be thoroughly wiped down with disinfectant monthly.

6. Tops of lockers in locker rooms will be wiped down weekly.

D. MULTI-PURPOSE ROOM / SENIOR LIVING / CARD ROOM

Daily:

1. Trash receptacles to be emptied, wiped clean with damp cloth and trash removed to dumpster. New trash receptacle liners to be installed.
2. Tables, chair legs, and other furniture wiped clean with damp cloth.

3. Spot clean walls, glass walls, doors and kick plates.

4. Cork floors dust mopped, mopped 3x per week, and burnished 2x per week.

5. All surfaces of furniture and panels, picture frames, office equipment, window sills, door panels and any other surfaces within 96 inches height from floor will be dusted, using commonly practiced methods within the cleaning service industry.

Periodic:

1. Cork floors refinished as needed using water based matte polyurethane. (See attachment 4)

E. CANTERN / TEEN LOUNGE / ARTS AND CRAFT ROOM

Daily:

1. Concrete floors will be dust mopped, mopped, and burnished 3x per week.

2. Counter and/or table areas will be wiped down.

3. Trash receptacles emptied, trash removed to trash room and new trash receptacle liners installed.

4. Cork floors will be dust mopped; mopped using well wrung out mop 3 x per week, and burnished 2x per week.

Periodic:

1. Concrete floors machine scrubbed and refinished annually. (see attachment 5)

2. All surfaces 96 inches in height or higher (high dusting) from floor will be dusted, using commonly practiced methods within the cleaning service industry, weekly.

3. Trash receptacles wiped clean inside and outside weekly.

4. Cork floors refinished as needed using water based matte polyurethane. (See attachment 4)

F. KITCHEN

Daily:

1. Sweep, mop, and burnish concrete 3 x per week.
2. Spot clean walls.
3. Clean sinks and counter tops
4. Empty trash cans. Replace trash can liners

Periodic:
1. Concrete floors machine scrubbed and refinished annually. (See attachment 5)
2. Wipe all doors and door knobs weekly.
3. Clean walls up to 96” Monthly

G. Basketball court/ Wood floor exercise room:

See attachment 3 on how to care for bamboo floors

Daily:
1. Dust mop wood floors
2. Empty trash cans
3. Spot clean glass mirrors
4. Spot mop floors using a well wrung out mop

Periodic:
1. Wet mop and dry buff basketball court 3 times per week
2. Dry buff exercise room 3 times per week
3. Clean glass mirrors 1x per week
4. Wipe down wood grab bars in the exercise room 2 x per week
5. Wipe down benches and stands once per week in basketball area
6. Annually bamboo floors will be refinished using polyurethane finished (see attachment 3)

XIV. FENWICK CENTER

A. LOBBIES AND PUBLIC AREAS

Daily (During Business Hours):
1. Clean bright metal fixtures, rails and/or surfaces with a damp cloth, as required.
2. Clean and mop any spills as they occur.

3. Remove trash from receptacles, and replace liners in receptacles.

**Daily (After Business Hours):**

1. Tile floors will be swept, damp mopped and burnished.
2. Carpet vacuumed, spot cleaned with spot or stain remover.
3. Spot clean walls.
4. Wash all entrance doors, glass doors and glass walls.
5. All surfaces of furniture and panels, picture frames, office equipment, window sills, door panels and any other surfaces within 96 inches height from floor will be dusted, using commonly practiced methods within the cleaning service industry.
6. Trash receptacles emptied, wiped clean inside and outside, trash removed to dumpster. New clear trash receptacle liners to be installed.

**Periodic:**

1. Walls, high ledges, sills, rails, metal trim, molding, and ceiling vents dusted weekly and washed quarterly.
2. Carpet extracted semi annually.
3. Mini-blinds to be dusted monthly and washed quarterly.
4. Tile floors refinished semi-annually.
5. Dust and wash the light fixtures monthly.
6. All surfaces 96 inches in height (high dusting) from floor will be dusted, using commonly practiced methods within the cleaning service industry, weekly.

**B. ELEVATORS AND CORRIDORS:**

**Daily (During Business Hours):**

1. Clean bright metal fixtures, handrails and/or surfaces with a damp cloth, as required.
2. Clean and disinfect water fountains.
3. Clean and mop any spills as they occur.
Daily (After Business Hours):

1. Tile floors dust mopped, damp mopped and burnished.
2. Spot clean partition glass.
3. Spot clean walls and both sides of doors.
4. Polish all bright metal fixtures, handrails and surfaces.
5. Dust furnishings, low ledges, rails, molding and vents.
6. Clean passenger elevator door tracks and doors.
7. Carpet vacuumed, spot cleaned with spot or stain remover.
8. Clean ceiling grids and tracks in elevators.
9. Custodian’s equipment/supply closet will be kept neat and clean.

Periodic:

1. Wash and polish fire extinguishers and other bright metal semi-annually.
2. Dust and wash light fixtures monthly.
3. Carpet extracted semi annually. (NOTE: All doors and baseboards must be washed and polished after carpet is extracted.)
4. Tile floors refinished semi-annually.
5. Dust walls, high ledges, sills, rails, metal trim, molding and ceiling vents weekly and washed quarterly.

C. OFFICES AND WORK AREAS:

Daily:

1. All trash receptacles emptied, wiped clean, trash removed to trash room. New trash receptacles clear liners to be installed.
2. All surfaces of furniture, picture frames, office equipment, window sills, door panels, radiators, and any other surfaces within 96 inches height from floor will be dusted, using commonly practiced methods within the cleaning service industry.
3. Clean doors and kick plates both sides.
4. Spot clean walls and partition glass.
5. Any tile floors are dust mopped, damp mopped and buffed nightly. Offices and work areas floors are buffed three times per week.

Periodic:

1. Carpet vacuumed, spot cleaned with spot or stain remover three (3) times per week and extracted semi-annually. *(NOTE: All doors and baseboards must be washed and polished after carpet is extracted.)*

2. Door frames, window frames, diffusers, and return vents dusted weekly.

3. Glass partitions, corridor walls, transom glass, interior partitions, including interior movable office partitions and molding are to be washed monthly.

4. Walls, high ledges, sills, rails, metal trim, molding, and ceiling vents dusted weekly and washed quarterly.

5. Mini-blinds to be dusted monthly and washed quarterly.

6. Wooden desks, tables and consoles are to be cleaned and polished weekly.

7. Tile floors are dust mopped, damp mopped and buffed three (3) times per week.

8. Tile floors refinished semi-annually.

9. All surfaces 96 inches in height (high dusting) from floor will be dusted, using commonly practiced methods within the cleaning service industry, weekly.

D. RESTROOMS AND LOCKER ROOMS:

**Daily (During Business Hours) (at least twice per day):**

1. Trash receptacles are to be emptied and trash removed.

2. Wash basins and vanity areas will be washed, using a germicidal disinfectant.


4. Spot clean and wipe all commodes and urinals with a disinfectant soap as needed throughout the day.

5. Damp mop tile floors using a disinfectant soap to remove spills or other accidents as they occur throughout the day.

6. Replenish hand soap, towels, toilet seat covers, and tissue
as needed.

7. Complete "Rest Room Inspection Report", posted in each rest
room, upon each inspection (minimum of two daily).

Daily (After Business Hours):

1. Trash receptacles are to be emptied and trash removed to
trash room.

2. Wash all trash receptacles, including sanitary napkin
disposal receptacles, with a germicidal disinfectant.

3. Wash basins and vanity areas will be washed, using a
germicidal disinfectant. This will include the underside
of basins and pipe fixtures.

4. Mirrors will be washed.

5. Wipe all partitions, ledges, sills, rails, vents, and doors
(both sides) with damp cloth.

6. Spot clean walls. Use disinfectant cloth in area of
commodes and urinals. Shower walls will be washed using a
germicidal disinfectant to remove mildew, soap scum and
other mineral buildup.

7. Clean and wipe all commodes and urinals with a disinfectant
soap inside and outside.

8. Damp mop tile floors using a disinfectant soap. Floors
under and around commodes, vanities and all corners are to
be cleaned.

9. Replenish hand soap, paper towels, toilet seat covers, and
tissue, which are furnished by the Contractor.

10. Wipe down all wooden benches in locker room areas.

Periodic:

1. Wash walls with a disinfectant soap, including
partitioning, weekly.

2. Wash floor drains weekly.

3. Tile floors machine scrubbed quarterly with ceramic
disinfectant and grout cleaners and the entire project is
to be completed within one (1) month period in the entire
building. (NOTE: Wash outside of commodes and urinals as
well as all fixtures with a disinfectant soap after the
tile floors are machine scrubbed.)
4. Scrub area under all commodes and bottom of walls with a
deck brush once weekly.

5. Wash ceiling, light fixtures and wall vents monthly.

6. All walls in the locker rooms will be thoroughly wiped down
with disinfectant quarterly.

7. Tops of lockers in locker rooms will be wiped down weekly.

E. MEETING AND CONFERENCE ROOMS:

Daily (After Business Hours):

1. Trash receptacles to be emptied, wiped clean with damp
cloth and trash removed to dumpster. New trash receptacle
liners to be installed.

2. Tables, desktops, chair legs, and other furniture wiped
clean with damp cloth.

3. Spot clean walls, glass walls, doors and kick plates.

4. Carpet and fabric furniture vacuumed; carpet spot cleaned
with spot or stain remover; and furniture spot cleaned with
a mild solution of shampoo and water.

5. Set up meeting rooms for the next day’s use.

6. Carpet extracted semi annually.

7. Tile floors refinished semi-annually.

F. SNACK ROOM:

Daily (After Business Hours):

1. Tile floors will be swept, dust mopped and damp mopped.

2. Counter and/or table areas will be wiped down.

3. Trash receptacles emptied, and new trash receptacle liners
installed.

Periodic:

1. Tile floors will be burnished three (3) times per week.

2. All surfaces 96 inches in height (high dusting) from floor
will be dusted, using commonly practiced methods within the
cleaning service industry, weekly.

3. Trash receptacles wiped clean inside and outside weekly.
4. Tile floors refinished semi-annually.

G. STAIRWELLS:

Daily (After Business Hours):

1. Police for paper and other trash and clean spills.
2. Spot clean walls.

Periodic:

1. Sweep and damp mop weekly.
2. Wipe all doors and doorknobs weekly.
3. Wash hand rails monthly.
4. Strip and refinish stairwell lands and steps semi annually

H. SERVICES AFTER PARTITIONING CONSTRUCTION

Re-arrangement of partitions is done frequently. When an area of construction is completed, the cleaning contractor, upon the request of the County's Project Officer, will clean the floors, baseboard, walls, glass, doors, etc to restore the area to a high level of appearance and maintain on a continuing basis thereafter.

Note: This is not to be considered "Special or Emergency" cleaning as contained in the base specification, but is considered routine and a trade-off for any period of time the area cannot be serviced according to the specifications due to construction. Bids shall include cleaning of all areas, even those affected by construction now and after contract commencement.
1. **CONTRACT DOCUMENTS**
The "Contract Documents" consist of the bid of the successful bidder (hereinafter "Contractor") and Arlington County (hereinafter "County") Invitation to Bid No. 112-11LW.

The Contract Documents set forth the entire agreement between the County and the Contractor. The County and the Contractor agree that no representative or agent of either of them has made any representation or promise with respect to the parties' agreement which is not contained in the Contract Documents. The Contract Documents may be referred to herein as the "Contract" or "Agreement".

2. **SCOPE OF WORK**
The Contractor agrees to perform the services described in the Contract Documents (alternatively "Work"), more particularly described in the Scope of Services included with the Invitation to Bid. The primary purpose of the Work is to provide custodial services at facilities Countywide. The Contract Documents set forth the minimum work estimated by the County and the Contractor to be necessary to complete the Work. It shall be the Contractor's responsibility, at the Contractor's sole cost, to provide the specific services set forth in the Contract Documents and sufficient services to fulfill the purposes of the Work. Nothing in the Contract Documents shall be construed to limit the Contractor's responsibility to manage the details and execution of the Work.

3. **CONTRACT TERM**
Work under this Agreement will commence on the date of execution of this Agreement by the County and be completed no later than March 31, 2012 ("Initial Contract Term"), subject to any written modifications as provided for in the Contract Documents. Upon satisfactory performance by the Contractor and with the concurrence of the Contractor, the County may, through issuance of a Notice of Award, authorize continued operations of the Contractor under the same contract unit prices for not more than four (4) additional twelve (12) month periods from April 1, 2012 to March 31, 2016 (Each such period shall referred to as a "Subsequent Contract Term").

4. **CONTRACT PRICING**
Unless otherwise provided in the Contract Documents, the Contractor shall provide the services covered in the County's Invitation to Bid No. 112-11LW at the prices provided in the bid of the Contractor.

5. **CONTRACT EXTENSION WITH PRICE ADJUSTMENTS NEGOTIATED UP TO CPI-U**
The Contract Amount/unit price shall remain firm for the first twenty four (24) months of the Contract ("Initial Contract Term"). The Contract Amount/unit price for any one or more Subsequent Contract Terms, if the County elects to extend the Contract, shall be negotiated by the County and the Contractor. Increases in the amount or price(s) for ensuing years shall not exceed the percentage of change in the U.S. Department of Labor, Consumer Price Index, All Items, Unadjusted, Urban
Areas ("CPI-U") for the twelve (12) month period ending in August of each year of the Contract.

