

## SPECIFIC REQUIREMENTS

The specifications for janitorial services for the City shall consist of this document herein referred to as “specifications.” Contract Documents shall consist of the specifications, addenda, bonds, insurance certificates, the Agreement, and all required submittals:

- A. Specifications are for janitorial services at the following “Facilities” and “Parks” locations:

Facility Buildings	Address	Estimated Cleaning Square Footage
City Hall	130 S. Main St.	13,000
City Yard Main Office-A	521 N. Langstaff St.	3,420
City Yard Office Trailer-B	521 N. Langstaff St.	
City Yard Mechanic Shop-C	521 N. Langstaff St.	
Senior Center-Building-A	420 E. Lakeshore Dr.	
Senior Center Annex Building-B	420 E. Lakeshore Dr.	
Lake Community Center	310 W. Graham Ave.	10,500
Tiny Tots	400 W. Graham Ave.	1,000
Cultural Center	183 N. Main St.	5,000
Chamber of Commerce	132 W. Graham Ave.	1,300
Engineering Trailer	130 S. Main St.	480
City Yard Trailer	521 N. Langstaff St.	480

Parks	Address	Project No.
Lakepoint Park (Restrooms)	420 E. Lakeshore Dr.	PK0100
McVicker Park (Restrooms)	29355 Grand Avenue	PK0200
Summerhill Park (Restrooms)	31613 Canyon Estates Dr.	PK0300
Summerlake Park (Restrooms)	900 W. Broadway	PK0400
Swick-Match Park (Restrooms)	402 Limited Street	PK0500
Tuscany HillsPark (Restrooms)	30 Summerhill Drive	PK0600
Yarborough Park (Restrooms)	419 N. Poe St.	PK0700
Machado Park (Restrooms)	15150 Joy St.	PK0900
Creekside Park (Restrooms)	3200 Lost Rd.	PK1100
Alberhill Park (Restrooms)	28200 Lake St.	PK1600
Rosetta Park (Restrooms)	39423 Ardenwood Wy.	PK1800
Seaport Boat Launch (Restrooms)	500 West Lakeshore Dr.	
La Laguna Resort (Restrooms)	32040 Riverside Dr.	
Rosetta Canyon Sports Complex	39423 Ardenwood Wy.	PK1800

- B. Care of Work Areas – The Contractor shall prohibit his employees from disturbing papers on desks, opening desk drawers or cabinets, or using telephones, radio equipment, television sets, office equipment provided for official City use, or tamper with personal or City property. No equipment shall be unplugged without prior City of Lake Elsinore approval.

Any potentially important envelope or other material found in the waste containers or on the floor shall be left in the area with a note and the Facilities Manager, or designee, shall be notified via telephone or e-mail by 9:00 a.m. the next business day. Employees of the Contractor shall protect the City from damages as a result of their work. City property or City staff's personal property damaged by Contractor's employees shall be repaired or replaced at Contractor's expense. In the event of such damage, the Contractor's employee shall leave a note in the general area of the damage and the Contractor shall contact the Facilities Maintenance office the next business day by 9:00 a.m. Services will continue to be provided per the bid schedule at the City of Lake Elsinore facility per the cleaning schedule. The Contractor is responsible for the general cleaning of restrooms, offices, cubicles, and carpet spot and restorative cleaning, vacuuming, locker rooms, and window glass cleaning.

- C. Security - In the event of a situation that may result in further damage or breach of security to City property if not corrected immediately (i.e. water leak, broken window, unsecured exterior door, etc.), employees of the Contractor are to inform their supervisor, who is to contact a Facilities representative via an after-hours number that will be provided to the Contractor. Upon leaving, employees of the Contractor shall ensure that all doors and windows they may have opened are securely closed and locked and that any lights they turned on are turned off. Should the Contractor or his employee lose any keys that provide access to any City facility, the Contractor may be required to pay the cost to re-key all affected locks. All lost keys, alarm codes, or key cards shall be reported to the Facilities Manager or designee immediately.

The Contractor's employees shall not admit anyone, including City employees, into any of the buildings or locked offices. City employees who are authorized to be in the building or secured areas have their own keys and/or key cards.

- D. Emergencies – Employees of the Contractor are to call 9-1-1 immediately if:
1. They observe anyone destroying City property either inside or outside the building.
  2. Someone is trying to force their way into a City facility.
  3. They observe a fire.
  4. They smell smoke or a strong odor of gas.

