

Selah Civic Center
216 South 1st Street • Selah • WA • 98942

Cleaning Service Contract Requirements

Scope of Work

(October 16, 2016)

INTRODUCTION AND OVERVIEW

The purpose of this Scope of Work (SOW) is to clearly define the custodial service requirements of the Selah Civic Center so that the Contractor is fully aware of the city of Selah's requirements and expectations. This SOW will form the basis of the Custodial contract at the Selah Civic Center and should be used to develop the Contract. The central point of contact for The Selah Civic Center and all contractor requests or notifications should be directed to that office at 509-698-7302 or via email at btait@ci.selah.wa.us.

- The cleaning contract is for the Selah Civic Center, a 14,600 sq. ft. building located at 216 S. 1st. Street, Selah WA 98942.
- Cleaning to be done regularly 8 days a week, Sunday through Friday and after activities/events occurring on Saturdays. Contractor is expected to do the work when the Civic Center is minimally populated or closed. Typical Civic Center office hours are: Monday – Friday from 8:00 a.m. to 5:00 p.m. User groups use premises after hours and on weekends at varying times. Contractor will be provided a monthly schedule and given updated information on building use as changes occur.
- Cleaning equipment and cleaning supplies are provided by the contractor. Restock supplies such as soap, towels and toilet paper are supplied by the Civic Center. Contractor agrees to notify the Business Office when supplies are low.
- Any item requiring maintenance or repairs shall be reported to the Civic Center staff. Items like plugged toilets, leaking pipes, loose tile, inoperative lights, etc. are expected to be reported immediately upon finding them. Emergency repairs during off hours (i.e. after 5:00 PM and before 8:00 AM) such as broken pipes, floods, or serious roof leaks should be reported to Civic Center staff immediately after discovery.
- Cleaning service employees are expected to be able to read and interpret labels on cleaning products and observe safe use and handling of cleaning products.
- Cleaning service employees should not enter the Civic Center except to perform their work and should not bring non-personnel or family members into the facility during their contract work hours. Cleaning service employees are to secure the building when they leave the premises.
- Cleaning service employees are not to bother private areas such as desk tops, drawers, lockers, food or mail slots, nor should they use computers, fax or telephones.
- Cleaning service employees are not expected to tidy up in staff office – (i.e. arranging papers, turning off computers, or washing dishes).

- Civic Center management would expect and appreciate notification of building problems such as leaks, needed repairs and or any security issues.
- Walls, carpet, and upholstery in poor condition will be noted at the beginning of the contract period. Cleaning service employees will not be held responsible for existing spots and worn, damaged furniture or carpet stains.
- Civic Center cleaning service is expected on days cleaning service employees are out sick or on vacation.

INDIVIDUAL TASKS

BUILDING EXTERIOR

DAILY

1. Collect and dispose of trash and debris around building premises to dumpster. Clean garbage can lids and containers regularly to keep appearance clean. Report any damages to Civic Center manager.
2. Keep all EXIT areas, inside and outside, clean and free of debris. Vacuum outside front entry way.

OFFICE

1. Empty wastebaskets and remove all trash to designated disposal areas. Supply fresh liners for wastebaskets.
2. Vacuum floors once a week.
3. Clean inside office windows a minimum of once a week.

MAIN ROOM

DAILY

1. Empty wastebaskets and remove all trash to designated disposal areas. Supply fresh liners for wastebaskets.
2. Dust mop floor. Spot clean and mop floor when soiled. Vacuum stage as needed. The entire area will be thoroughly cleaned to remove dust, dry soil, and other surface debris. All areas under chairs, trash receptacles and other furnishings, which are accessible, will be cleaned as well. Keep vent areas clean of debris. After cleaning, surfaces, including corners, cracks, abutments, and places accessible to the cleaning equipment shall be free of all visible soil, streaks, litter and spots caused by spills.
3. Spot clean walls, kickboards, light switches, and doors.
4. Remove obvious dirt and debris from around and under stairwell to stage, cracks in floor, joinders and in corners.
5. Clean and disinfect all waste receptacles. Remove any debris and waste buildup.