If the Contractor and the County do not agree on a contract price or amount for a Subsequent Contract Term Contract Amount/unit price using the procedure set forth above by the thirtieth (30th) calendar day prior to the final day of the Initial Contract Term or any Subsequent Contract Term, the County may in its sole discretion terminate the Contract whether or not the County has previously elected to extend the term. The contract amount/unit price that changed as a result of this procedure shall become effective on the anniversary date of the Contract and shall be binding on the parties for the next Subsequent Contract Term.

6. PROJECT OFFICER
The performance of the Contractor is subject to the review and approval of the County Project Officer ("Project Officer") who shall be appointed by the Director of the Arlington County department or agency requesting the work under the Contract. However, it shall be the responsibility of the Contractor to manage the details of the execution and performance of its work pursuant to the Contract Documents.

7. PROJECT STAFF
The Project Officer will, throughout the Initial Contract Term and Subsequent Contract Term, have the right of reasonable rejection and approval of staff or subcontractors assigned to the project by the Contractor. If the Project officer reasonably rejects staff or subcontractors pursuant to this section, the Contractor must provide replacement staff or subcontractors satisfactory to the County in a timely manner and at no additional cost to the County. The day-to-day supervision and control of the Contractor's employees, and employees of any of its subcontractors, shall be the sole responsibility of the Contractor.

8. ADJUSTMENTS FOR CHANGE IN SCOPE
The County may order changes in the Work within the general scope of the Work consisting of additions, deletions or other revisions. No claim may be made by the Contractor that the scope of the project or of the Contractor's services has been changed requiring adjustments to the amount of compensation due the Contractor unless such adjustments have been made by a written amendment to the Contract signed by the County and the Contractor. If the Contractor believes that any particular work is not within the scope of the work or is a material change or otherwise will call for more compensation to the Contractor, the Contractor must notify the Project Officer immediately after the change or event occurs and within ten (10) calendar days thereafter must provide written notice to the Project Officer. The Contractor’s notice must provide to the Project Officer the amount of additional compensation claimed, together with the basis therefor and documentation supporting the claimed amount. The Contractor will not be compensated for performing any work unless a proposal complying with this paragraph has been submitted in the time specified above and a written Contract amendment has been signed by the County and the Contractor and a County Purchase Order is issued covering the cost of the services to be provided pursuant to the amendment.
9. **PAYMENT TERMS**
Payment terms will be recorded by the County as Net thirty (30) days. The County will pay the Contractor within thirty (30) calendar days after the date of receipt of a correct, as determined by the Project Office, invoice approved by the Project Officer describing completed work which is reasonable and allocable to the Contract, or the date of receipt of the entire order, or the date of acceptance of the work which meets the Contract requirements, whichever is later. Payments will be made by the County for services furnished, delivered, inspected, and accepted upon receipt of invoices submitted on the date delivery of service, subject to applicable payment terms. The number of the County Purchase Order pursuant to which authority services have been performed shall appear on all invoices. Invoices shall be submitted in duplicate. Unless otherwise specified herein, payment shall not be made prior to delivery and acceptance of the entire Work by the County.

10. **PAYMENT OF SUBCONTRACTORS**
The Contractor is obligated to take one of the two following actions within seven (7) days after receipt of amounts paid to the Contractor by the County for work performed by any subcontractor under this Contract:

a. Pay the subcontractor for the proportionate share of the total payment received from the County attributable to the work performed by the subcontractor under this Contract; or

b. Notify the County and the subcontractor, in writing, of the Contractor's intention to withhold all or a part of the subcontractor's payment with the reason for nonpayment.

The Contractor is obligated to pay interest to the subcontractor on all amounts owed by the Contractor to the subcontractor that remain unpaid after seven (7) calendar days following receipt by the Contractor of payment from the County for work performed by the subcontractor under this Contract, except for amounts withheld as allowed in subsection b., above. Unless otherwise provided under the terms of this Contract, interest shall accrue at the rate of one percent (1%) per month.

The Contractor shall include in each of its subcontracts, if any are permitted, a provision requiring each subcontractor to include or otherwise be subject to the same payment and interest requirements as those contained herein with respect to each lower-tier subcontractor.

The Contractor's obligation to pay an interest charge to a subcontractor pursuant to the above provisions may not be construed to be an obligation of the County. A Contract modification may not be made for the purpose of providing reimbursement for such interest charge. A cost reimbursement claim may not include any amount for reimbursement for such interest charge.

11. **NON-APPROPRIATION**
All funds for payments by the County under this Contract are subject to the availability of an annual appropriation for this purpose by the County Board of Arlington County, Virginia. In the event of non-appropriation of funds by the County Board of Arlington County, Virginia for the services provided under this Contract or substitutes
for such services which are as advanced or more advanced in their
technology, the County will terminate the Contract, without termination
charge or other liability to the County, on the last day of the then-
current fiscal year or when the appropriation made for the then-current
year for the services covered by this Contract is spent, whichever
event occurs first. If funds are not appropriated at any time for the
continuation of this Contract, cancellation will be accepted by the
Contractor on thirty (30) days prior written notice, but failure to
give such notice shall be of no effect and the County shall not be
obligated under this Contract beyond the date of termination specified
in the County's written notice.

12. REQUIREMENTS CONTRACT (ESTIMATED QUANTITIES)
During the Initial Contract Term or any Subsequent Contract Term, the
Contractor will furnish all of the goods or services described in the
Contract Documents if so requested by the County. The Contractor
understands and agrees that this is a requirements contract and the
County will have no obligation to the Contractor if no, or fewer, items
or services are required or requested by the County. Any quantities
which are included in the Contract Documents are the present
expectations of those who are planning for the County for the period of
the Contract. The amount is only an estimate and the Contractor
understands and agrees that the County is under no obligation to the
Contractor to buy that amount, or any amount as a result of having
provided this estimate or of having had any normal or otherwise
measurable requirement in the past. The Contractor further
understands that the County may require goods and/or services in excess
of the estimated annual contract amount and that such excess shall not
give rise to any claim for compensation other than at the unit prices
and/or rates set forth in this Contract.

13. COUNTY PURCHASE ORDER REQUIREMENT
County purchases are authorized only if a County Purchase Order is
issued in advance of the transaction, indicating that the ordering
agency has sufficient funds available to pay for the purchase. Such a
Purchase Order is to be provided to the Contractor by the ordering
agency. The County will not be liable for payment for any purchases
made by its employees without appropriate purchase authorization issued
by the County Purchasing Agent. Contractors providing services without
a signed County Purchase Order do so at their own risk and expense.

14. WARRANTY
All material provided to the County shall be fully guaranteed by the
Contractor against factory defects. Any defects which may occur as the
result of either faulty material or workmanship by the manufacturer
within the period of the manufacturer's standard warranty shall be
corrected by the Contractor at no expense to Arlington County. The
Contractor shall provide all manufacturers' warranties available to the
Project Officer at the time of delivery. All work is guaranteed by the
Contractor against defects resulting from the use of inferior or faulty
materials or workmanship for one (1) year from the date of final
acceptance of the work by the County in addition to and irrespective of
any manufacturer's or supplier's warranty. No date other than the date
of final acceptance shall govern the effective date of the Guaranty, unless that date is agreed upon by the County and the Contractor in advance and in a signed writing.

15. **INSPECTION, ACCEPTANCE, TITLE, AND RISK OF LOSS**

Inspection and acceptance of materials by the County will be at the delivery location in Arlington County, Virginia, and within ten (10) calendar days of delivery unless otherwise provided for in the Contract. The County will not inspect, accept, or pay for any materials stored or delivered off-site by the Contractor.

Title and risk of loss or damage to all goods shall be the responsibility of the Contractor until acceptance by the County. The County’s right of inspection shall not be deemed to relieve the Contractor of its obligation to ensure that all articles, materials and supplies are consistent with specifications and instructions and are fit for their intended use. The County reserves the right to conduct any tests or inspections it may deem appropriate before acceptance.

No materials shall be purchased by the Contractor or any subcontractor subject to any chattel mortgage or under a conditional sale or other agreement by which an interest is retained by the seller. The Contractor warrants that it has good title to, and that it will require all subcontractors to warrant that they have good title to, all materials for which the Contractor invoices for payment.

16. **DAMAGE TO PROPERTY**

Any damage, as determined by the Project Officer, to the real or personal property, whether owned by the County or others, resulting from the Work performed under this Contract shall be timely repaired or replaced to the County’s satisfaction at the Contractor’s expense. The County will perform the repairs unless the County agrees that such repairs will be made by the Contractor. Any such Contractor repairs will be made within ten (10) days of the date of damage to the satisfaction of the County. All costs of the repair performed by the Contractor shall be deducted from the Contractor’s final payment.

17. **CLEANING UP**

The Contractor shall remove, as frequently as necessary, all refuse, rubbish, scrap materials and debris from any and all work sites to the extent that the trash is the result of the Contractor’s operations, to the end that any and all work sites shall present a neat, orderly, and workmanlike appearance at all times. At completion of the Work, but before final acceptance, the Contractor shall remove all surplus material, false work, temporary structures including foundations thereof, and debris of every nature resulting from the Contractor's operations or resulting from any activity on the site related to the Contractor's operations and put the site in a neat, orderly condition; if the Contractor fails to do so, the County shall have the right to remove the surplus material, false work, temporary structures including foundations thereof, and debris, put the site in a neat, orderly condition, and charge the cost to the Contractor. The County shall be entitled to offset such cost against any sums owed by the County to the Contractor under this Contract.
18. **DISPOSAL OF PACKING MATERIALS, TRASH, AND DEBRIS**
The Contractor shall be responsible for all costs associated with the immediate removal of all packing materials, trash, and debris ("Waste") and legal disposal said Waste off-site. No County building or waste containers shall be used for such Waste. If the Contractor fails to adhere to this requirement, the County will contract with a third party for removal and disposal of the Waste left by the Contractor. By accepting this award, the Contractor agrees that all costs incurred by the County for removal and disposal of Waste left by the Contractor may be deducted from any payment due to the Contractor.

19. **OSHA REQUIREMENTS**
The Contractor certifies that all material supplied or used under this Contract meets all Occupational Safety and Health Administration requirements, both Federal and those of the Commonwealth of Virginia; and further certifies that, if the material delivered or used in the performance of the work is found to be deficient in any of the applicable state or federal occupational safety and health requirements, all costs necessary to bring the material into compliance with the requirements shall be borne by the Contractor.

20. **HAZARDOUS MATERIALS**
Arlington County is subject to the Hazard Communication Standard, 29 CFR § 1910.1200 ("Standard"). The Contractor agrees that it will provide or cause to be provided Material Safety Data Sheets ("MSDS") required under the Standard for all hazardous materials supplied to the County or used in the performance of the Work. Such MSDS shall be delivered to the County no later than the time of actual delivery of any hazardous materials to the County or use of such material in the performance of work under the Contract by the Contractor or its subcontractors, whichever occurs first. Container labeling that meets the requirements of the Standard shall be appropriately affixed to the shipping or internal containers. The County reserves the right to refuse shipments of hazardous materials not appropriately labeled, or when MSDS have not been received prior to or at the time of receipt of the shipment for use by the County or for use by the Contractor in the performance of the Contract, or whenever the material is delivered in a manner inconsistent with any applicable law or regulation. Any expenses incurred due to the refusal or rejection of MSDS are the responsibility of the Contractor. The Contractor shall comply with all federal, state, and local laws governing the storage, transportation, and use of toxic and hazardous materials.

21. **HAZARDOUS WASTE GENERATOR/HAZARDOUS WASTE DISPOSAL - NOT USED**

22. **SAFETY**
The Contractor shall comply with, and ensure that the Contractor's employees and subcontractors comply with, all current applicable local, state and federal policies, regulations and standards relating to safety and health, including, by way of illustration and not limitation, the standards of the Virginia Occupational Safety and Health program of the Department of Labor and Industry for General Industry and for the Construction Industry, the Federal Environmental Protection Agency standards and the applicable standards of the Virginia Department of Environmental Quality.
The Contractor shall provide, or cause to be provided, all technical expertise, qualified personnel, equipment, tools and material to safely accomplish the work specified to be performed by the Contractor and subcontractor(s).

The Contractor shall identify to the County Project Officer at least one on-site person who is the Contractor's competent, qualified, and authorized person on the worksite and who is, by training or experience, familiar with and trained in policies, regulations and standards applicable to the work being performed. The competent, qualified and authorized person must be capable of identifying existing and predictable hazards in the surroundings or working conditions which are unsanitary, hazardous or dangerous to employees, shall be capable of ensuring that applicable safety regulations are complied with, and shall have the authority and responsibility to take prompt corrective measures, which may include removal of the Contractor's personnel from the work site.

The Contractor shall provide to the County, at the County's request, a copy of the Contractor's written safety policies and safety procedures applicable to the scope of work. Failure to provide this information within seven (7) days of the County's request may result in cancellation of the contract.

23. SUPERVISION BY CONTRACTOR
The Contractor shall at all times enforce strict discipline and good order among the employees and subcontractors performing under this Contract, and shall not employ on the Work any person not reasonably proficient in the work assigned.