5. Any other situation that would prompt a reasonable person to seek outside assistance.
- E. Hazardous Materials – The Contractor shall not use any hazardous materials or chemicals in any City facility without submission of the corresponding Material Safety Data Sheet (MSDS) and express authorization from the Facilities Manager or designee. Should the Contractor's employees happen to generate a hazardous material during the course of their work, the Contractor shall remove and dispose of it immediately in accordance with all laws and regulations. If a hazardous material, such as empty aerosol cans, used motor oil, etc., is discovered on City property by the Contractor's employees, they shall notify their supervisor immediately. The supervisor shall notify a Facilities Maintenance representative via an after-hours number should the situation require immediate clean-up and/or removal of the substance. If the situation is not urgent, the Contractor shall notify the Facilities Maintenance Division's office by 9:00 a.m. the following business day.
- F. Coordination and Phasing - The Council Chambers, banquet rooms, conference rooms, and office spaces may be in use by employees and citizens during the time that the Contractor's employees arrive to perform services. All work shall be performed in a phased operation so that these meetings are not disrupted. In no case shall work commence in an area where a meeting is in progress. If an office is occupied by a City employee who is working after hours, the Contractor's employee may ask the occupant if cleaning can commence in that office/area.
- G. Personnel - The Contractor's employees shall extend the highest quality of courtesy in speech, action, and deed to all City employees, officials, citizens, and visitors/guests. The City, through the Facilities Maintenance Division, retains the right to demand immediate dismissal or removal from the premises of any of Contractor's employees considered being in violation of the requirements of these specifications. No employee under the influence of alcohol or drugs shall be allowed on the premises or in the building. The Contractor will immediately remove any of their employees whose conduct or workmanship is unsatisfactory.
- H. Contractor's Employees may not:
1. Perform any service beyond their capability or training.
  2. Use cleaning equipment or electrical outlets that are in need of repair.
  3. Unplug electrical cords from outlets in use, i.e. computers, printers, etc.

4. Open and/or look in desk drawers, furniture, file cabinets, clothing, etc.
5. Take any items from a facility, no matter how small or insignificant the item may be (e.g. partial roll of toilet tissue, stick of gum, one penny). If in doubt, the Contractor's employee should ask their supervisor.
6. Loiter in the parking areas before or after work.
7. Keep or remove trash or discarded items. These types of items are still considered to be the property of the City and are to be deposited in the appropriate bins.
8. Enter restricted areas, such as roofs, computer server rooms, etc., unescorted by City personnel.
9. Bring relatives, friends, or other non-employees of the Contractor to work with them.
10. Smoke inside any facility or within 20 feet of the exterior of any entrance.
11. Use City telephones for any purpose, except to call 911.
12. Use individual desks to take breaks. Appropriate locations will be designated for breaks (e.g. kitchen, break room, etc.).

The Contractor shall assign a supervisor working regular working hours for the duration of this Contract. He/she shall have a **minimum of five (5) years' experience in janitorial maintenance supervision**. The Contractor or his staff shall have expertise and experience in cleaning solutions and spot extraction from a variety of surfaces. The supervisor shall be capable of communicating effectively in both written and spoken English.

- I. Personnel Attire – All employees shall be required to wear appropriate attire and picture identification badges that readily identifies the individuals as employees of the Contractor. All badges shall be approved by the Facilities Manager or designee, and be provided by the Contractor at Contractor's expense.
- J. Requirements Subsequent to Contract Execution – The Contractor is required to comply with the following:
  1. The Contractor shall provide all management, customer service, labor, cleaning materials, equipment and supplies necessary to provide clean buildings, facilities and work environment in a responsible, safe, cost efficient, an environmentally friendly manner and perform the specified work, with the exception of consumable items such as toilet paper, hand towels, paper towels, hand soap, toilet seat covers, and waste container liners. Such consumables shall be purchased and stocked by the City. The Contractor shall be responsible for obtaining these items from a designated

area at each site and refilling all containers and dispensers. Any consumables provided by the City that are in short supply must be reported to the Facilities Maintenance Division the next working day. The City does not provide waste container liners for interior recycle bins. Should the Contractor desire to use liners in these bins, the Contractor will bear the sole cost to purchase, stock, and replace them.

Prior to commencement of work, the Contractor shall supply the City with an inventory of all equipment and cleaning supplies to be kept on City premises. The list or chart will identify the location where said equipment/supplies are to be kept. Contractor shall use only biodegradable cleaning products that will return to a natural state within fifteen (15) days after entering the sewage system. Material Safety Data Sheets (MSDS) shall be provided by the Contractor for all of Contractor's cleaning supplies used and/or stored on City premises prior to such supplies being utilized in any City facility. The MSDS for all products used at the Public Works Yard Building shall be posted in all of the janitorial closets at the Public Works Yard per County of Riverside regulations.

Contractor shall perform services in accordance with the most stringent of all federal, state and local codes and regulations. In addition, the Contractor shall follow all applicable standard industry practices.

2. Contractor's equipment shall be new or in the best maintained working condition for its intended function. Equipment that is faulty or does not perform to the satisfaction of the City shall be replaced at Contractor's expense. All Products and equipment used by the Contractor in performance of the contract shall meet the appropriate EPA and OSHA Standards and all vacuum cleaners must have HEPA filters. The Contractors equipment and supplies may be stored on site in the janitorial closets at each site location, upon approval by the Facilities Manager.
3. Prior to commencement of any work, the Contractor shall supply the names and addresses of each employee to be used on the contract for possible security checks. Any change in personnel shall be processed for clearance prior to work assignment. The City shall retain the right to demand the removal of any employee for disobeying orders, non-performance, unsatisfactory performance, or change in security status. There will be no cost to the Contractor for any security/background check. Security checks are a standard City procedure when hiring new employees.