WEEKLY

1. Clean hard surfaces of all furniture and vacuum stage.
2. Clean/dust all interior doors.
3. Damp mop and shine all hard and resilient flooring and baseboard. After cleaning, surfaces, including corners, cracks, abutments, and places accessible to the cleaning equipment will be free of all visible soil, streaks, litter and spots caused by spills.
4. Dust all horizontal surfaces including sills, ledges, moldings, shelves, etc.
5. Clean and disinfect all waste receptacles. Remove any debris and waste buildup.

BI-MONTHLY

1. Hard Surface Scrub/ Buff floor. Remove marks, scuffs, and stains, without using stripper.

MONTHLY

1. Thoroughly dust all vertical surfaces and under surfaces of furniture. Dust all above hand height horizontal surfaces, including shelves, ledges, moldings, shingled portion of East wall etc. Remove dust, lint, dry soil, and cobwebs from door and window casings, transoms, ledges, moldings and trim, vents, grills, louvers, conduit and similar high mounted fixed equipment. After dusting, these surfaces will have a uniform appearance free from streaks, smudges, dust, lint, and cobwebs.
2. Scrub and remove build up on floor, kickboards, walls and ledges.

QUARTERLY

1. Power scrub, strip and refinish concrete floor with appropriate sealer and finish. Floor shall have a nice shine w/out being hazardously slick.

DRINKING FOUNTAINS

DAILY - Clean drinking fountain basin, spout and push bar using a disinfecting cleaner.

WEEKLY -- Remove all obvious soil, streaks, smudges, etc. from drinking fountains; then disinfect all porcelain and polished metal surfaces including the spout of drinking fountain. All will be free from streaks, stains, spots, smudges, scale, and other obvious removable soil.

ENTRANCES, LOBBY, & CORRIDORS

DAILY

1. Empty wastebaskets and remove all trash to designated disposal area. Supply fresh liners for wastebaskets and spot clean walls, light switches and doors.
2. Spot clean both sides of entrance glass and the window immediately adjacent to the entrance doors. After cleaning, the surface will present a uniform appearance free of all smudges, fingerprints, stains, streaks, lint, etc.

3. Dust mop floors. Spot clean and mop floor when soiled.
4. Sweep, vacuum and remove litter from mats inside front entrance. Keep clean of visible debris.

WEEKLY

1. Mop and Disinfect Floor. After mopping the entire floor with a germicidal detergent, the floor will have a uniform appearance free of spots, spills, stains, dirt, oily film, mop strings, standing water, etc. Dispose of the remaining detergent solution by pouring it down the janitors closet floor drain.
2. Clean all glass on doors and windows in lobby. This includes display case as well as both sides of office windows and doors. After cleaning, the surface will present a uniform appearance free of all smudges, fingerprints, stains, streaks, lint, etc.
3. Dust all horizontal surfaces, including shelves, ledges, moldings, benches, etc.
4. Sweep and damp mop the ceramic tile floor in hallway between foyer and SE bathrooms.
5. Clean and disinfect all waste receptacles. Remove any debris and waste buildup.
5. De-greaser, deep cleaner used to scrub tile floor in entrance/lobby.
6. Vacuum/Sweep and remove litter from entrance mat outside the front doors. Keep clean of visible debris.
7. Clean outside of building within 20 feet, picking up visible trash.
8. Sweep/Vacuum and remove litter/debris from West corridor (Hallway connecting storage room, west exit door, bathrooms and Apple room).
9. Pick up visible trash in front of dumpster gate and around garbage/recycle receptacles.
10. Keep all EXIT areas, inside and outside, clean and free of debris.

