

# City of Ann Arbor

## CUSTODIAL SERVICES

### Scope of Work

City of Ann Arbor Municipal Center • Wheeler Fleet Service Center • Ann Arbor Airport Terminal Building

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## 1. PURPOSE

The City of Ann Arbor seeks qualified contractors to provide custodial services for designated City facilities.

The intent of this contract is to maintain City buildings in a clean, sanitary, safe, and professional condition for employees, visitors, and the public.

Services shall include routine cleaning, sanitation, waste removal, and floor maintenance as outlined in this Scope of Work.

## 2. FACILITIES SERVICED

### 2.1 Ann Arbor Municipal Center

- City Hall
- Justice Center
- Public areas
- Offices and workspaces
- Meeting rooms and council chambers
- Restrooms and break areas

### 2.2 Wheeler Fleet Service Center

- Offices
- Break rooms
- Restrooms
- Common areas

### 2.3 Ann Arbor Airport Terminal Building

- Public areas
- Kitchen
- Restrooms
- Waiting areas

### 2.4 Election Center

- Public areas
- Kitchen

- Restrooms
- Offices and workspaces

The City reserves the right to add or remove facilities during the term of the contract upon mutual agreement.

### **3. CONTRACTOR RESPONSIBILITIES**

The Contractor shall provide all labor, supervision, equipment, tools, and cleaning supplies required to perform the custodial services described in this Scope of Work unless otherwise specified by the City.

All work shall be performed in accordance with:

- Industry custodial standards
- Manufacturer recommendations for flooring and surfaces
- Applicable safety regulations
- City facility operational requirements

Contractor staff shall be properly trained in custodial practices, chemical handling, and workplace safety.

### **4. CONTRACTOR FURNISHED EQUIPMENT AND MATERIALS**

#### **4.1 Cleaning Supplies**

The Contractor shall furnish all cleaning supplies necessary for the performance of custodial services including:

- Trash liners
- Urinal blocks
- Cleaning chemicals
- Disinfectants
- Floor cleaning products

The City will provide:

- Toilet paper
- Paper hand towels
- Hand soap

#### **4.2 Minimum Equipment Requirements**

The following equipment shall be supplied by the Contractor and maintained on-site for each floor (including basements):

- One (1) 44-gallon rolling trash container
- One (1) mop bucket with wringer
- One (1) wet mop
- One (1) dust mop

- One (1) broom and dustpan
- One (1) industrial grade vacuum (for carpeted floors)

#### 4.3 Safety Equipment

Wet floor warning signs shall be supplied by the Contractor and used whenever wet floor conditions exist.

#### 4.4 Floor Maintenance Equipment

One high-speed floor buffer (minimum 22") shall be available for use at the Ann Arbor Municipal Center.

#### 4.5 Regulatory Compliance

All materials and equipment furnished by the Contractor shall comply with applicable City, State, and Federal regulations.

### **5. SUPPLY COORDINATION**

At the beginning of each week, the Contractor shall provide the Site Representative at each location with a list of supplies that must be ordered by the City.

### **6. REPORTING MAINTENANCE ISSUES**

Contractor employees shall report hazardous conditions or items requiring repair to the Site Representative.

Examples include:

- Inoperable lights
- Water leaks
- Plumbing issues
- Broken fixtures
- Safety hazards

A reporting procedure will be established within one week of contract award.

### **7. CONTRACT PERFORMANCE MEETINGS**

The Contractor's on-site supervisor shall meet with the Site Representative at each facility at least once per month to review performance and resolve any issues.

Meetings shall occur between 7:30 AM and 2:00 PM Monday through Friday.

### **8. BUILDING SECURITY REQUIREMENTS**

Locked areas of City facilities shall remain locked unless the Contractor is actively cleaning within the area.

Contractors are responsible for securing all areas after cleaning.  
Building doors shall not be propped open.

## **9. CONTRACTOR EMPLOYEE REQUIREMENTS**

Employees must wear visible identification including name and photo and clothing displaying the Contractor's company name.

Access devices such as keys or cards must be secured and returned upon termination of employment or contract.

Employees must be trained and bonded. The City may require removal of any employee deemed incompetent or inappropriate.

Employees must be able to read chemical labels and communicate with City staff in English.

Breaks must occur only in designated areas. City equipment such as telephones or computers may not be used by contractor staff.

## **10. EMPLOYEE BACKGROUND CHECKS**

The Contractor shall conduct background checks and verify employment history prior to submitting employees for City approval.

Employees must also pass a City background check before working at City facilities.

Required employee information:

- Full legal name
- Date of birth
- Copy of Driver's License or Michigan ID
- Social Security Number

Employees with felony or misdemeanor convictions involving theft, murder, rape, assault, or violent crimes within the last five years shall not be assigned to work in City facilities.

## **11. CLEANING SCHEDULE REQUIREMENTS**

### **11.1 Ann Arbor Municipal Center (City Hall and Justice Center)**

Cleaning shall occur five (5) days per week excluding City-observed holidays.