24. EMPLOYMENT DISCRIMINATION BY CONTRACTOR PROHIBITED
During the performance of this Contract, the Contractor agrees as follows:

a. The Contractor will not discriminate against any employee or applicant for employment because of race, religion, color, sex, national origin, age, disability, or any other basis prohibited by federal or Virginia law related to discrimination in employment except where there is a bona fide occupational qualification reasonably necessary or related to the normal operation of the Contractor. The Contractor agrees to post in conspicuous places, available to employees and applicants for employment, notices setting forth the provisions of this nondiscrimination clause.

b. The Contractor, in all solicitations or advertisements for employees placed by or on behalf of the Contractor, will state that the Contractor is an Equal Opportunity Employer.

c. Notices, advertisements and solicitations placed in accordance with federal law, rule or regulation shall be deemed sufficient for the purpose of meeting the requirements of this section.

d. The Contractor will comply with the provisions of the Americans with Disabilities Act of 1990 which prohibits discrimination against individuals with disabilities in
employment, and mandates their full participation in both publicly and privately-provided services and activities.

e. The Contractor will include the provisions of the foregoing paragraphs in every subcontract or purchase order of over $10,000.00, so that these provisions will apply to each subcontractor or vendor.

25. EMPLOYMENT OF UNAUTHORIZED ALIENS PROHIBITED
In accordance with § 2.2-4311.1 of the Code of Virginia, 1950, as amended, the Contractor acknowledges that it does not, and shall not during the performance of this Contract, knowingly employ an unauthorized alien as defined in the federal Immigration Reform and Control Act of 1986.

26. DRUG-FREE WORKPLACE TO BE MAINTAINED BY CONTRACTOR
During the performance of this Contract, the Contractor agrees to (i) provide a drug-free workplace for the Contractor's employees; (ii) post in conspicuous places, available to employees and applicants for employment, a statement notifying employees that the unlawful manufacture, sale, distribution, dispensation, possession, or use of marijuana or any other controlled substance is prohibited in the Contractor's workplace, and specifying the actions that will be taken against employees for violations of such prohibition; (iii) state in all solicitations or advertisements for employees placed by or on behalf of the Contractor that the Contractor maintains a drug-free workplace; and (iv) include the provisions of the foregoing clauses in every subcontract or purchase order of over $10,000.00 relating to this Contract, so that the provisions will be binding upon each subcontractor or vendor.

For the purposes of this section, "drug-free workplace" means a site for the performance of work done in connection with a specific contract awarded to a contractor by Arlington County, the employees of whom are prohibited from engaging in the unlawful manufacture, sale, distribution, dispensation, possession or use of any controlled substance or marijuana during the performance of the contract.

27. UNSATISFACTORY WORK
If any of the work done, or material, goods, or equipment provided, by the Contractor is unsatisfactory to the County, the Contractor shall, on being notified by the County, immediately remove at the Contractor's expense such unsatisfactory work, material, goods, or equipment and replace the same with work, material, goods, or equipment satisfactory to the County. In the event the Contractor fails within fifteen (15) days after receipt of written notice to remove improper or unsuitable work, material, goods, or equipment and replace it with suitable and satisfactory work, material, goods, or equipment, the County shall have the right, but not the obligation, to remove or replace the rejected work, material, goods, or equipment at the expense of the Contractor.
This paragraph applies during the Contract term and during any warranty or guarantee period. At its discretion, the County shall be entitled to offset such expense against any sums owed by the County to the Contractor under this Contract. If the Project Officer and the County deem it expedient not to require correction or replacement of the work
which has not been done in accordance with the Contract, an appropriate adjustment to the Contract Amount may be made therefor.

28. **TERMINATION FOR CAUSE, INCLUDING BREACH AND DEFAULT; CURE**

The Contract shall remain in force for the Initial Contract Term or Subsequent Contract Term(s) and until the County determines that all of the following requirements and conditions have been satisfactorily met: the County has accepted the Work, and thereafter until the Contractor has met all requirements and conditions relating to the Work under the Contract Documents, including warranty and guarantee periods. However, the County shall have the right to terminate this Contract sooner if the Contractor is in breach or default or has failed to perform satisfactorily the Work required, as determined by the County in its discretion.

If the County determines that the Contractor has failed to perform satisfactorily, then the County will give the Contractor written notice of such failure(s) and the opportunity to cure such failure(s) at least fifteen (15) days before termination of the Contract takes effect ("Cure Period"). If the Contractor fails to cure within the Cure Period or as otherwise specified in the notice, the Contract may be terminated for the Contractor’s failure to provide satisfactory Contract performance. Upon such termination, the Contractor may apply for compensation for Contract services satisfactorily performed by the Contractor and allocable to the Contract and accepted by the County prior to such termination unless otherwise barred by the Contract ("Termination Costs"). In order to be considered, such request for Termination Costs, with all supporting documentation, must be submitted to the County Project Officer within fifteen (15) days after the expiration of the Cure Period. The County may accept or reject, in whole or in part, the application for Termination Costs and notify the Contractor of same within a reasonable time thereafter.

If the County terminates the Contract for default or breach of any Contract provision or condition, then the termination shall be immediate after notice from the County to the Contractor (unless the County in its discretion provides for an opportunity to cure) and the Contractor shall not be permitted to seek Termination Costs.

Upon any termination pursuant to this section, the Contractor shall be liable to the County for all costs incurred by the County after the effective date of termination, including costs required to be expended by the County to complete the Work covered by the Contract, including costs of delay in completing the Work or the cost of repairing or correcting any unsatisfactory or non-compliant work performed or provided by the Contractor or its subcontractors. Such costs shall be either deducted from any amount due the Contractor or shall be promptly paid by the Contractor to the County upon demand by the County. Additionally, and notwithstanding any provision in this Contract to the contrary, the Contractor is liable to the County, and the County shall be entitled to recover, all damages to which the County is entitled by this Contract or by law, including and without limitation, direct damages, indirect damages, consequential damages, delay damages, replacement costs, refund of all sums paid by the County to the Contractor under the Contract and all attorney fees and costs incurred by the County to enforce any provision of this Contract.
Except as otherwise directed by the County in the notice, the contractor shall stop work on the date of receipt of notice of the termination or other date specified in the notice, place no further orders or subcontracts for materials, services, or facilities except as are necessary for the completion of such portion of the Work not terminated, and terminate all vendors and subcontracts and settle all outstanding liabilities and claims. Any purchases after the date of termination contained in the notice shall be the sole responsibility of the contractor.

In the event any termination for cause, default, or breach shall be found to be improper or invalid by any court of competent jurisdiction then such termination shall be deemed to have been a termination for convenience.

29. **TERMINATION FOR THE CONVENIENCE OF THE COUNTY**

The performance of Work under this Contract may be terminated by the County Purchasing Agent in whole or in part whenever the Purchasing Agent shall determine that such termination is in the County's best interest. Any such termination shall be effected by the delivery to the Contractor of a written notice of termination at least fifteen (15) days before the date of termination, specifying the extent to which performance of the work under this Contract is terminated and the date upon which such termination becomes effective. The Contractor will be entitled to receive compensation for all Contract services satisfactorily performed by the Contractor and allocable to the Contract and accepted by the County prior to such termination and any other reasonable termination costs as negotiated by the parties, but no amount shall be allowed for anticipatory profits.

After receipt of a notice of termination and except as otherwise directed, the Contractor shall stop all designated work on the date of receipt of the notice of termination or other date specified in the notice; place no further orders or subcontracts for materials, services or facilities except as are necessary for the completion of such portion of the work not terminated; immediately transfer all documentation and paperwork for terminated work to the County; and terminate all vendors and subcontracts and settle all outstanding liabilities and claims.

30. **INDEMNIFICATION**

The Contractor covenants for itself, its employees, and subcontractors to save, defend, hold harmless and indemnify the County, and all of its elected and appointed officials, officers, current and former employees, agents, departments, agencies, boards, and commissions (collectively the “County” for purposes of this section) from and against any and all claims made by third parties or by the County for any and all losses, damages, injuries, fines, penalties, costs (including court costs and attorney's fees), charges, liability, demands or exposure, however caused, resulting from, arising out of, or in any way connected with the Contractor’s acts or omissions, including the acts or omissions of its employees and/or subcontractors, in performance or nonperformance of its work called for by the Contract Documents. This duty to save, defend, hold harmless and indemnify shall survive the termination of this Contract. If, after Notice by the County, the Contractor fails or refuses to fulfill its obligations contained in this section, the Contractor shall be liable for and
reimburse the County for any and all expenses, including but not limited to, reasonable attorneys fees incurred and any settlements or payments made. The Contractor shall pay such expenses upon demand by the county and failure to do so may result in such amounts being withheld from any amounts due to Contractor under this Contract.

31. INTELLECTUAL PROPERTY INDEMNIFICATION
The Contractor warrants and guarantees that no intellectual property rights (including, but not limited to, copyright, patent, mask work and trademark) of third parties are infringed or in any manner involved in or related to the services provided hereunder.

The Contractor further covenants for itself, its employees, and subcontractors to save, defend, hold harmless, and indemnify the County, and all of its officers, officials, departments, agencies, agents, and employees from and against any and all claims, losses, damages, injuries, fines, penalties, costs (including court costs and attorney's fees), charges, liability, or exposure, however caused, for or on account of any trademark, copyright, patented or unpatented invention, process, or article manufactured or used in the performance of this Contract, including its use by the County. If the Contractor, or any of its employees or subcontractors, uses any design, device, or materials covered by letters patent or copyright, it is mutually agreed and understood, without exception, that the Contract Amount includes all royalties, licensing fees, and any other costs arising from the use of such design, device, work, or materials in any way involved with the work hereunder. This duty to save, defend, hold harmless and indemnify shall survive the termination of this Contract. If, after Notice by the County, the Contractor fails or refuses to fulfill its obligations contained in this section, the Contractor shall be liable for and reimburse the County for any and all expenses, including but not limited to, reasonable attorneys fees incurred and any settlements or payments made. The Contractor shall pay such expenses upon demand by the county and failure to do so may result in such amounts being withheld from any amounts due to Contractor under this Contract.

32. COPYRIGHT
The Contractor hereby irrevocably transfers, assigns, sets over and conveys to the County all right, title and interest, including the sole exclusive and complete copyright interest, in any and all copyrightable works created pursuant to this Contract. The Contractor further agrees to execute such documents as the County may request to effect such transfer or assignment.

Further, the Contractor agrees that the rights granted to the County by this paragraph are irrevocable. Notwithstanding anything else in this Contract, the Contractor's remedy in the event of termination of or dispute over the terms of this Contract shall not include any right to rescind, terminate or otherwise revoke or invalidate in any way the rights conferred pursuant to the provisions of this paragraph. Similarly, no termination of this Contract shall have the effect of rescinding, terminating or otherwise invalidating the rights acquired pursuant to the provisions of this "Copyright" paragraph.

The use of subcontractors or third parties in developing or creating input into any copyrightable materials produced as a part of this
Contract is prohibited unless the County approves the use of such subcontractors or third parties in advance and such subcontractors or third parties agree to include the provisions of this paragraph as part of any contract they enter into with the Contractor for work related to work pursuant to this Contract.

33. OWNERSHIP, CONFIDENTIALITY, AND RETURN OF RECORDS
This Contract confers no ownership rights to the Contractor nor any rights or interests to use or to disclose the County’s data or inputs.

The Contractor agrees that all drawings, specifications, blueprints, data, information, findings, memoranda, correspondence, documents or records of any type, whether written or oral or electronic, and all documents generated by the Contractor or its subcontractors as a result of the County's request for services under this Contract, are the exclusive property of the County ("Record" or "Records"), and all such Records shall be provided to and/or returned to County upon completion, termination, or cancellation of this Contract. The Contractor shall not use, willingly allow, or cause such materials to be used for any other purpose other than performance of all obligations under the Contract without the written consent of the County. Additionally, the Contractor agrees that the Records are confidential records and neither the Records nor their contents shall be released by the Contractor, its subcontractors, or other third parties; nor shall their contents be disclosed to any person other than the Project Officer or his or her designee. The Contractor agrees that all oral or written inquiries from any person or entity regarding the status of any Record generated as a result of the existence of this Contract shall be referred to the Project Officer or his or her designee for response. At the County's request, the Contractor shall deliver all Records to the Project Officer, including "hard copies" of computer records, and at the County's request, shall destroy all computer records created as a result of the County's request for services pursuant to this Contract.

The Contractor agrees to include the provisions of this section as part of any contract or agreement the Contractor enters into with subcontractors or other third parties for work related to work pursuant to this Contract.

No termination of this Contract shall have the effect of rescinding, terminating or otherwise invalidating this section.

34. ETHICS IN PUBLIC CONTRACTING
This Contract incorporates by reference Article 9 of the Arlington County Purchasing Resolution, as well as any Virginia or federal law related to ethics, conflicts of interest, or bribery, including, by way of illustration and not limitation, the Virginia State and Local Government Conflict of Interests Act (Code of Virginia § 2.2-3100 et seq.), the Virginia Governmental Frauds Act (Code of Virginia § 18.2-498.1 et seq.), and Articles 2 and 3 of Chapter 10 of Title 18.2 of the Code of Virginia, as amended (§ 18.2-438 et seq.). The Contractor certifies that its offer was made without collusion or fraud and that it has not offered or received any kickbacks or inducements from any other offeror, supplier, manufacturer, or subcontractor and that it has
not conferred on any public employee having official responsibility for this procurement any payment, loan, subscription, advance, deposit of money, services, or anything of more than nominal value, present or promised unless consideration of substantially equal or greater value was exchanged.