MONTHLY

1. Mop and Disinfect Floor West After mopping the entire floor with a germicidal detergent, the floor will have an appearance free of spots, spills, stains, dirt, oily film, mop strings, standing water, etc.

DUMPSTER

DAILY

1. All Civic Center garbage is to go in Civic Center dumpster located on the West side of the building.
2. Pick up visible trash in front of dumpster gate and around garbage/recycle receptacles and dispose of in the dumpster itself.
3. Manage locking and unlocking of dumpster gates. Gates must be unlocked for Tuesday AM and Early Friday AM, for garbage pickup. All other times gates are to be locked in order to comply with city ordinances.

All RESTROOMS

DAILY

1. Empty all waste receptacles and remove all trash to designated disposal area. Supply fresh liners for waste receptacles. Fill all supply dispensers – towels, toilet paper, soap, etc.
2. Clean all fixtures, commodes, bowls, urinals, and washbasins using a disinfecting/germicidal cleaner.
3. Re-supply all paper towel dispensers to the proper level. Single fold paper towels will be inter-locked with remaining towels in the cabinet. The dispensers and adjacent surfaces will be wiped with a germicidal detergent to remove handprints and smudges after filling. The device will be checked after filling for proper operation. Caked or dried soap will be cleaned from the orifice. Remove the semi-hardened soap from spout of liquid soap dispensers daily. Inoperable devices will be reported Civic Center Staff.
4. Spot clean restroom walls, baseboards, tile, partitions, mirrors, light switches, and doors. Remove finger prints, smudges any dirt or matter.
5. Sweep and wet mop entire floor using a disinfecting cleaner and leaving the floor completely unsullied and sanitized.
6. Spot clean mirrors, other surfaces and remove any non-permanent graffiti.

WEEKLY

1. Damp wipe the full surface area of all stall partitions, doors, frames, plumbing and waste receptacles using a disinfecting, deodorizing cleaner.
2. Clean all mirrors.
3. Heaters, ledges, paper dispensers, grilles and stall partitions shall be dusted.
4. Remove scale from the fixtures, commodes, urinals, and washbasins.
5. Pour water or approved drain product down floor drains (for odor control) and check for any soiling and odors. Treat as needed.

KITCHEN AREA

DAILY

1. Empty wastebaskets, remove all trash to dumpster and supply fresh liners for wastebaskets.
2. Spot clean walls, light switches, cabinets and doors.
3. Clean and sanitize all sinks of food and debris.
4. Wipe down counter tops, tables, sinks, ovens and fixtures with disinfecting cleaner. Remove fingerprints, food, debris, soot and grease from handles, glass and stainless steel surfaces.

7. Sweep and wet mop entire floor using a disinfecting cleaner. All areas under chairs, tables, trash receptacles, ovens, fridges and other furnishings, which are accessible, shall be moved to clean and sweep underneath.
5. Re-supply all paper towel dispensers to the proper level. Single fold paper towels will be inter-locked with remaining towels in the cabinet. The dispensers and adjacent surfaces will be wiped with a germicidal detergent to remove handprints and smudges after filling. The device will be checked after filling for proper operation. Caked or dried soap will be cleaned from the orifice. Remove the semi-hardened soap from spout of liquid soap dispensers daily. Inoperable devices will be reported Facilities Services.

WEEKLY

1. Spot clean baseboards.
2. Clean and disinfect tables, cabinets and chairs with a germicidal cleanser. Remove any food and debris buildup. Remove any nonpermanent stains, spots, spills from all tables, counters, cabinets and sinks. After cleaning, the surfaces will have a uniform appearance, free from streaks, smudges, lint, etc., with complete removal of soil from the surface. Clean interior and exterior of microwaves to provide a uniform appearance inside and out, free from spots, spills, film, dust, smell, etc. Units will be disinfected and sanitized. Do not clean interiors of refrigerators.
3. Clean and disinfect all waste receptacles. Remove any food, grease or debris buildup.
4. Wash, scrub and polish all stainless steel surfaces. (This includes: ovens, stoves, backsplash above stove, refrigerator, freezer, sinks and sink backsplash.) Remove fingerprints, food, debris, soot and grease from handles, glass and stainless steel surfaces.
5. Clean stovetop and griddle of visible heat smudging.
6. Clean dishwasher trap of food debris.
7. Clean out grease trap. Dispose of grease in an approved manner.
8. Wash vents over stoves and ovens. Remove any food, grease or debris buildup using a soft brush.
9. Wash kitchen floor mats with a sanitizing soap and scrub away any debris.

