

Janitorial Service

Scope of Work

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BACKGROUND

The Integrated Service Provider's program will provide superior on-site service, product technology, application expertise, process knowledge, chemical monitoring techniques, effective service project management, overall process excellence and cost control in support of the OWNER's mission to be a world class manufacturer of automotive engines

Definitions

- *THE OWNER* – Company contracting the Contractor to manage the facility
- *Contractor* – The Company hired by the owner to manage the facility
- *The Sub-Contractor* – The designated Service provider for this scope who shall be responsible for administering the Service program as described in this specification, and any addenda. He/She shall administer the program within the parameters of the FSSP/THE OWNER operating systems.
- *OEM* - Original Equipment Manufacturing
- *Co-Partner* – The facility will have multiple contractors providing daily services to support the production needs of the facility. These contractors will be working as one team for one cause. Each contractor is a “Co-Partner of the other.
- *Criminal Background Check* – The contractor will research each employee's background for criminal records. That research will be a seven year record and will include any and all counties of residence for the past 7 years. No employee of any contractor will be permitted on the premises with a felony record, without written consent by the FSSP. The contractor will notify the FSSP of all instances where an employee is assigned to the facility and has a criminal record including misdemeanors, but excluding driving offenses. The contractor will ensure that the resident history accounts for all period of time for the past 7 years.
- *Drug Test Policy* – Each contractor is required to have a drug testing policy in place. That Drug testing policy will include drug testing prior to working on THE OWNER property, and drug testing for any individual involved in a work place accident resulting in personal injury and/or asset damage. *Drug testing policy should include random drug testing.*

SCOPE OF WORK

The Housekeeping services to be provided are:

General Floor

- Administration hallways and aisles
 - Daily, dry mop, Wet mop hard surfaces
 - Daily, vacuum, spot clean carpeted surfaces
 - Weekly, Change Matting (mat cost in Janitorial contract)
 - Monthly, buff / burnish hard surfaces
 - Monthly, Damp refresh carpeted areas
 - Semi-Annually, shampoo / extract carpeted surfaces
 - Semi-Annually, Clean and wax vinyl tile surfaces

Manufacturing aisle Floors

- Daily, Sweep and power scrub all aisle ways once per shift.

Note: The plant floor services are a special non-scuff poly that require specialized cleaning techniques and brushes to be followed by the Integrated Service Provider. Cleaning under and around machines is not in scope.

Restroom Cleaning

- Frequency,
 - Daily, once per shift (Described in Standard work instruction posted in restroom along with schedule to initial)
 - Clean and sanitize Restroom Floors – Sweep, damp mop with a germicidal solution
 - Clean and Sanitize Sinks and Countertops
 - Spot clean stall walls and doors, report inappropriate graffiti to security. (do not use muriatic acid cleaners on stainless steel)
 - Empty trash, spot clean containers, reline with appropriate size trash bag
 - Clean Restroom mirrors
 - Clean/Disinfect Dispensers restock all dispensers (Toilet Seat Liner, Tissue, Paper Towel, Feminine hygiene, etc.)
 - Spot Clean/Disinfect Walls / doors
 - Clean all horizontal surfaces.
 - Weekly

- Brush clean / vacuum air exchange vents.
- Monthly, Mechanically clean restroom floor surfaces
- All cleaning steps will be transferred to a standard work instruction sheet and mounted on back of door with schedule of cleaning.
- Quarterly
 - Change batteries in dispensers if required

Restroom Touch up

- Frequency, Daily, One time per shift
 - Check and spot sweep/clean floor surfaces
 - Check restroom stock & restock if necessary
 - Check trash levels & restock if necessary
 - Closets will be clearly labeled where all supplies and tools go.

Locker Room Cleaning

- Frequency, Daily, One time per shift
 - Clean and sanitize Locker room Floors – Sweep, damp mop with a germicidal solution
 - Clean and Sanitize Sinks and Countertops
 - Spot clean walls and doors, report inappropriate graffiti to security.
 - Empty trash, spot clean containers, reline with appropriate size trash bag
 - Clean mirrors
 - Clean/Disinfect Dispensers, restock all dispensers
 - Spot Clean/Disinfect Walls / doors
 - Clean all horizontal surfaces.
 - Weekly, Brush clean / vacuum air exchange vents.
- Monthly
 - Mechanically clean floor surfaces
 - Sanitize bench surfaces
 - Weekly, clean locker tops, spot clean exterior surfaces

Break Area cleaning, Manufacturing floor

- Frequency, Daily, three times per shift after breaks and lunch
 - Empty trash as required, spot clean containers, reline with appropriate size trash bag
 - Remove debris from tables and shelves and sanitize
 - Sweep and sanitize floor surfaces
 - Clean, with disinfectant, all phones/booths.
 - Weekly, Scrub floor surfaces