35. **COUNTY EMPLOYEES**

No employee of the County shall be admitted to any share in any part of this Contract or to any benefit that may arise there from which is not available to the general public.

36. **FORCE MAJEURE**

The Contractor shall not be held responsible for failure to perform the duties and responsibilities imposed by this Contract if such failure is due to fires, riots, rebellions, natural disasters, wars, or an act of God beyond the control of the Contractor and outside the scope of the Contractor's then-current, by industry standards, disaster plan that make performance impossible or illegal, unless otherwise specified in the Contract.

The County shall not be held responsible for failure to perform its duties and responsibilities imposed by the Contract if such failure is due to fires, riots, rebellions, natural disasters, wars, or an act of God beyond the control of the County that make performance impossible or illegal, unless otherwise specified in the Contract.

37. **AUTHORITY TO TRANSACT BUSINESS**

The Contractor shall, pursuant to Code of Virginia §§ 2.2-4311.2, be and remain authorized to transact business in the Commonwealth of Virginia during the Initial Term and any Subsequent Contract Term(s) of this Contract. A contract entered into by a Contractor in violation of this requirement is voidable, without cost or expense, at the option of the County.

38. **RELATION TO THE COUNTY**

The Contractor will be legally considered as an independent contractor, and neither the Contractor nor its employees or subcontractors will, under any circumstances, be considered employees, servants or agents of the County. The County will not be legally responsible for any negligence or other wrongdoing by the Contractor, its employees, servants or agents. The County will not withhold from payments to the Contractor any federal or state unemployment taxes, federal or state income taxes, Social Security tax, or any other amounts for benefits to the Contractor or its employees, servants or agents. Furthermore, the County will not provide to the Contractor any insurance coverage or other benefits, including workers' compensation, normally provided by the County for its employees.

39. **ANTI-TRUST**

By entering into this Contract, the Contractor conveys, sells, assigns and transfers to the County all rights, title, and interest in and to all causes of action the Contractor may now have or hereafter acquire under the antitrust laws of the United States or the Commonwealth of Virginia, relating to the services purchased or acquired by the County under this Contract.
40. REPORT STANDARDS

Reports or written material prepared by the Contractor in response to the requirements of this Contract or a request of the Project Officer shall, unless otherwise provided for in the Contract, meet standards of professional writing established for the type of report or written material provided, shall be thoroughly researched for accuracy of content, shall be grammatically correct and not contain spelling errors, shall be submitted in a format approved in advance by the Project Officer, and shall be submitted for advance review and comment by the Project Officer. The cost of correcting grammatical errors, correcting report data, or other revisions required to bring the report or written material into compliance with these requirements shall be borne by the Contractor.

When submitting documents to the County, the Contractor shall comply with the following guidelines:

- All submittals and copies shall be printed on at least thirty percent (30%) recycled-content and/or tree-free paper;
- All copies shall be double-sided;
- Report covers or binders shall be recyclable, made from recycled materials, and/or easily removable to allow for recycling of report pages (reports with glued bindings that meet all other requirements are acceptable);
- The use of plastic covers or dividers should be avoided; and
- Unnecessary attachments or documents not specifically asked for should not be submitted, and superfluous use of paper (e.g. separate title sheets or chapter dividers) should be avoided.

41. AUDIT

The Contractor agrees to retain all books, records and other documents related to this Contract for at least five (5) years after final payment. The County or its authorized agents shall have full access to and the right to examine any of the above documents during this period and during the Initial Contract Term or any Subsequent Contract Term. If the Contractor wishes to destroy or dispose of records (including confidential records to which the County does not have ready access) within five (5) years after final payment, the Contractor shall notify the County at least thirty (30) days prior to such disposal, and if the County objects, shall not dispose of the records.

42. ASSIGNMENT

The Contractor shall not assign, transfer, convey, sublet, or otherwise dispose of any award, or any or all of its rights, obligations, or interests under this Contract, without the prior written consent of the County.

43. AMENDMENTS

Unless otherwise specified herein, this Contract shall not be amended except by written amendment executed by persons duly authorized to bind the Contractor and the County.

44. ARLINGTON COUNTY PURCHASING RESOLUTION AND COUNTY POLICIES

Notwithstanding any provision to the contrary herein, no provision of the Arlington County Purchasing Resolution or any applicable County policy is waived in whole or in part.
45. **DISPUTE RESOLUTION**
All disputes arising under this Agreement, or its interpretation, whether involving law or fact, extra work or extra compensation or time, and all claims for alleged breach of Contract shall be submitted in writing to the Project Officer for decision at the time of the occurrence or beginning of the work upon which the claim is based, whichever occurs first. Such claims shall state the facts surrounding it in sufficient detail to identify it together with its character and scope. In accordance with the Arlington County Purchasing Resolution, claims denied by the Project Officer may be submitted to the County Manager in writing no later than 60 days after final payment. The time limit for final written decision by the County Manager in the event of a contractual dispute, as that term is defined in the Arlington County Purchasing Resolution, is fifteen (15) days. Procedures for considering contractual claims, disputes, administrative appeals, and protests are contained in the Purchasing Resolution, incorporated herein by reference, and available upon request from the Office of the Purchasing Agent. The Contractor shall not cause a delay in the Work pending a decision of the Project Officer, County Manager, County Board, or a court.

46. **APPLICABLE LAW, FORUM, VENUE, AND JURISDICTION**
This Contract and the work performed hereunder shall be governed in all respects by the laws of the Commonwealth of Virginia, and the jurisdiction, forum, and venue for any litigation with respect hereto shall be in the Circuit Court for Arlington County, Virginia, and in no other court. In performing its work under this Contract, the Contractor shall comply with applicable federal, state, and local laws, ordinances and regulations.

47. **ARBITRATION**
It is expressly agreed that nothing under the Contract shall be subject to arbitration, and that any references to arbitration are expressly deleted from the Contract.

48. **NONEXCLUSIVITY OF REMEDIES**
All remedies available to the County under this Contract are cumulative, and no such remedy shall be exclusive of any other remedy available to the County at law or in equity.

49. **NO WAIVER**
The failure of either party to exercise in any respect a right provided for in this Contract shall not be deemed to be a subsequent waiver of the same right or any other right.

50. **SEVERABILITY**
The sections, paragraphs, sentences, clauses and phrases of this Contract are severable, and if any phrase, clause, sentence, paragraph or section of this Contract shall be declared invalid by a court of competent jurisdiction, such invalidity shall not affect any of the remaining phrases, clauses, sentences, paragraphs and sections of this Contract.

51. **NO WAIVER OF SOVEREIGN IMMUNITY**
Notwithstanding any other provision of this Contract, nothing in this Contract or any action taken by the County pursuant to this Contract
shall constitute or be construed as a waiver of either the sovereign or governmental immunity of the County. The parties intend for this provision to be read as broadly as possible.

52. **SURVIVAL OF TERMS**
In addition to any numbered section in this Agreement which specifically state that the term or paragraph survives the expiration of termination of this Contract, the following sections if included in this Contract also survive: INDEMNIFICATION; RELATION TO COUNTY; CONFIDENTIALITY AND RETURN OF RECORDS; AUDIT; COPYRIGHT; INTELLECTUAL PROPERTY INDEMNIFICATION; AND WARRANTY.

53. **HEADINGS**
The section headings in this Contract are inserted only for convenience and are not to be construed as part of this Contract or a limitation on the scope of the particular section to which the heading precedes.

54. **NOTICES**
Unless otherwise provided herein, all notices and other communications required by this Contract shall be deemed to have been given when made in writing and either (a) delivered in person, (b) delivered to an agent, such as an overnight or similar delivery service, or (c) deposited in the United States mail, postage prepaid, certified or registered, addressed as follows:

**TO THE CONTRACTOR:** REFER TO BID FORM OF CONTRACTOR

**TO THE COUNTY:**

The County Project Officer (refer to section headed Project Officer) under the Contract Terms and Conditions section (Contractor shall request address from Project Officer);

AND

Richard D. Warren, Jr., Purchasing Agent
Arlington County, Virginia
2100 Clarendon Boulevard, Suite 500
Arlington, Virginia 22201

55. **NON-DISCRIMINATION NOTICE**
Arlington County does not discriminate against faith-based organizations.

56. **ACCESSIBILITY OF_WEB SITE**
If any work performed under this Contract results in design, development, maintenance or responsibility for content and/or format of any County websites, or the County’s presence on other party’s websites, the Contractor shall perform such work in compliance with the requirements set forth in the U.S. Department of Justice document entitled “Accessibility of State and Local Government Websites to People with Disabilities.” That document is located at: http://www.ada.gov/websites2.htm.

57. **HIPAA COMPLIANCE – NOT USED**
58. ADA COMPLIANCE – NOT USED

59. SERVICE CONTRACT WAGE REQUIREMENTS

a. LIVING WAGE

The County has determined that the provisions of Section 4-103 of the Arlington County Purchasing Resolution (Service Contract Wage provisions, herein referred to as "Living Wage" provisions) are applicable to this Contract. Therefore, the Contractor shall comply with Section 4-103 of the Arlington County Purchasing Resolution, pertaining to service contract wages (referred to herein as "Living Wage" provisions), during the performance of this Contract. All employees of the Contractor or any of its subcontractors working on County-owned or County-occupied property shall be paid an hourly wage no less than the hourly Living Wage rate published on the County’s world-wide web site at the time of Contract execution. Effective July 1 of each year of the Contract, the wages of employees of the Contractor and any of its subcontractors shall be adjusted to correspond to any adjusted Living Wage rate posted on the County’s world-wide web site.

b. COMPLAINTS BY AGGRIEVED EMPLOYEES

Within six (6) months of the Contractor’s failure to comply with the Living Wage provisions, an aggrieved employee of the Contractor may file a complaint with the County’s Purchasing Agent. If the Purchasing Agent determines that the Contractor has paid any affected employee a wage rate less than that required under the Living Wage provisions, the Contractor shall be liable to the employee for the amount of unpaid wage, plus interest at the current judgment rate set under Virginia law. The Contractor shall not discharge, reduce the compensation of, or otherwise retaliate against any employee who files a compliant with the County’s Purchasing Agent, or takes any other action to enforce the requirements of this clause.

c. ADDITIONAL COMPLIANCE REQUIREMENTS

At all times during the term of the Contract, the Contractor shall:

1. Post the current wage rate, in English and Spanish, in a prominent place at its offices and each location where its employees perform services under this Contract (refer to Exhibit A);

2. Provide, within five (5) days of an employee’s request, a written statement of the then current required wage rate (using the same form provided in item 1) above;

3. Include the provisions of this clause in all subcontracts for work performed under this Contract; and

4. Submit to the Purchasing Agent, within five (5) working days of the end of each quarter, quarterly payroll reports, and a completed Arlington County Contractor Living Wage Quarterly Compliance Report (refer to Exhibit B). Include copies of at
least four (4) payroll reports for each quarter and two (2) copies of a payroll check for each employee working during the quarter.

d. CONTRACTOR RECORD KEEPING

The Contractor shall keep and preserve records which show wages and benefits provided to each employee assigned to perform services under this Contract for a period of three (3) years after the expiration or earlier termination of this Contract. The Contractor shall permit the County’s Purchasing Agent, or authorized representative, to examine and make copies of such records at reasonable times and without unreasonable interference with the business of the Contractor.

e. VIOLATIONS

Violation of this clause, as determined by the Purchasing Agent, shall be grounds for termination of this Contract and debarment of the Contractor from consideration for future awards of County contracts.

60. INSURANCE REQUIREMENTS

The Contractor shall provide to the County Purchasing Agent a Certificate of Insurance indicating that the Contractor has in force the coverage below prior to the start of any Work under this Contract and upon any contract extension. The Contractor agrees to maintain such insurance until the completion of this Contract or as otherwise stated in the Contract Documents. All required insurance coverages must be acquired from insurers authorized to do business in the Commonwealth of Virginia, rating of “A-” or better and a financial size of “Class VII” or better in the latest edition of A.M. Best Co., and acceptable to the County. The minimum insurance coverage shall be:

a. Workers Compensation - Virginia Statutory Workers Compensation (W/C) coverage including Virginia benefits and employers liability with limits of $100,000/100,000/500,000. The County will not accept W/C coverage issued by the Injured Worker's Insurance Fund, Towson, MD.

b. Commercial General Liability - $1,000,000 combined single limit coverage with $2,000,000 general aggregate covering all premises and operations and including Personal Injury, Completed Operations, Contractual Liability, Independent Contractors, and Products Liability. The general aggregate limit shall apply to this Contract. Evidence of Contractual Liability coverage shall be typed on the certificate.

c. Business Automobile Liability - $1,000,000 Combined Single Limit (Owned, non-owned and hired).
d. Additional Insured - Arlington County, and its officers, elected and appointed officials, employees, and agents shall be named as additional insureds on all policies except Workers Compensation and Auto and Professional Liability; evidence of the Additional Insured endorsement shall be typed on the certificate.

f. Cancellation - All insurance policies required by this Contract shall be endorsed to include the following provision: "It is agreed that this policy is not subject to cancellation or non-renewal until thirty (30) days prior written notice has been given to the Purchasing Agent, Arlington County, Virginia." If there is a material change or reduction in coverage the Contractor shall notify the Purchasing Agent immediately upon Contractor's notification from the insurer. Any policy on which the Contractor has received notification from an insurer that the policy has or will be cancelled or materially changed or reduced must be replaced with another policy consistent with the terms of this Contract, and the County notified of the replacement, in such a manner that there is no lapse in coverage. Not having the required insurance through the Contract term is grounds for termination of the Contract.

g. Any insurance coverage that is placed as a "claims made" policy must remain valid and in force, or the Contractor must obtain an extended reporting endorsement consistent with the terms of this Contract, until the applicable statute of limitations has expired, such date as determined to begin running from the date of the Contractor's receipt of final payment.

h. Contract Identification - The insurance certificate shall state this Contract's number and title.