MONTHLY

1. Clean stoves and ovens interior to provide an appearance free of spots, streaks, spills, food and grease. Remove any and all debris and waste buildup and dispose of in dumpster.
2. Dust all horizontal surfaces, furniture, ledges, moldings, including top of refrigerator.
3. Remove dust and dirt from fire extinguishers.

DINING AREA

DAILY

1. Dust mop floor. Mop floor when soiled. The entire area will be thoroughly cleaned to remove dust, dry soil, food and other surface debris. All areas under chairs, trash receptacles and other furnishings, which are accessible, will be cleaned as well. Keep vent areas clean of debris. After cleaning, surfaces, including corners, cracks, abutments, and places accessible to the cleaning equipment will be free of all visible soil, streaks, litter and spots caused by spills.
2. Clean and disinfect tables, cabinets and chairs with a germicidal cleanser. Remove any food and debris buildup. Remove any nonpermanent stains, spots, spills from all tables, and counters. After cleaning, the surfaces will have a uniform appearance, free from streaks, smudges, lint, etc., with complete removal of soil from the surface.

WEEKLY

1. Spot clean baseboards.
2. Clean and disinfect all waste receptacles. Remove any food, grease or debris buildup.
3. Dust ceiling lamps and spot clean removing any dirt, cobwebs and or debris.
4. Sweep and wet mop entire floor using a disinfecting cleaner.

BI-ANNUALY

1. Vacuum and wash ceiling vents at least a couple times a year.

APPLE ROOM/ SENIOR CENTER

DAILY

1. Empty wastebaskets and remove all trash to designated disposal areas. Supply fresh liners for wastebaskets.
2. Vacuum floor mats. Spot vacuum carpeted flooring as needed. The floor should be free from any debris or appearances of dust.
3. Spot clean furniture.
4. Spot clean walls, kickboards, light switches, and doors.

WEEKLY

1. Vacuum carpeted flooring. The entirety of area will be thoroughly cleaned to remove dust, dry soil, and other surface debris. This includes all accessible areas under chairs, trash receptacles and other furnishings.
2. Remove obvious dirt and debris around cracks in floor, doors, corners and joiners.
3. Dust and clean all furniture, desk and table tops with appropriate cleaning agent. After cleaning, the surfaces will have a uniform appearance, free from streaks, smudges, lint, etc., with complete removal of soil from the surface.

LEGION ROOM

DAILY

1. Empty wastebaskets and remove all trash to designated disposal areas. Supply fresh liners for wastebaskets.
2. Sweep floor and remove obvious dirt and debris around cracks in floor, doors, corners and joiners. Spot mop when needed. This includes flooring in hallway connecting restrooms.
3. Clean and sanitize sink and countertop. Remove all obvious soil, streaks, smudges, etc. from sink and faucet; then disinfect all porcelain and laminate surfaces. Sanitize all touch points. All will be free from streaks, stains, spots, smudges, scale, and other obvious removable soil.
4. Spot clean cabinets around sink and on west wall.