Daytime Custodial Presence:

A minimum of one (1) staff member shall be onsite from 9:00 AM to 4:00 PM Monday through Friday for spill cleanup, spot cleaning, restroom checks, and service requests, as well as cleaning locations available only during the day.

#### Evening Cleaning:

Routine evening cleaning shall not begin before 5:00 PM.

#### Additional Requirements:

- Second Floor and Council Chambers must be completed before 6:30 PM
- Police Department offices must be cleaned between 9:00 AM and 4:00 PM
- Payroll, City Clerk Vault, HR, and IT areas must be completed before 4:00 PM
- Court offices will follow a schedule determined by the Contract Administrator

#### 11.2 Wheeler Service Center

Cleaning shall occur five (5) days per week excluding City-observed holidays.  
Cleaning shall begin no earlier than 5:00 PM and must be completed by 10:00 PM.

#### 11.3 Ann Arbor Airport Terminal Building

Cleaning shall occur

- Two (2) days per week
- Begin no earlier than 8:00am
- Completed by 4:00 PM

Contractor staff working at the Airport Terminal shall comply with all airport operational and security requirements.

#### 11.4 Election Center

Cleaning shall occur

- One (1) day per week
- Begin no earlier than 8:00am
- Completed by 4:00 PM

Contractor staff working at the Election Center shall comply with election operational and security requirements.

# City of Ann Arbor

## Custodial Task Frequency Schedule

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### Daily Tasks

- Empty trash and recycling receptacles and replace liners as needed
- Dust windowsills, ledges, vents, moldings, and horizontal surfaces
- Dust furniture, file cabinets, counters, and fixtures
- Sweep hard surface floors
- Wet mop hard surface floors
- Vacuum carpeted areas
- Vacuum entrance and floor mats
- Clean interior glass and mirrors
- Clean and disinfect drinking fountains
- Spot clean walls, light switches, and doors
- Remove cobwebs as necessary
- Clean desks and chairs without disturbing paperwork
- Sweep and mop stairways
- Clean elevator floors and spot clean elevator walls
- Vacuum elevator door tracks
- Empty exterior trash and recycling receptacles
- Clean and disinfect restroom fixtures, toilets, urinals, sinks, and dispensers
- Restock restroom supplies including paper products and soap
- Clean restroom mirrors and chrome fixtures
- Scrub shower walls and floors where applicable
- Clean break rooms and kitchen areas
- Clean microwaves inside and out
- Clean and disinfect sinks
- Clean tables and chairs
- Clean the exterior surfaces of trash receptacles

## Weekly Tasks

- Vacuum upholstered furniture
- Wipe vinyl-covered furniture with a damp cloth
- Wash restroom partition walls
- Remove recycling to designated collection areas as required
- High-speed buff hard surface floors

## Monthly Tasks

- Complete high dusting above normal reach areas
- Vacuum upholstered furniture
- Disinfect telephones
- Clean interior window surfaces

## Quarterly Tasks

- Apply wax to tile floors where applicable
- Perform manufacturer-recommended Interim Cleaning for Marmoleum flooring at the Municipal Center

## Semi-Annual Tasks

- Strip and re-wax tile floors where applicable

## Additional Services Cost (Beyond Frequency Scope)

- Strip and Wax (4 coats) — \$.37/sf
- Scrub and Recoat — \$.22/sf
- Carpet Extraction — \$.18/sf
- Interim Carpet Care — \$.13/sf
- Upholstery Cleaning — \$2.75 each (Standard Office Chair - \$40 minimum)
- Pressure Washing — \$.20/sf (\$100 minimum)

# City of Ann Arbor

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## Janitorial Services Facility Summary

The following table summarizes the facilities included in the custodial services contract and their estimated square footage.

| Facility                                         | Details                 | Square Footage | Notes                                                                               |
|--------------------------------------------------|-------------------------|----------------|-------------------------------------------------------------------------------------|
| Guy C. Larcom City Hall (5 Days with Porter)     | Basement-6th Floor      | 74,670 sq ft   | 3 elevators<br>14 restrooms<br>6 kitchen/break rooms<br>6 elevators<br>27 restrooms |
| Justice Center (5 Days)                          | Floors 1-5              | 88,722 sq ft   | 14 holding cells<br>7 kitchen/break rooms                                           |
| Wheeler Service Center - Fleet Building (5 Days) | Single facility         | 4,340 sq ft    | 5 restrooms<br>2 locker rooms<br>1 kitchen/break room                               |
| Ann Arbor Airport Terminal (2 Days)              | First Floor + Basement  | 2,800 sq ft    | 2 restrooms<br>1 kitchenette                                                        |
| Election Center (1 Day)                          | First Floor & Mezzanine | 15,000 sq ft   | 4 restrooms<br>1 kitchenette                                                        |

Total Estimated Square Footage: 185,532 sq ft