The Contractor must disclose the amount of any deductible or self insurance component applicable to the General Liability, Automobile Liability, Professional Liability, Intellectual Property or any other policies required herein, if any. The County reserves the right to request additional information to determine if the Contractor has the financial capacity to meet its obligations under a deductible. Thereafter, at its option, the County may require a lower deductible, funds equal to the deductible be placed in escrow, a certificate of self-insurance, collateral, or other mechanism in the amount of the deductible to ensure protection for the County.

The Contractor shall require all subcontractors to maintain during the term of this Contract, Commercial General Liability insurance, Business Automobile Liability insurance, and Workers' Compensation insurance in the same form and manner as specified for the Contractor. The Contractor shall furnish subcontractors' certificates of insurance to the County immediately upon request by the County.
No acceptance or approval of any insurance by the County shall be construed as relieving or excusing the Contractor from any liability or obligation imposed upon the Contractor by the provisions of the Contract Documents.

The Contractor shall be responsible for the work performed under the Contract Documents and every part thereof, and for all materials, tools, equipment, appliances, and property of any description used in connection with the Work. The Contractor assumes all risks for direct and indirect damage or injury to the property or persons used or employed on or in connection with the work contracted for, and of all damage or injury to any person or property wherever located, resulting from any action, omission, commission or operation under the Contract, or in connection in any way whatsoever with the contracted work.

The Contractor shall be as fully responsible to the County for the acts and omissions of its subcontractors and of persons employed by them as it is for acts and omissions of persons directly employed by it.

Notwithstanding any of the above, the Contractor may satisfy its obligations under this section by means of self insurance for all or any part of the insurance required, provided that the Contractor can demonstrate financial capacity and the alternative coverage(s) are submitted to and acceptable to the County. The Contractor must provide its most recent actuarial report and provide a copy of its self insurance resolution to determine the adequacy of the insurance funding.
ARLINGTON COUNTY, VIRGINIA
OFFICE OF THE PURCHASING AGENT
INVITATION TO BID NO. 112-11LW

BID FORM PAGE 1 OF 6

SUBMIT TWO (2) FULLY-COMPLETED AND SIGNED BID FORMS TO THE OFFICE OF
THE BID CLERK, SUITE 511, 2100 CLARENDON BLVD., ARLINGTON, VIRGINIA,
22201 (ONE FORM SHALL CONTAIN AN ORIGINAL LONGHAND SIGNATURE; THE OTHER
SHALL BE A PHOTOCOPY OF THE SIGNED ORIGINAL)

BIDS WILL BE OPENED AT 3:00 P.M., ON APRIL 26, 2011

FOR PROVIDING CUSTODIAL SERVICES COUNTYWIDE PER THE TERMS, CONDITIONS
AND SPECIFICATIONS OF THIS SOLICITATION:

The undersigned understands and acknowledges the following:

The official, true, and complete copy of the solicitation documents,
WHICH SHALL INCLUDE ALL AMENDMENTS THERETO, is the hard copy of the
documents available from the Office of the Purchasing Agent.

An electronic copy of the solicitation documents provided at the County
Purchasing Agent’s website (http://www.arlingtonva.us/purchasing) is
subject to an important disclaimer which must be acknowledged online
before the documents can be downloaded.

Each bidder is responsible for determining the accuracy and
completeness of ALL solicitation documents they receive, including
documents obtained from the County by either of the methods described
above, and documents obtained from all other sources.

<table>
<thead>
<tr>
<th>LOCATION</th>
<th>1st YEAR CHARGE</th>
<th>2nd YEAR CHARGE</th>
</tr>
</thead>
<tbody>
<tr>
<td>1. Central Library</td>
<td>$</td>
<td>$</td>
</tr>
<tr>
<td>2. Court Square West</td>
<td>$</td>
<td>$</td>
</tr>
<tr>
<td>3. Fenwick</td>
<td>$</td>
<td>$</td>
</tr>
<tr>
<td>4. Drewry Building</td>
<td>$</td>
<td>$</td>
</tr>
<tr>
<td>5. George Mason Center</td>
<td>$</td>
<td>$</td>
</tr>
<tr>
<td>6. 1810 N. Edison Street</td>
<td>$</td>
<td>$</td>
</tr>
<tr>
<td>7. Westover Library</td>
<td>$</td>
<td>$</td>
</tr>
<tr>
<td>8. Madison Center</td>
<td>$</td>
<td>$</td>
</tr>
<tr>
<td>9. Walter Reed Community Center</td>
<td>$</td>
<td>$</td>
</tr>
<tr>
<td>10. Argus House</td>
<td>$</td>
<td>$</td>
</tr>
<tr>
<td>11. Clarendon House (Quarterly Cleaning)</td>
<td>$</td>
<td>$</td>
</tr>
<tr>
<td>12. Berkley</td>
<td>$</td>
<td>$</td>
</tr>
<tr>
<td>13. Harvey Hall</td>
<td>$</td>
<td>$</td>
</tr>
<tr>
<td>14. CF Smith</td>
<td>$</td>
<td>$</td>
</tr>
<tr>
<td>TOTAL</td>
<td>$</td>
<td>$</td>
</tr>
</tbody>
</table>

BIDDER NAME:_________________________________________
15. Hourly rates for Additional Services (Paragraph VII.B. on page 16)
   a. Project Manager $_________/hr
   b. Custodian $_________/hr

16. Did the bidder submit documentation of experience as required on page 8?  Yes______  No______

17. Did the bidder submit its proposed staffing plan as required on page 8?  Yes______  No______

18. Did the bidder submit its quality control program information as required on page 8?  Yes______  No______

19. Did the bidder submit its payroll documentation as required on page 8?  Yes______  No______

20. Did the bidder submit a list of green chemicals/equipment as required on page 8?  Yes______  No______

21. Did the bidder submit safety training program documentation as required on page 8?  Yes______  No______

22. Supply List:

   COMPLETE THE FOLLOWING AS PART OF THE BID FORM. THE CONTRACTOR IS
   ADVISED THAT THE LISTS ARE BY NO MEANS EXHAUSTIVE AND THAT THE
   RESPONSIBILITY OF PROVIDING THE SUPPLIES AND EQUIPMENT NECESSARY AND
   ESSENTIAL FOR PERFORMING WORK SPECIFIED UNDER THE CONTRACT RESTS WITH
   THE CONTRACTOR. ALL CHEMICALS AND PAPER PRODUCTS MUST MEET GREEN SEAL
   REQUIREMENTS OUTLINED IN BID SPECIFICATIONS.

   ITEM                     BRAND
   a. PLASTIC TRASH CAN LINERS
   b. PAPER TOWELS (RECYCLED)
   c. TWO-PLY TOILET PAPER (RECYCLED)
   d. HAND SOAP
   e. TOILET SEAT COVERS
   f. CLEANER, GLASS/WINDOW
   g. CLEANER, BATHROOM
   h. CLEANER, BOWL
   i. CLEANER, MULTI-PURPOSE
   j. FLOOR CARE, STRIPPER

   BIDDER NAME:__________________________
k. FLOOR CARE, FINISH
l. FLOOR CARE, SEALER
m. FLOOR CARE, POLISH
n. METAL POLISH
o. FURNITURE CARE, POLISH (VINYL)
p. FURNITURE CARE, POLISH (WOOD)
q. CARPET SPOT/STAIN REMOVER
r. STEAM & CARPET CLEANER
s. DISINFECTANT
t. TILE CLEANER
u. GUM REMOVER
v. DUST MOP TREATMENT
w. WOOD CLEANER
x. PORCELAIN CLEANER
y. STAINLESS STEEL CLEANER
z. BRASS POLISH

23. Equipment List

C. THE CONTRACTOR IS ADVISED THAT THE LISTS ARE BY NO MEANS EXHAUSTIVE AND THAT THE RESPONSIBILITY OF PROVIDING THE SUPPLIES AND EQUIPMENT NECESSARY AND ESSENTIAL FOR PERFORMING WORK SPECIFIED IN THE CONTRACT RESTS WITH THE CONTRACTOR:

<table>
<thead>
<tr>
<th>ITEM</th>
<th>MANUFACTURER</th>
<th>QUANTITY</th>
</tr>
</thead>
<tbody>
<tr>
<td>a. VACUUMS, COMMERCIAL GRADE, 1.5 HP MINIMUM</td>
<td></td>
<td></td>
</tr>
<tr>
<td>b. WET/DRY VACUUM</td>
<td></td>
<td></td>
</tr>
<tr>
<td>c. BACKPACK VACUUM</td>
<td></td>
<td></td>
</tr>
<tr>
<td>d. FLOOR SCRUB MACHINE</td>
<td></td>
<td></td>
</tr>
<tr>
<td>e. FLOOR BUFF MACHINE, HI SPEED</td>
<td></td>
<td></td>
</tr>
<tr>
<td>f. FLOOR BUFF MACHINE, LO SPEED</td>
<td></td>
<td></td>
</tr>
<tr>
<td>g. CARPET STEAM CLEANER</td>
<td></td>
<td></td>
</tr>
<tr>
<td>h. BROOMS, INDOOR/OUTDOOR</td>
<td></td>
<td></td>
</tr>
<tr>
<td>i. DUST PAN</td>
<td></td>
<td></td>
</tr>
<tr>
<td>j. MOP, WET</td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

BIDDER NAME: ____________________________

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112-111W
BID FORM PAGE 4 OF 6

k. MOP, DUST, TREATED
l. BUCKET
m. WRINGER
n. WET FLOOR SIGNS
o. MOBILE TRASH CAN WITH CADDY
p. SPECIAL HIGH CLEANING EQUIP
q. DUSTERS, LAMBS WOOL OR EQUIV
r. COMMODE BRUSH
s. WINDOW CLEANING UTENSILS

TRADE SECRETS OR PROPRIETARY INFORMATION:
Trade secrets or proprietary information submitted by an bidder in connection with a procurement transaction shall not be subject to public disclosure under the Virginia Freedom of Information Act. However, Section 4-111 of the Arlington County Purchasing Resolution states that the bidder must invoke the protection of this section prior to or upon submission of the data or other materials, and must identify the data or other materials to be protected and state the reasons why protection is necessary.

Please mark one:

( ) No, the bid I have submitted does not contain any trade secrets and/or proprietary information.

( ) Yes, the bid I have submitted does contain trade secrets and/or proprietary information.

If Yes, you must clearly identify below the exact data or other materials to be protected and list all applicable page numbers of the bid containing such data or materials:

________________________________________________________________________

________________________________________________________________________

State the specific reason(s) why protection is necessary:

________________________________________________________________________

________________________________________________________________________

________________________________________________________________________

________________________________________________________________________

BIDDER NAME: ____________________________

77
112-111W
If you fail to identify the data or other materials to be protected and state the reasons why protection is necessary in the space provided above, you will not have invoked the protection of Section 4-111 of the Purchasing Resolution. Accordingly, effective upon the award of contract, the bid will be open for public inspection consistent with applicable law.

CERTIFICATION OF NON-COLLUSION: The undersigned certifies that this bid is not the result of, or affected by, any act of collusion with another person (as defined in the Code of Virginia § 59.1-68.6 et seq.), engaged in the same line of business or commerce; or any act of fraud punishable under the Virginia Governmental Frauds Act (Code of Virginia § 18.2-498.1 et seq.).