WEEKLY

1. Sweep and wet mop laminate flooring. This includes flooring connecting restrooms. The entirety of area will be thoroughly cleaned to remove dust, dry soil, and other surface debris. Remove obvious dirt and debris around cracks in floor, doors, corners and joiners. This includes all accessible areas under chairs, trash receptacles and other furnishings.
2. Dust all horizontal surfaces. Vacuum around wall screen and crevices to remove any debris and or dust build up.
3. Dust all vertical surfaces where debris, soil and dust collect. Wash down walls in areas where soiling is obvious.

SPECIAL EVENTS CLEANING

- ***DAMAGE REPORT: In the event that any damages to City of Selah Civic Center Property results from an event it is imperative the janitorial crew fills out a damage report. This includes neglected renter responsibilities and inappropriate use of facility. (Include any notes regarding clogged toilets, clogged drains, excessive litter or soiling, etc.) When photographs are necessary the Civic Center staff has ready a camera accessible for the janitorial staffs' for event documentation purposes. Leave report for the Civic Center manager and notify manager immediately of any damages which compromise safety, security or could affect the next day activities.***

BUILDING EXTERIOR:

3. Collect and dispose of trash and debris to dumpster. Report any damages to Civic Center manager.

MAIN ROOM

4. Return tables and chairs to storage room. (Unless instructed otherwise). Wipe down tables and chairs.
5. Dust mop and wet mop floor with disinfecting cleaner. Hard surface power scrub if needed. Vacuum stage as needed. The entire area will be thoroughly cleaned to remove all surface debris. All areas under chairs, trash receptacles and other furnishings, which are accessible, will be cleaned as well. Keep vent areas clean of debris. After cleaning, surfaces, including corners, cracks, abutments, and places accessible to the cleaning equipment will be free of all visible soil, streaks, litter and spots caused by spills.

6. Empty wastebaskets, remove all trash to dumpster and supply fresh liners for wastebaskets. Spot clean and sanitize as needed.
7. Any items left by facility users are to be put in hallway corner outside Apple room or outside south side doors of civic center.

DINING ROOM

1. Clean and disinfect tables, and chairs with a germicidal cleanser. Remove any food and debris buildup. Remove any nonpermanent stains, spots, spills from all tables, and counters. After cleaning, the surfaces will have a uniform appearance, free from streaks, smudges, lint, etc., with complete removal of soil from the surface.
2. Dust mop and wet mop floor with disinfecting cleaner. The entire area will be thoroughly cleaned to remove all surface debris. All areas under chairs, trash receptacles and other furnishings, which are accessible, will be cleaned as well. Keep vent areas clean of debris. After cleaning, surfaces, including corners, cracks, abutments, and places accessible to the cleaning equipment will be free of all visible soil, streaks, litter and spots caused by spills.
3. Spot clean all vertical surfaces. Remove any debris found on walls, furniture, doors, garbage receptacles, Etc.
4. Empty, wash and sanitize wastebaskets with disinfectant, remove all trash to dumpster and supply fresh liners for wastebaskets.

KITCHEN

1. Empty wastebaskets, remove all trash to dumpster and supply fresh liners for wastebaskets.
2. Spot clean walls, light switches, cabinets and doors. Wipe down counter tops, tables, sinks, ovens and fixtures with disinfecting cleaner. Remove fingerprints, food, debris, soot and grease from handles, glass and stainless steel surfaces.
3. Clean and sanitize all sinks of food and debris.
4. Sweep and wet mop entire floor using a disinfecting cleaner.
5. Re-supply all paper towel dispensers to the proper level. Single fold paper towels will be inter-locked with remaining towels in the cabinet. The dispensers and adjacent surfaces will be wiped with a germicidal detergent to remove handprints and smudges after filling. The device will be checked after filling for proper operation. Caked or dried soap will be cleaned from the orifice. Remove the semi-hardened soap from spout of liquid soap dispensers daily. Inoperable devices will be reported Facilities Services.

RESTROOMS

1. Empty all waste receptacles and remove all trash to designated disposal area. Supply fresh liners for waste receptacles. Fill all supply dispensers – towels, toilet paper, soap, etc.
2. Clean all fixtures, commodes, bowls, urinals, and washbasins using a disinfecting/germicidal cleaner.