Break Area cleaning, Administration Building

- Frequency, Daily, three times per shift after breaks and lunch
 - Empty trash as required, spot clean containers, reline with appropriate size trash bag
 - Remove debris from tables and shelves and sanitize
 - Sweep and sanitize floor surfaces
 - Clean phone booths.
 - Weekly, buff / burnish floor surfaces
 - Semi-Annually, Scrub and recoat floor surfaces

Drinking Fountain and Eyewash Cleaning

- Daily, one time per shift, clean and sanitize all drinking fountains, Emergency Showers, and eyewash stations.
(Initial and date master schedule for these activities)

General Administration Offices, Conference Rooms, Training Rooms, Common Area Cleaning

- Daily, vacuum / spot clean carpeted surfaces and mats
- Daily, dust mop / wet mop hard floor surfaces
- Daily, empty trash, spot clean and reline containers
- Daily, clean cleared horizontal surfaces, windowsills.
- Weekly exchange matting
- Monthly, clean/vacuum air return grilles and vents
- Semi-Annually, Shampoo carpeted areas
- Semi-Annually, Scrub and wax vinyl tile surfaces
- Semi-annually, vacuum of all chairs

Administration Employee side to be serviced on a six day schedule

- Daily, vacuum / spot clean carpeted surfaces and mats
- Daily, dust mop / wet mop hard floor surfaces
- Daily, empty trash, spot clean and reline containers
- Daily, clean cleared horizontal surfaces, windowsills
- Weekly exchange matting
- Monthly, clean/vacuum air return grilles and vents
- Semi-Annual, Shampoo carpeted areas
- Quarterly, Scrub and wax vinyl tile surfaces
- Semi-annually, vacuum of all chairs

Manufacturing floor Office & Conference Room Cleaning

- Daily, dust mop / wet mop hard floor surfaces and mats
- Daily, empty trash, spot clean and reline containers
- Daily, clean cleared horizontal surfaces, windowsills
- Weekly exchange matting
- Monthly, clean/vacuum air return grilles and vents

- Semi-Annually, Scrub and wax vinyl tile surfaces
- Semi-annually, vacuum of all chairs

Medical / Hospital Cleaning (1st shift only)

- Daily, remove non-infectious trash. (infectious waste to be handled by medical personnel)
- Daily, dust mop and sanitize floor surfaces.
- Daily, medical restroom cleaning requirements are the same as those found in Restroom Cleaning section
- Daily, clean and sanitize all fixtures, mirrors.
- Daily, Damp wipe with a germicidal solution all cleared horizontal surfaces, window sills
- Weekly exchange matting
- Monthly, buff / burnish hard surfaces
- Semi-Annually-mechanical scrub and refinish floors.

Plant entrances, porches, outside break areas

- Frequency, Daily, one time per shift
 - Daily, Sweep porches, steps
 - Empty trash containers, spot clean, reline with appropriate size liner, and empty and clean cigarette urns.
 - Remove gum form sidewalks and break area cement.
 - Police area for loose debris.
 - Clean entrance glass
 - Empty trash, spot clean and reline containers
 - Sweep and wet mop floor surfaces
 - Vacuum runners

Guard Houses

- Daily, Sweep and mop floor surfaces and matting
- Daily, Empty trash, spot clean containers and reline
- Weekly exchange matting
- Quarterly, Scrub and wax vinyl tile floor surfaces

(Note: All other routine cleaning of the house will be performed by security personnel occupying the building.)

Window cleaning of Administration and Main Manufacturing Building

- Daily-Spot clean all interior windows in the administration area and plant offices.
- Monthly-Clean exterior of all plant offices
- Monthly, Spot clean interior partitions and window surfaces
- Quarterly, Clean interior partitions and window surfaces

- Quarterly, Clean interior surfaces of exterior windows
- Quarterly, Clean the outside of all exterior window surfaces.

Window cleaning of all outlying site buildings and exterior doors

- Semi annually, Clean exterior window surfaces inside and out

Main Lobby area

- Daily, vacuum / spot clean carpeted surfaces and matting
- Daily, clean and blow the exterior sidewalk approaches and empty cigarette containers.
- Daily, dust mop / wet mop hard floor surfaces
- Daily, empty trash, spot clean and reline containers
- Daily, clean cleared horizontal surfaces, windowsills.
- Daily, clean door glass, vestibule glass
- Daily, vacuum runners
- Daily, clean tables and other lobby furniture
- Weekly, buff / burnish hard floor surfaces
- Weekly, clean/vacuum air return grilles and vents
- Weekly, exchange matting
- monthly vacuum all chairs
- Quarterly – Clean all interior windows
- Annually, Shampoo carpeted areas
- Annually Scrub and wax vinyl tile surfaces