CONTACT PERSON AND MAILING ADDRESS FOR DELIVERY OF NOTICES
Provide the name and address of the person designated by the Bidder to receive notices and other communications (Refer to section headed Notices in the Contract Terms and Conditions of this solicitation for further details):

____________________________________________________________________
____________________________________________________________________
____________________________________________________________________

THE PROPER LEGAL NAME OF THE FIRM OR ENTITY SUBMITTING THIS BID MUST BE WRITTEN IN THE SPACE PROVIDED BELOW. THIS BID FORM, AND ALL OTHER DOCUMENTS REQUIRED BY THE INVITATION TO BID TO BE SUBMITTED WITH THIS BID FORM, INCLUDING, BUT NOT LIMITED TO ALL ISSUED AMENDMENTS, MUST BE FULLY AND ACCURATELY COMPLETED AND SIGNED BELOW BY A PERSON AUTHORIZED TO LEGALLY BIND THE BIDDER, OR THE BID MAY BE REJECTED:

AUTHORIZED SIGNATURE ____________________________________________

PRINT NAME AND TITLE ____________________________________________

INDicate the name and contact information of the person who can respond authoritatively to any questions regarding this bid (I.E. Project Manager):

NAME (PRINTED): ______________________________________ TITLE: ______________________________

E-MAIL ADDRESS: __________________________________________ TEL. NO.: ____________________________
<table>
<thead>
<tr>
<th>SUBMITTED BY: (LEGAL NAME OF ENTITY)</th>
</tr>
</thead>
<tbody>
<tr>
<td>ADDRESS:</td>
</tr>
<tr>
<td>CITY/STATE/ZIP:</td>
</tr>
<tr>
<td>TELEPHONE NO.:</td>
</tr>
<tr>
<td>FACSIMILE NO.:</td>
</tr>
<tr>
<td>TAX ID NUMBER (EIN/SSN):</td>
</tr>
<tr>
<td>THIS FIRM IS A: • INSERT NAME OF STATE</td>
</tr>
<tr>
<td>____ CORPORATION,  ____ GENERAL PARTNERSHIP,  ____ LIMITED PARTNERSHIP,  ____ UNINCORPORATED ASSOCIATION,  ____ LIMITED LIABILITY COMPANY,  ____ SOLE PROPRIETORSHIP</td>
</tr>
<tr>
<td>IS FIRM AUTHORIZED TO TRANSACT BUSINESS IN THE COMMONWEALTH OF VA?</td>
</tr>
<tr>
<td><strong>IDENTIFICATION NO. ISSUED TO THE FIRM BY THE SCC:</strong></td>
</tr>
<tr>
<td>ANY BIDDER EXEMPT FROM SCC AUTHORIZATION REQUIREMENT SHALL INCLUDE A STATEMENT WITH ITS BID WHY THEY ARE NOT REQUIRED TO BE SO AUTHORIZED</td>
</tr>
<tr>
<td>IS YOUR FIRM OR ANY OF ITS PRINCIPALS CURRENTLY DEBARRED FROM SUBMITTING BIDS TO ARLINGTON COUNTY, VIRGINIA, OR ANY OTHER STATE OR POLITICAL SUBDIVISION?</td>
</tr>
<tr>
<td>BIDDER STATUS:  MINORITY OWNED:  WOMAN OWNED:  NEITHER:</td>
</tr>
</tbody>
</table>
WAGE NOTICE
THE HOURLY RATE FOR EMPLOYEES OF CERTAIN
ARLINGTON COUNTY SERVICE CONTRACTORS
WORKING ON COUNTY-OWNED OR COUNTY-OCCUPIED
PROPERTY SHALL NOT BE LOWER THAN

$12.75 PER HOUR

REFERENCE: ARLINGTON COUNTY PURCHASING RESOLUTION
SECT. 4-103

FOR INFORMATION CONTACT:

ARLINGTON COUNTY
OFFICE OF THE PURCHASING AGENT
2100 CLARENDON BOULEVARD, SUITE 500
ARLINGTON, VA 22201
703-228-3410
AVISOS DE SALARIO MINIMO

EL SALARIO MINIMO POR HORA PARA LOS EMPLEADOS
DE ALGUNOS CONTRATISTAS QUE TRABAJAN EN UNA
PROPIEDAD O BIEN INMUEBLE DEL GOBIERNO DEL
CONDADO DE ARLINGTON O CUALQUIER OTRA
PROPIEDAD QUE SEA HABITADA/OCUPADA POR
OFICINAS DEL GOBIERNO DEL CONDADO DE
ARLINGTON SE HA ESTABLECIDO QUE EL SALARIO
MINIMO SERA DE:

$12.75 POR HORA

REFERENCIA: SECCION 4-103, DE LA RESOLUCION DE LA
OFICINA DEL AGENTE DE COMPRAS DEL CONDADO DE
ARLINGTON. (ARLINGTON COUNTY PURCHASING RESOLUTION
SECTION 4-103)

PARA MAS INFORMACION SIRVASE LLAMAR A:

LA OFICINA DEL AGENTE DE COMPRAS DEL CONDADO DE
ARLINGTON. 703-228-3410.

PARA INFORMACION EN PERSONA DIRIJASE A:

2100 CLARENDON BOULEVARD, OFFICINA No 500
ARLINGTON, VA 22201
(EXHIBIT B)

ARLINGTON COUNTY
CONTRACTOR LIVING WAGE QUARTERLY COMPLIANCE REPORT

Quarter: __________ to __________

Contract Number: ______________ Date: ______________

Company Name and Address: ______________________________________________________

Authorized Signature: ____________________________

Printed Name: __________________________

In order to audit your firm's compliance with Service Contract Wage (Living Wage) provisions of the Arlington County Purchasing Resolution, please complete the following report and submit to Arlington County, Office of the Purchasing Agent, 2100 Clarendon Boulevard, Suite #500, Arlington, Virginia 22201. This report shall be submitted every (3) months during the Contract Term. All personnel of the Contractor and any of its subcontractors working on Arlington County property, or Arlington County occupied property, shall be listed.

<table>
<thead>
<tr>
<th>EMPLOYEE NAME</th>
<th>TOTAL HOURS THIS QUARTER</th>
<th>HOURLY WAGE</th>
<th>GROSS EARNINGS ON THIS CONTRACT</th>
</tr>
</thead>
<tbody>
<tr>
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</tbody>
</table>

By signing this form, the above-listed company certifies that the information provided is accurate and complete.
ATTACHMENT 1

JANITORIAL CONTRACT DISCREPANCY REPORT

SAMPLE OF REPORT TO BE COMPLETED BY COUNTY PERSONNEL WHEN CONTRACT DISCREPANCIES OR OTHER PROBLEMS OCCUR WHICH REQUIRE FORMAL RESOLUTION.

BUILDING ADDRESS: ___________________________ BUILDING NAME: ___________________________

TO: _________________________________________

FROM: _______________________________________; COUNTY PROJECT OFFICER

REPORT DATE: _____________________________

<table>
<thead>
<tr>
<th>DISCREPANCY OR PROBLEM: (DESCRIBE IN DETAIL; ATTACH SUPPORTING DOCUMENT; INCLUDE REFERENCE TO SPECIFICATION REQUIREMENT; AND ATTACH CONTINUATION SHEET IF NECESSARY).</th>
</tr>
</thead>
<tbody>
<tr>
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</tbody>
</table>

<table>
<thead>
<tr>
<th>NAME:</th>
<th>SIGNATURE:</th>
<th>DATE:</th>
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<tbody>
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</tbody>
</table>

<table>
<thead>
<tr>
<th>CONTRACTOR RESPONSE AS TO CAUSE, CORRECTIVE ACTION AND/OR ACTIONS TO PREVENT RECURRENTE: (CITE APPLICABLE EXISTING OR NEW QUALITY CONTROL PROGRAM OR PROCEDURES; AND ATTACH CONTINUATION SHEET IF NECESSARY).</th>
</tr>
</thead>
<tbody>
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</tbody>
</table>

<table>
<thead>
<tr>
<th>NAME:</th>
<th>SIGNATURE:</th>
<th>DATE:</th>
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</tbody>
</table>

<table>
<thead>
<tr>
<th>COUNTY EVALUATION AND ACTION: (PARTIAL OR FULL ACCEPTANCE, REJECTION, PAYMENT DEDUCTION, CURE NOTICE, SHOW CAUSE, TERMINATION, OTHER: ATTACH CONTINUATION SHEET IF NECESSARY).</th>
</tr>
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<tbody>
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</tbody>
</table>

<table>
<thead>
<tr>
<th>NAME:</th>
<th>SIGNATURE:</th>
<th>DATE:</th>
</tr>
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</tbody>
</table>

REPRESENTATIVE: ___________________________

COUNTY PROJECT OFFICER: ___________________________

DATE: _____________________________
# ATTACHMENT 2

## SCHEDULE OF PRICES FOR BUILDING CLEANING DEDUCTIONS

These are the deductive amounts to be deducted from any forthcoming contract payment to the contractor when contract discrepancies are discovered by county inspection personnel.

<table>
<thead>
<tr>
<th>TECHNICAL SPECIFICATIONS</th>
<th>UNIT</th>
<th>DEDUCT COST</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>1. TRASH COLLECTION</strong></td>
<td></td>
<td></td>
</tr>
<tr>
<td>A. RECEPTACLE EMPTYING/CLEANING</td>
<td>RECEPTACLE</td>
<td>$1.00</td>
</tr>
<tr>
<td>B. MISCELLANEOUS TRASH COLLECTION</td>
<td>100 SQ. FT.</td>
<td>$1.00</td>
</tr>
<tr>
<td>C. RECEPTACLE CLEANING &amp; DISINFECTING</td>
<td>RECEPTACLE</td>
<td>$2.30</td>
</tr>
<tr>
<td><strong>2. RESTROOM CLEANING AND SERVICING</strong></td>
<td></td>
<td></td>
</tr>
<tr>
<td>A. FIXTURE CLEANING AND DISINFECTING</td>
<td>FIXTURE</td>
<td>$2.45</td>
</tr>
<tr>
<td>B. STALL PARTITION CLEANING</td>
<td>PARTITION</td>
<td>$2.45</td>
</tr>
<tr>
<td>C. MIRROR AND CHROME CLEANING</td>
<td>FIXTURE</td>
<td>$1.98</td>
</tr>
<tr>
<td>D. TILE DE-SCALING</td>
<td>100 SQ. FT.</td>
<td>$1.00</td>
</tr>
<tr>
<td>E. GROUT CLEANING</td>
<td>100 SQ. FT.</td>
<td>$1.00</td>
</tr>
<tr>
<td>F. CERAMIC TILE FLOOR/WALL CLEANING</td>
<td>100 SQ. FT.</td>
<td>$1.00</td>
</tr>
<tr>
<td>G. RESTROOM SERVICING</td>
<td>FIXTURE</td>
<td>$2.45</td>
</tr>
<tr>
<td>H. VENDING CONCESSION (DISPENSERS)</td>
<td>FIXTURE</td>
<td>$45.00</td>
</tr>
<tr>
<td><strong>3. FLOOR MAINTENANCE</strong></td>
<td></td>
<td></td>
</tr>
<tr>
<td>A. SWEEPING/DUST MOPPING</td>
<td>100 SQ. FT.</td>
<td>$10.00</td>
</tr>
<tr>
<td>B. REMOVING GUM/TAR ETC.</td>
<td>100 SQ. FT.</td>
<td>$0.75</td>
</tr>
<tr>
<td>C. SPOT MOPPING</td>
<td>100 SQ. FT.</td>
<td>$5.00</td>
</tr>
<tr>
<td>D. MOPPING</td>
<td>100 SQ. FT.</td>
<td>$15.00</td>
</tr>
<tr>
<td>E. SPRAY BUFFING</td>
<td>100 SQ. FT.</td>
<td>$10.00</td>
</tr>
<tr>
<td>F. STRIPPING AND REFINISHING</td>
<td>100 SQ. FT.</td>
<td>$25.00</td>
</tr>
<tr>
<td><strong>4. CARPET MAINTENANCE</strong></td>
<td></td>
<td></td>
</tr>
<tr>
<td>A. VACUUMING</td>
<td>100 SQ. FT.</td>
<td>$15.00</td>
</tr>
<tr>
<td>B. SPOT CLEANING</td>
<td>100 SQ. FT.</td>
<td>$3.00</td>
</tr>
<tr>
<td>C. SHAMPOOING</td>
<td>100 SQ. FT.</td>
<td>$25.00</td>
</tr>
<tr>
<td><strong>5. HORIZONTAL SURFACE CLEANING</strong></td>
<td></td>
<td></td>
</tr>
<tr>
<td>A. SPOT CLEANING</td>
<td>100 SQ. FT.</td>
<td>$1.45</td>
</tr>
<tr>
<td>B. DUSTING</td>
<td>100 SQ. FT.</td>
<td>$1.45</td>
</tr>
<tr>
<td>C. DAMP WIPING</td>
<td>100 SQ. FT.</td>
<td>$3.00</td>
</tr>
<tr>
<td><strong>6. VERTICAL SURFACE CLEANING</strong></td>
<td></td>
<td></td>
</tr>
<tr>
<td>A. SPOT CLEANING</td>
<td>100 SQ. FT.</td>
<td>$5.00</td>
</tr>
<tr>
<td>B. DUSTING</td>
<td>100 SQ. FT.</td>
<td>$5.00</td>
</tr>
<tr>
<td>C. DAMP WIPING</td>
<td>100 SQ. FT.</td>
<td>$5.00</td>
</tr>
<tr>
<td>D. WALL SCRUBBING</td>
<td>100 SQ. FT.</td>
<td>$5.00</td>
</tr>
<tr>
<td>E. BASEBOARD CLEANING</td>
<td>100 SQ. FT.</td>
<td>$5.00</td>
</tr>
<tr>
<td><strong>7. DRINKING FOUNTAIN CLEANING/DISINFECTING</strong></td>
<td></td>
<td></td>
</tr>
<tr>
<td>FOUNTAIN</td>
<td></td>
<td>$10.00</td>
</tr>
<tr>
<td><strong>8. HIGH DUSTING/CLEANING</strong></td>
<td></td>
<td></td>
</tr>
<tr>
<td>A. CLEANING VENTS, GRILL</td>
<td>100 SQ. FT.</td>
<td>$5.00</td>
</tr>
<tr>
<td>B. CLEANING LIGHT FIXTURES, DIFFUSERS</td>
<td>100 SQ. FT.</td>
<td>$5.00</td>
</tr>
</tbody>
</table>
ATTACHMENT 2

SCHEDULE OF PRICES FOR BUILDING CLEANING DEDUCTIONS

These are the deductive amounts to be deducted from any forthcoming contract payment to the contractor when contract discrepancies are discovered by county inspection personnel.