3. Re-supply all paper towel dispensers to the proper level. Single fold paper towels will be inter-locked with remaining towels in the cabinet. The dispensers and adjacent surfaces will be wiped with a germicidal detergent to remove handprints and smudges after filling. The device will be checked after filling for proper operation. Caked or dried soap will be cleaned from the orifice. Remove the semi-hardened soap from spout of liquid soap dispensers daily. Inoperable devices will be reported Civic Center Staff.
4. Spot clean restroom walls, baseboards, tile, partitions, mirrors, light switches, and doors. Remove finger prints, smudges any dirt or matter.
5. Sweep and wet mop entire floor using a disinfecting cleaner and leaving the floor completely unsullied and sanitized.
6. Spot clean mirrors, other surfaces and remove any non-permanent graffiti.

APPLE ROOM/ SENIOR CENTER

1. Empty wastebaskets and remove all trash to designated disposal areas. Supply fresh liners for wastebaskets.
2. Vacuum floor mats. Spot vacuum carpeted flooring as needed. The floor should be free from any debris or appearances of dust.
3. Spot clean furniture. Remove any fingerprints on glass top desk.
4. Spot clean walls, kickboards, light switches, and doors.
5. Return any tables and chairs to storage room. (Unless instructed otherwise). Wipe down tables and chairs.

LEGION ROOM

1. Empty wastebaskets and remove all trash to designated disposal areas. Supply fresh liners for wastebaskets.
2. Sweep floor and remove obvious dirt and debris around cracks in floor, doors, corners and joiners. Spot mop when needed. This includes flooring in hallway connecting restrooms.
3. Clean and sanitize sink and countertop. Remove all obvious soil, streaks, smudges, etc. from sink and faucet; then disinfect all porcelain and laminate surfaces. Sanitize all touch points. All will be free from streaks, stains, spots, smudges, scale, and other obvious removable soil.
4. Spot clean cabinets around sink and on west wall.
5. Return any tables and chairs to appropriate place of storage in North East corner of room. (Unless instructed otherwise). Wipe down tables and chairs.

ENTRANCES, LOBBY, & CORRIDORS

1. Empty wastebaskets and remove all trash to designated disposal area. Supply fresh liners for

wastebaskets and spot clean walls, light switches and doors.

2. Spot clean both sides of entrance glass and the window immediately adjacent to the entrance doors. After cleaning, the surface will present a uniform appearance free of all smudges, fingerprints, stains, streaks, lint, etc.
3. Dust mop floors. Spot clean and mop floor where soiled.
4. Sweep, vacuum and remove litter from mats inside front entrance. Keep clean of visible debris.
5. Clean outside of building within 20 feet, picking up visible trash.
6. Sweep/Vacuum and remove litter/debris from West corridor (Hallway connecting storage room, west exit door, bathrooms and Apple room).
7. Pick up visible trash in front of dumpster gate and around garbage/recycle receptacles.
8. Keep all EXIT areas, inside and outside, clean and free of debris.

QUALITY STANDARDS

1. **Frequency:** Frequency requirements are minimum requirements. All tasks to be performed as frequently as specified and as needed to maintain a clean condition. For example, tasks that are designated “Daily” are to be performed at each visit.
2. **General Standards:** The achievement of the desired standard of cleanliness will result in an almost complete absence of visible soil. In order to maintain the facilities in this condition, Contractor will remove any visible soil which is found as a result of inspection. For purposes of definition, absence of visible soil shall be as follows:
 - A. Absence of dust on horizontal and vertical surfaces of floors, walls, ledges, furniture and equipment.
 - B. Absence of litter and trash on floor and horizontal surfaces.
 - C. Absence of finger marks, spots and soil build-up on walls, partitions, doors, dividers, cabinets, stainless steel appliances, etc.
 - D. Absence of encrustation, soil, and wax build-up on floors, particularly in corners, along baseboards, around door jambs, and around furniture and equipment legs and bases.
 - E. Absence of soil, scale and stain on restroom fixtures, drains, taps, faucets, soap dispensers, paper dispensers, stalls, mirrors, ledges and drinking fountains.
 - F. Absence of soil, stain and scale on restroom floors and baseboards. Tile and grout maintained free of stain and buildup.
 - G. Absence of soil, grease, scale and stain on kitchen fixtures, drains, taps, faucets, soap dispensers, paper dispensers, stalls, mirrors, ledges and drinking fountains.