Stairs

- Daily, sweep down stairs / spot mop & remove gum
- Weekly, mop floor surfaces.
- Weekly exchange matting

Non-routine requests

- Daily, each shift
 - Provide cleaning of “meeting” rooms in between scheduled use.
 - Provide additional attention to lobby and entrance areas during poor weather conditions.
 - Provide spill cleanup of janitor responsible area

Vice President and Plant Manager suites

- Daily, vacuum / spot clean carpeted surfaces
- Daily, dust mop / wet mop hard floor surfaces
- Daily, empty trash, spot clean and reline containers
- Daily, clean cleared horizontal surfaces, windowsills.
- Daily, clean door glass
- Daily, vacuum runners

- Daily, clean tables and other furniture
- Daily, restroom cleaning requirements are the same as those found in restroom Cleaning section
- Weekly, buff / burnish hard floor surfaces
- Monthly, clean/vacuum air return grilles and vents
- Monthly, vacuum all chairs
- Annually, Shampoo carpeted areas
- Annually Scrub and wax vinyl tile surfaces

Outbuildings and Substations

- Quarterly, Damp mop all floor surfaces
- Quarterly, dust and wipe down surfaces.

Recyclables

- The Integrated Service Provider will collect, and transport to a designated pickup or storage sight designated within the facility.

Spill recovery

Janitorial Service Integrated Service Provider to provide spill recovery services (equipment) to rapidly enable a major spill to be recovered. (200 plus gallons). This will be considered extra work.

Floor Mats

Janitorial company will manage and carry the cost for all walk off matting. The plan will consist of a map of all locations with each mat numbered. A corresponding schedule will list size and frequency of change. This plan will be submitted and approved by contractor.

Program Operation

- Continuously benchmark all service functions; recommending alternative, innovative products and technologies for continuous improvement.
- Provide superior inventory management and control.
- Initiate continuous improvement project activities.
 - The Janitorial Integrated Service Provider is to apply its service application expertise to recognize, suggest, and jointly implement cost reduction projects. All project activities must include a business plan which will define, prioritize, and detail key implementation steps. Project expectations and priorities shall be jointly prepared with the FSSP team. Each cost reduction project activity should be captured using written living documents, complete with financial justification and expected results. The Janitorial Integrated Service Provider Manager shall maintain and update quarterly a list of specific continuous improvement plans (CIP's) to be jointly implemented during the

life of the contract. These CIP's will include strategies for improving plant operations, timetables, estimates of resources and savings, along with priorities.

- Participate as a working partner in designated OWNER committees and meetings.

Work not included

- Roof
- Production Machining Area's - personnel will service production area floor surfaces around machines and empty waste receptacles (trash cans) into area hoppers. Integrated Service Provider will service aisles and common areas and collect and empty trash hoppers.

Service Philosophy and Objectives

- The OWNER and Contractor strives to create a clean, safe, and professional environment throughout the company. This culture is present in every operational process. Every employee shares this belief and incorporates this attitude into their daily work practices. By maintaining this culture, each employee contributes to the common goal of maintaining an injury free, productive workplace.

Pillars of the Program

The Housekeeping Department will provide multiple programs to meet service objectives. The program will include;

- Implement lean practices.
- Training Programs
- Department auditing
- Train the trainer
- Benchmarking and tracking performance
- Others as determined necessary to meet THE OWNER goals

Management of Program

Supplier shall retain one full time Janitorial Service Team Leader for the duration of the contract. It is expected that the Janitorial Service Team Leader shall be accountable for all daily activities. The Janitorial Service Team Leader must meet the following minimum requirements:

- Demonstrated performance and proficiency in Janitorial Service Contract Management

- Minimum of three (5) years experience in Janitorial Service Contract.
- Effective leadership and interpersonal skills, positive attitude
- Demonstrated effective organizing and planning skills.
- Available 24 hours a day, 7 days a week, if necessary
- Demonstrated proficiency with Microsoft Office software
- Excellent communication skills and the ability to influence various personnel levels
- Excellent problem solving and conflict resolution skills
- The successful Service Manager will develop active working relationships with the various THE OWNER Operations business teams and become an integral part of the manufacturing and support operations.

SUPPORTING DOCUMENTS

- Janitorial Service Process Flow
- Special Terms and Conditions
- Contractual Requirements
- Manpower Schedule
- Work Schedule
- Chemical List
- MSDS Log
- Employee I-9 forms if required
- Service Report
- Weekly Schedule
- Contract Conditions
- Special Conditions
- Authorization to proceed
- Customer Survey
- Incident investigation
- Pre-job Planning and Safety Talks
- Utility Interruption form
- Standard Work Instructions