<table>
<thead>
<tr>
<th>TECHNICAL SPECIFICATIONS</th>
<th>UNIT</th>
<th>DEDUCT COST</th>
</tr>
</thead>
<tbody>
<tr>
<td>9. VENETIAN BLIND CLEANING</td>
<td>BLIND</td>
<td>$2.60</td>
</tr>
<tr>
<td>10. ELEVATOR AND STAIRWAY CLEANING</td>
<td>FLIGHT</td>
<td>$1.74</td>
</tr>
<tr>
<td>A. RISER AND THRESHOLD CLEANING</td>
<td>FLIGHT</td>
<td>$0.58</td>
</tr>
<tr>
<td>B. HANDRAIL CLEANING</td>
<td>CAB</td>
<td>$28.94</td>
</tr>
<tr>
<td>C. ELEVATOR CAB CLEANING</td>
<td></td>
<td></td>
</tr>
<tr>
<td>11. OUTSIDE CLEANING</td>
<td>100 SQ. FT.</td>
<td>$0.05</td>
</tr>
<tr>
<td>A. TRASH COLLECTION AND REMOVAL</td>
<td></td>
<td></td>
</tr>
<tr>
<td>B. SWEEPING</td>
<td>100 SQ. FT.</td>
<td>$0.09</td>
</tr>
<tr>
<td>C. POLICING</td>
<td>100 SQ. FT.</td>
<td>$0.06</td>
</tr>
<tr>
<td>12. WINDOW AND GLASS CLEANING</td>
<td>WINDOW</td>
<td>$12.00</td>
</tr>
<tr>
<td>A. INTERIOR WINDOW CLEANING</td>
<td>FRAME</td>
<td>$10.00</td>
</tr>
<tr>
<td>B. DOORS, PARTITIONS, DISPLAY CASES</td>
<td></td>
<td></td>
</tr>
</tbody>
</table>
Bamboo Flooring Maintenance

The key to lasting beauty of your Bamboo flooring investment is proper maintenance for the life of your floor.

Educating your customers on the proper maintenance procedures for their floors is an important part of any sale, whether it’s a new installation or refinish. Customer’s expectations play an important role in determining satisfaction. A properly maintained floor significantly increases the likelihood of a satisfied customer.

**Bamboo Floors**
Regardless of how the floor has been finished, there are certain steps that must be taken to maintain the beauty of the bamboo floor.

The floor must be dust mopped, vacuumed or swept with a soft bristle broom daily, or as often as necessary, to remove grit and dust from the surface. Walking on a dusty or dirty floor is the quickest way to damage a finish.

Place walk-off mats at all exterior entrances. This will capture much of the harmful dirt before it reaches the Bamboo floor. Shake out, vacuum or wash mats and area rugs frequently.

Floor protector pads should be placed on the bottoms of the legs of furniture. Floor protectors must be kept clean of grit and periodically replaced.

Keep high heels in good repairs. An unprotected tip will dent a bamboo floor.

Kitchen floors experience the most traffic in a home. To prevent premature wear of the floor, place an area rug in front of the sink and stove area. Shake out or vacuum the rugs frequently.

Using a dehumidifier or humidifier in conjunction with a furnace or air conditioning system to maintain relative humidity in the home at 30-50% will maintain the moisture level in the wood and help minimize cracks between the boards.

**Urethane Finishes**

**Routine Cleaning**
Use a cleaner that will not leave a residue that will inhibit bonding and re-coating. Wax should only be used for commercial applications since it requires periodic buffing beyond what most homeowners are willing to do. Once wax, in any form, has been applied to a bamboo floor, only wax may be used as a coating over the floor. Urethane and other surface finishes can not be applied over an existing wax finish.

While bamboo is more resistant to moisture than most woods, never use a wet mop or sponge to clean the floor. When using any wood flooring cleaner that requires mixing with water, follow the mixing directions precisely.

A cloth wetted with water and the squeezed dry may be used to wipe up foodstuffs and other spills, provided the area is buffed dry immediately. Heel or scuff marks and stubborn stains may be removed by lightly rubbing with a cloth and a wood floor cleaner.

**Long-term Maintenance**
Urethane finishes eventually will show wear patterns from surface scratching. When high surface areas look dull, it is time to re-coat or restore the finish. Always follow the manufacturer’s recommendations.
APPLICATION OF POLYURETHANE ON PREFINISHED CORK

using BONA KEMI “TRAFFIC” WATER-BASED POLYURETHANE

TECHNICAL SUPPORT 800.345.6202

Expanko’s prefinished cork tiles are coated with Bona Kemi Traffic water based commercial satin polyurethane. **Only Traffic** should be used when additional coats of polyurethane are to be applied on prefinished cork tiles in the field. **Traffic** meets or exceeds all state and federal clean air quality standards. It is non-flammable. Do not thin. KEEP FROM FREEZING.

Expanko cork tiles are coated with the commercial satin sheen of **Traffic**. **Traffic** is also available in commercial semi-gloss. Expanko can offer the commercial semi-gloss as a special order.

FOR RESIDENTIAL USE, ADDITIONAL COATS OF **Traffic** ARE OPTIONAL.
FOR COMMERCIAL USE, One to Two coats of **TRAFFIC** are HIGHLY recommended.
FOR EXISTING FLOORS SHOWING SIGNS OF WEAR, use this same procedure but do a test area to be sure the **Traffic** finish is compatible with the existing finish on the floor.

**Traffic** polyurethane application on factory finished Expanko Cork is commonly referred to as a “pad and recoat” procedure. We recommend this procedure ONLY be done by experienced professionals.

**BENEFITS:**
Fast dry time
Extremely durable
Easy to apply
Water-based, low VOC, very low odor

**COVERAGE:** 350-400 sq ft per gallon (1 coat)

**REQUIRED MATERIALS AND TOOLS:**

**Traffic** polyurethane *
Trim applicator and 8" pad* - for use around edges and in small rooms
Floor coater and 18" sleeve*
16" Conditioning Pads – maroon*
16" White Buffing Pad*
Bona Delta Sheets – use two on Conditioning Pad for abrasion
175 rpm rotary buffing machine w/16" drive plate
Pole sander with 220-grit screen for areas that buffing machine cannot reach (or abrade by hand with Conditioning Pad)
Bona microfiber mop and extra covers for tacking (do not use treated tack cloths) and vacuum

* available from Expanko
Application kits for finishing floors are also available from Expanko.
INSTRUCTIONS FOR APPLYING TRAFFIC POLYURETHANE

3. At the end of each run, pull the applicator toward you; then lift and pad out the applicator (press out excess finish) parallel to the wet edge (puddle of finish).
4. Feather out all turn marks with trim pad or 18" applicator by lightly brushing the finish in the same direction as the flooring runs. If pulled too hard or too fast, drips may fly off the applicator.
5. On final passes, push/pull your way to the exit door, making sure to feather out any turn-marks.
6. Missed areas can be touched up after finish has dried.
7. Allow each coat to dry 3-4 hours prior to applying the next coat.

ALLOW FINAL COAT TO DRY AT LEAST 24 HOURS BEFORE NORMAL USE

Pot Life:
The finish/hardener mixture must be used within 4 hours after it is mixed. Product properties will diminish after 4 hours. The finish and hardener can only be mixed one time.

For smaller areas, such as when doing a “test area” order a Traffic Mix Bottle from Expanko to be sure you have the exact finish/hardener ratio when mixing small amounts.

Intercoat Abrasion:
If applying more than one coat, abrading between coats is not necessary for adhesion unless it has been more than 48 hours since the previous coat has been applied. However, for smoothest results, abrade prior to the final finish coat with just the Bona® Conditioning Pad. Always vacuum and tack thoroughly with a slightly water-dampened Bona® microfiber mop or microfiber cloth after abrading.

Curing:
The complete curing process takes approximately 7 days (70% after 1 day, 90% after 3 days) although only 3-4 hours is required between coats and floors may be walked on after 24 hours. Do not replace area rugs until the floor has fully cured. The floor may be walked on after 24 hours, but the floor is susceptible to scratching and marring prior to completion of the curing process. Furniture may be “placed” back in 72 hours. Do not clean with water or detergent during the first week. Use only a dry Bona Microfiber mop during the first week.

Clean-Up:
Tools should be cleaned with water and stored in an applicator storage canister.

NOTE: Bona Traffic finish may also be applied with a Bona Roller on cork flooring, with excellent results, if the flooring craftsman is familiar with the application procedure for the roller. For more information on roller application and about the complete Bona System of floor finishing, call Bona technical service at 800-872-5515 or visit www.bonakemi.com.
INSTRUCTIONS FOR APPLYING TRAFFIC POLYURETHANE

Preparation:
- Turn off all sources of airflow during application. Allow finish to flow, level, and tack off (dry on top) for approximately 20-30 minutes after application before air flow is turned back on to aid in the drying / curing process.
- Sweep or vacuum the floor to remove all loose dirt and grit.
- Abrade the floor with rotary buffing machine using Bona Conditioning Pad and two Bona Delta sheets.
- Hand abrade the sides and other areas where the buffer will not reach with Conditioning Pad or a pole sander with 220-grit screen material.
- Vacuum and tack floor with a clean, dry or slightly water dampened Bona microfiber mop to remove residual dust. Tack more than once if necessary.

Finishing:
1. Shake (Part A) Traffic finish for 30 - 45 seconds prior to mixing in (Part B) Hardener.
2. Mix 1 part (Part B) Hardener with 10 parts (Part A) Finish by pouring contents of hardener into finish bottle, then immediately shake mixture vigorously for 30-45 seconds. Let sit for 5-10 minutes. One 12.8 oz. bottle of Hardener will activate 1 gallon of finish.
3. Clean new applicators by rubbing and vacuuming them off, and then rinse with water to remove loose fibers that can contaminate finish – dry to just damp before use. Do not re-use applicators that have become hardened in any way.

Perimeter Application:
Pour a 2-3" wide puddle of finish along the wall. Using the 8" trim pad, cut-in along the starting wall. Be sure entire 8" edge of pad is wet with finish. Only trim the starting wall and areas down the sidewalls that can be completely field finished within 10 minutes. Sidewalls should be trimmed progressively as field finish is applied.

Field Application:
1. Add more finish to your starting puddle, leaving a 6" to 8" wide line of the finish along the entire length of starting wall.
2. Using a clean 18" applicator, draw the applicator forward, moving the finish toward the opposite wall. Hold the applicator at a "snowplow" angle (approximately 45°) to maintain a wet edge at all times. Maintain at least a 3" wide wet edge (puddle of finish) at all times to ensure proper coverage rate.

Make turn, Lift applicator, Pad out excess finish, Feather out turn-mark Squeeze out excess, Start new run near wall

Document ID: 003
Page 2 of 2
February 27, 2006
DIRECTIONS FOR USE:
BEFORE USING, READ ALL DIRECTIONS AND MATERIAL SAFETY DATA SHEETS.

FOR TECHNICAL ADVICE: Call Bona US at 800/872-5515

SANDING AND PREPARATION OF NEW FLOORS: 1. Sand and prepare floor using accepted industry association methods. 2. For a stained floor, make your final cut with 80-100 grit paper and screen to 80-100 grit. For an unstained floor, make your final cut with 80-100 grit paper and disc/screen to 120-150 grit. This burnishing will reduce the amount of grain raise. 3. Use a Tampico Brush on a buffer and vacuum thoroughly. 4. Tack with a dry Bona® Microfiber Mop or cloth. 5. Apply finish system.

THE BONASEAL® SYSTEM: Apply 1 coat of Bonaseal and 2 coats of a Bona waterborne finish. Bonaseal is not needed when using a Bona stain with a Bona waterborne finish. Bonaseal minimizes side bonding and grain raise, provides a build layer, and prevents the finish from penetrating into the wood surface. Visit www.bona.com for additional product information.

RECOMMENDED APPLICATORS: Bona® Floor Coater, Bona® Roller, Bona® Cut-in pad.

NOTE: Use a clean applicator for sealer and a separate clean applicator for finish.

MIXING INSTRUCTIONS: SHAKE WELL BEFORE USING – DO NOT THIN.

SEALING: 1. Pour a 4" wide line of finish along the starting wall. Go with the grain of the wood. 2. Using a pre-dampened applicator, draw the applicator forward with the grain of the wood, moving the sealer toward the opposite wall. To maintain a wet edge at all times, hold the applicator at a snowplow angle. 3. At the end of each run, turn the applicator towards you and pad out the applicator parallel to the wet edge. 4. Feather out all turns. Do not push too hard or too fast to avoid drips flying off the applicator. 5. BE SURE YOU ARE USING THE RECOMMENDED COVERAGE OF 500-600 SQ. FT. PER GALLON. DO NOT SPREAD TOO THIN. 6. Allow the first coat to dry 2-3 hours. High humidity and/or low temperature conditions will extend the dry time (recommended conditions of 65-80°F/40-60% relative humidity). 7. For smoothest results, abrade with a Bona® Conditioning Pad before applying finish coats. Always vacuum and tack thoroughly with a slightly water-dampened Bona Microfiber Mop or cloth after abrading.

INTERCOAT ABRASION: It is not necessary to abrade Bonaseal unless more than 48 hours has passed since the previous coat was applied. However, for smoothest results, abrade the Bonaseal sealer coat with a Bona Conditioning Pad and 1-2 Delta sheets as needed. Always vacuum and tack thoroughly with a slightly water-dampened Bona Microfiber Mop or cloth after abrading.