- H. Absence of soil, grease, stains and scale on kitchen floors and baseboards. Tile and grout maintained free of stain and buildup.
 - I. Absence of dust, lint and litter on upholstered furniture.
 - J. Absence of soil, litter, dust and encrustations on furniture and equipment surfaces and legs.
 - K. Absence of soil, litter, dust, and encrustation in urns, wastebaskets, and trash containers.
 - L. Absence of marks, spots, stains and streaks on glass and mirrors.
 - M. Absence of soil and dust on window blinds, shades, sills, frames and ledges.
 - N. Absence of other visible soil and cobwebs on horizontal surfaces, including ceilings.
 - O. Absence of trash in building.
 - P. Absence of soil, litter, debris and spots on all carpets, mats, and floors.
3. **Damp mopping:** Floors shall be free of streaks, mop strand marks, and skipped areas. Walls, baseboards, and other surfaces shall be free of splash stains and markings from the equipment.
 4. **Solid waste collection:** All solid waste in the building shall be collected and removed to designated disposal areas. Waste container is emptied early a.m. on Tuesday and Friday. Cardboard recycle Monday and other recycle is collected on the second Wednesday of the month.
 5. **Wet mopping:** Floors shall be free of streaks, mop strand marks, and skipped areas. Walls, baseboards, and other surfaces shall be free of splash stains and markings from the equipment. Mops and buckets will be emptied and thoroughly rinsed immediately after use in restrooms and before use in any other area.
 6. **Spot cleaning:** Smudges, marks or spots shall be removed without causing discoloration of the surface.
 7. **Dusting:** Corners, crevices, moldings, and ledges shall be free of dirt, debris, and dust.
 8. **Furniture moving:** When necessary for the Contractor to move furniture and furnishings, it will be done with care and furniture returned to original positions.
 9. **Graffiti removal:** Graffiti shall be removed with the mildest cleaning agent possible. Contractor shall provide cleaning staff with a series of progressively stronger graffiti removal agents, and cleaning staff shall use the agents in series, progressing from mildest to strongest, stopping when graffiti is removed. Graffiti which cannot be removed without damage to the underlying finish shall be reported immediately to the Contract Manager.
 10. **Custodian's Closet:** Closet shall be maintained in a clean, orderly and safe condition at all times. Floors mopped, sink sanitized and cleaned of debris, mop buckets rinsed after mopping and all mops placed on appropriate wall hangers.
 11. **Contractor's Equipment:** Contractor's equipment shall be stored only in areas designated by the Contract Administrator. Equipment shall be stored in a clean, orderly and safe condition.
 12. **Materials and Equipment:** The Contractor shall use cleaning products and equipment which are effective and safe for fixtures, furnishings, and finishes in their particular applications. The Contract Administrator may require the Contractor to select an alternative cleaning product or piece of equipment if the use of that particular product or piece of equipment is ineffective or tends to cause damage to or

deterioration of fixtures, furnishings, or finishes in the use being made of it. Cleaning products should be in clearly marked containers.

13. **Level of care:** Contractor shall exercise due care at all times to ensure that cleaning products and practices do not cause damage to finishes, furnishings, or fixtures. Contractor shall restore to good condition any items damaged from lack of due care by Contractor employees.