NOTE: Stain, sealer and finish results may vary widely depending on the wood species, especially on oily and resinous Exotics. ALWAYS PREPARE A SAMPLE OR TEST AREA TO DETERMINE COMPATIBILITY, APPEARANCE AND DESIRED RESULTS.

CLEAN-UP: Application tools should be cleaned with water and stored in an airtight container.

STABILITY: One year shelf life in unopened container.

STORAGE: Nonflammable - Bonaseal should be stored in a climate-controlled environment. KEEP FROM FREEZING. Do not store above 100°F.

INGREDIENTS: Water, acrylic resin, dipropylene glycol monomethyl ether, defoamers.

Please recycle container when empty.

SPECIFICATIONS/PHYSICAL DATA:

Physical Characteristics:

<table>
<thead>
<tr>
<th>Color</th>
<th>Milky white (wet)</th>
</tr>
</thead>
<tbody>
<tr>
<td>pH</td>
<td>7.8</td>
</tr>
<tr>
<td>Solids</td>
<td>36%</td>
</tr>
<tr>
<td>Viscosity</td>
<td>(#4 Ford cup @ 25°C) approx. 12 seconds</td>
</tr>
<tr>
<td>Density</td>
<td>8.70 lbs./gallon (1.04 S.G.)</td>
</tr>
<tr>
<td>VOC</td>
<td>This product has a maximum VOC (Volatile Organic Compound) content of 100 grams per liter (.85 pounds per gallon VOC).</td>
</tr>
</tbody>
</table>

Gloss Level: N/A
Odor: Non-offending
Flash Point: >200°F
Packaging: 1-gallon plastic bottle

Application Characteristics:

<table>
<thead>
<tr>
<th>Clarity</th>
<th>Clear when dry</th>
</tr>
</thead>
<tbody>
<tr>
<td>Leveling</td>
<td>Excellent</td>
</tr>
<tr>
<td>Defoaming</td>
<td>Excellent</td>
</tr>
<tr>
<td>Drying Time</td>
<td>approximately 2-3 hours (high humidity and/or low temperature conditions will extend the drying time)</td>
</tr>
</tbody>
</table>

Coverage: 500-600 sq. ft. per gallon
Percent Cured After 24 Hours: N/A
Maximum Cure: 100% in one week
**DESCRIPTION**

*SureFinish* beautifies and enhances resilient and non-resilient hard surface interior floors using any speed maintenance program. It is both easy to apply and maintain.

**USE**

*SureFinish* is specifically designed to provide superior protection for interior *SureCrete* Stamp Overlays and Chemical Stains that have been sealed with any of *SureCrete’s* sealers. *SureFinish* will enhance the luster.

**APPLICATION**

After sealer has cured, SureFinish may be applied by mop. Protect the mop bucket with a trashcan liner to prevent contamination of *SureFinish*. The mop should be a closed loop mop head to prevent leaving "strings" in the finish product. Fully saturate the mop head and wring out so that mop is damp, but not dripping. Apply thin coats until desired initial gloss is achieved (usually 2-3 coats minimum). For optimum results burnish the first coat using a white or non-aggressive floor pad. Between coats allow the floor to dry to the touch and wait 15 additional minutes.

**MAINTENANCE**

Dust mop daily using an untreated mop head to remove loose dirt, dust, and soil. Wet mop to clean ground in soil as needed. Machine scrub heavily soiled areas and reapply thin coats of *SureFinish* as needed. Heavily trafficked areas may require monthly reapplication.
ARLINGTON COUNTY, VIRGINIA
OFFICE OF THE PURCHASING AGENT
INVITATION TO BID NO. 112-11LW

AMENDMENT NUMBER 1

Arlington County Invitation to Bid No. 112-11LW (PROVISION OF CUSTODIAL SERVICES AT FOURTEEN (14) FACILITIES LOCATED IN ARLINGTON COUNTY FOR UP TO A FIVE-YEAR PERIOD) is amended as follows:

ADD THE FOLLOWING PARAGRAPH TO THE CONTRACT TERMS AND CONDITIONS SECTION:

61. SURETY REQUIRED

A. Bid Surety: A fully completed and properly executed original Bid Bond, cashier's check, certified check, money order, or cash escrow in the amount of 5% of the amount of the bid made payable to the Treasurer of Arlington County shall accompany each bid. The Bid Surety of all bidders may be retained until after the award to the successful bidder is made. The Bid Surety of the successful bidder shall be retained until completion of the Contract or the posting of a Performance Bond, whichever occurs sooner. A bid submitted without a bid surety, or with a bid surety in an amount less than the required amount, shall be rejected.

B. Failure to Execute: The failure to accept an award and file acceptable Performance and Payment Bonds within fifteen (15) days after notice of award shall be just cause for cancellation of the award and the forfeiture of the Bid Surety to the County as liquidated damages. Award may then be made to the next lowest responsive and responsible bidder.

C. Performance Surety: A fully completed and properly executed original Performance Bond in the amount of 100% of the amount of the bid will be required of the successful bidder to ensure satisfactory completion of the work. The bond shall be a corporate surety bond issued by a surety company authorized to do business in the Commonwealth of Virginia and acceptable to the County. Where applicable, the Performance Bond shall be renewable annually in the original amount for the duration of the Contract Term.

D. Payment Bond: A fully completed and properly executed original Payment Bond in the amount of 100% of the amount of the bid, conditioned upon the payment of all persons who have and fulfill contracts for the Contractor for performing labor, providing equipment, or providing material in the performance of the work provided for in the Contract, shall be required of the successful bidder. The Bond shall be a corporate surety bond issued by a surety company authorized to do business in the Commonwealth of Virginia and acceptable to the County. Where applicable, the Payment Bond shall be renewable annually in the original amount for the duration of the Contract Term.

E. Alternate Surety: If approved by the County Attorney, a bidder may furnish a personal bond, property bond, or bank or saving and loan
association's letter of credit on certain designated funds in the face amount required for the bid bond, payment bond or performance bond. Approval shall be granted only upon a determination by the County that the alternative form of security proffered affords protection to the County equivalent to a corporate surety's bond.

The balance of the specification remains unchanged.

Arlington County, Virginia

Mr. Ashley Barnes
Buyer
abarnes@arlingtonva.us

RETURN THIS PAGE, FULLY COMPLETED AND SIGNED, WITH YOUR PROPOSAL:

RECEIPT OF AMENDMENT NUMBER 1 IS ACKNOWLEDGED.

FIRM NAME: ________________________________________________________________

AUTHORIZED SIGNATURE: __________________________________ DATE: __________
ARLINGTON COUNTY, VIRGINIA
OFFICE OF THE PURCHASING AGENT
INVITATION TO BID NO. 112-11LW

AMENDMENT NUMBER 2

Arlington County Invitation to Bid No. 112-11LW (PROVISION OF CUSTODIAL SERVICES AT FOURTEEN (14) FACILITIES LOCATED IN ARLINGTON COUNTY FOR UP TO A FIVE-YEAR PERIOD) is amended as follows:

1. CHANGE ALL REFERENCES TO THE BID OPENING DATE AND TIME FROM:

   3:00 P.M. APRIL 26, 2011

   TO:

   2:00 P.M. MAY 3, 2011

2. ON PAGE 11, REPLACE PARAGRAPH II.I.F. Line Staff and Staffing Requirements, CENTRAL LIBRARY WITH THE FOLLOWING:

   CENTRAL LIBRARY: 16 hrs nightly  SUN - FRI
   Day Porter       8 hrs Sat (8:00 a.m.-5:00p.m.)
   Day Porter       8 hrs Sun (12:00 p.m.-9:00p.m.)

3. ON PAGE 42, REPLACE PARAGRAPH XII.1.h. WITH THE FOLLOWING:

   h. In addition to base service specified for this location, day porter service is required at the Central Library on Saturday 8:00am to 5:00pm and Sunday from 12:00 noon to 9:00 pm. The service shall be priced using the day personnel rates bid for actual hours worked. There is no separate bid entry for this service.

4. ON PAGE 8, REPLACE PARAGRAPH 28.F. WITH THE FOLLOWING:

   f. A list of at least five (5) references from commercial customers, including one (1) local, state or federal government, and one (1) reference from a facility containing medical rooms and/or laboratories, that demonstrates the bidder's ability to provide the services sought by this solicitation.

5. ON PAGE 11, REMOVE ARGUS HOUSE FROM II.I.F WALTER REED CENTER. ADD ARGUS HOUSE AS ITS OWN FACILITY:

   ARGUS HOUSE: 2 hrs M - F

BIDDER QUESTIONS AND ANSWERS:

6. Q: On the consumable supplies, is it possible to get a number of visitors annually for each of the buildings? If you do not have this information, could we get a prior invoice that might help us up with the estimate?
A: The County does not have an estimate of annual visitors for each of the buildings. The County will not provide prior invoices.

7. Q: LEED designation was mentioned in the walk for a few of the buildings. We have a program that can help reach those levels (no incremental costs to you) but we would like to know which buildings are attempting to reach which levels (Gold, Silver, Platinum).

A: LEED designation for the facilities is not referenced in the solicitation and is therefore not applicable.

8. Q: We are currently working on our bid for Custodial Services at 14 Arlington County Facilities (112-11LW) and would like to request clarification on the following items:

- Square footage by facility
- Carpeted vs resilient flooring ratio
- Waxable flooring square footage
- Restroom fixture inventory

A: The County does not have this information.

9. Q: There are 6 bedrooms and 3 bathrooms in the upstairs areas of the Argus Center. Do we have to include these rooms in the proposal?

A: Bidders are not responsible for the 6 bedrooms. Bidders are responsible for the two (2) restrooms on the second floor.

10. Q: On page 11, the scheduled cleaning days for Westover Library are not clearly listed.

A: Monday, Tuesday, Wednesday, Friday, Saturday as described on page 11.

11. Q: On page 11, please clarify whether the minimum hours listed for Madison Center (only 4 hours daily) includes part of the building.

A: The front half of the Madison Center is to be cleaned. In addition, Contractor shall clean the following located in the back of the building:
- Hallway to the Kitchen and Multipurpose Room
- The two (2) public restrooms
- The two (2) small bathrooms and two (2) day care rooms at the back of the building.

12. Q: On the Bid Form page there is no spot for DHS Day Porter.

A: DHS Day Porter service should be included in the bid price for Drewry Center.
13. Q: The RFP states the base period is one year, but the bid form seems to suggest two. (This is important for the bonding company)

A: Refer to Paragraph 3 Contract Term on page 54. The initial contract term is one year. Paragraph 5 on the same page indicates that pricing is firm for the first twenty four (24) months, which is why there are two (2) years of pricing on the Bid Form.

The balance of the specification remains unchanged.

Arlington County, Virginia

[Signature]

Mr. Ashley Barnes
Buyer
abarnes@arlingtonva.us

RETURN THIS PAGE, FULLY COMPLETED AND SIGNED, WITH YOUR PROPOSAL:

RECEIPT OF AMENDMENT NUMBER 2 IS ACKNOWLEDGED.

FIRM NAME: ____________________________

AUTHORIZED SIGNATURE: ____________________________ DATE: ____________
ARLINGTON COUNTY, VIRGINIA
OFFICE OF THE PURCHASING AGENT
INVITATION TO BID NO. 112-11LW

AMENDMENT NUMBER 3

Arlington County Invitation to Bid No. 112-11LW (PROVISION OF CUSTODIAL SERVICES AT FOURTEEN (14) FACILITIES LOCATED IN ARLINGTON COUNTY FOR UP TO A FIVE-YEAR PERIOD) is amended as follows:

1. ON PAGE 30, DELETE "CLARENDON HOUSE" FROM PARAGRAPH X. "FREQUENCIES OF TASKS BY LOCATION."

2. ON PAGE 53, ADD AS PARAGRAPH XV. CLARENDON HOUSE AFTER PARAGRAPH XIV.H. SERVICES AFTER PARTITIONING CONSTRUCTION THE FOLLOWING:

XV. CLARENDON HOUSE

QUARTERLY:

A. Carpet in large common area extracted.

B. Two bathrooms floors scrubbed and walls cleaned.

C. Kitchen: 2 ovens cleaned inside and outside, vents above oven cleaned, grill cleaned, walls cleaned, counters cleaned.

D. Kitchen floor strip and refinish.

E. Lounge next to kitchen strip and refinish.

BIDDER QUESTIONS AND ANSWERS:

3. Q: Is the periodic cleaning to be completed by the staff that is taking care of the daily cleaning?

   A: There is no requirement that staff persons who perform daily services must also perform the periodic cleaning.

4. Q: For the periodic work for the buildings is it being done by the night crew along with their standard cleaning duties or are additional hours added?

   A: The Bid Form asks for a total price for each location. Periodic cleanings should be included within that price. If periodic cleaning cannot be accomplished during the hours stated in the Scope of Services, the County Project Officer shall be notified before any additional work is performed.
The balance of the specification remains unchanged.

Arlington County, Virginia

Mr. Ashley Barnes
Buyer
abarnes@arlingtonva.us

RETURN THIS PAGE, FULLY COMPLETED AND SIGNED, WITH YOUR PROPOSAL:

RECEIPT OF AMENDMENT NUMBER 3 IS ACKNOWLEDGED.

FIRM NAME: ____________________________________________

AUTHORIZED SIGNATURE: ________________________________  DATE: ____________