4. Failure of the Contractor to perform any services required by the Contract specifications, evidenced by the inspection by the Facilities Manager or designee, may result in the following actions being taken:
  - a. Notification will be made to the Contractor directing that a correction of the deficiency be started within two hours or as otherwise directed by the Facilities Manager or designee at no increase or additional cost to the total contractual amount.
  - b. A report will be sent to the Contractor indicating the services that were not performed, the number of days the Contractor has to correct the situation, the facility in question, the location within the facility, the time, date, square footage if necessary, the amount to be deducted from the upcoming monthly payment (if any), and the requirement of the Contractor to submit his proposed remedy to the Facilities Manager within a specified time.
  - c. Should the Contractor fail to perform the services promptly and correctly or not take steps to ensure future performance of the service in conformity with contract specifications, the Facilities Manager, at his/her sole discretion, shall have the right to:
    - 1) Reduce the contract price to reflect the reduced value of services;
    - 2) Have the services performed by another contractor, in conformity with the Contract, and charge the original Contractor for all costs incurred by the City plus fifteen percent (15%) for overhead; and/or
    - 3) Terminate the Agreement for Contractor Services.
5. Working Hours – All work specified as Basic Services shall be performed within the time frames listed below:
  - a. Commencement of work for Facility Buildings shall occur no sooner than 6:00 p.m. and be completed no later than 1:00 a.m. Park restrooms janitorial work shall occur no sooner than 10:00 p.m. and be completed no later than 6:00 a.m. Unless otherwise specified for a particular site or authorized by the Facilities Manager or designee. Details and exceptions are noted in Section R, Frequency of Service.

- b. On-Call and Extra Work shall be on the day and at the times selected by the City.
- 6. Administrative Responsibilities – The Facilities Maintenance Division is the contract administrator for the Agreement for Contractor Services, unless otherwise specified. Direct contact for daily work shall be the Facilities Manager or his designee. Requests or demands by other City employees shall be courteously listened to and referred to the Facilities Manager or designee.
  - a. No work shall be performed which is contrary to the contract level of service or frequency charts without prior authorization by the Facilities Manager or designee.
  - b. The Contractor agrees that should he perform work outside the scope of the Agreement for Contractor Services without a written amendment or authorization of the Facilities Manager or designee, such work shall be deemed to be gratuitous effort on the part of the Contractor, and the Contractor shall have no claim against the City for such work.
  - c. The Contractor shall meet with the City representative periodically to inspect facilities and discuss matters of mutual concern. The frequency will be determined by the City representative, who shall be the sole judge of what constitutes the acceptable quality of work performed.
  - d. The Contractor shall supply the Facilities Manager with name(s) and phone number(s) of responsible person(s) representing the Contractor for 24-hour emergency response. The above-mentioned information shall remain current at all times. Any changes shall be forwarded to the City in writing by the end of that business day.

Failure to maintain current emergency information may result in a \$200 penalty for each occurrence. Emergency response is defined as anything:

- 1) Per City representative(s)
- 2) By prior agreement
- 3) Public health/safety matters

K. Extra Work and On-call Services

1. On-Call service shall be defined as emergency or additional work that is similar in nature to the Basic Services. The Contractor shall furnish all labor, material, and equipment to perform such on-call services per the costs quoted by the Contractor and listed in this RFP document. Response time for on-call services shall be within two hours or as otherwise directed by the Facilities Manager or designee. The City reserves the right to use or not use the Contractor to perform any On-Call Services.
2. Extra services are those items not listed in the Basic Services and if not already listed and quoted in this document, shall be negotiated on a time-and-material, not-to-exceed basis. The City reserves the right to use or not use the Contractor to perform any Extra Services.

L. Contractor Payments – Payment for work described in these specifications shall be made on a monthly basis for work performed.

1. Each month, between the first and tenth day of the month, the Contractor shall submit a separate invoice for each site for the work performed during the previous month and include the corresponding City Purchase Order number.
2. Payment to the Contractor shall be made approximately forty five (45) days after submission of invoices for services rendered.

M. City to Provide – The following shall be provided to the Contractor:

1. Electricity.
2. Water.
3. Trash container liners, including those for the sanitary napkin containers. No liners will be provided for recycle bins.
4. Consumable items (toilet paper, paper towels, hand soap, toilet seat covers).
5. Various janitor spaces – not available at all sites. All equipment and supplies must be kept only in these spaces and the areas must be kept clean and orderly. All faucets and lights are to be turned off upon leaving.
6. Dumpster and/or recycle bins are outside of the building for the disposal of trash and recyclables – not available at all sites. All dumpster/recycle enclosures shall be kept clean. At no time shall excess trash be left on the ground around the bins or inside the building. If an exterior bin is full, the



trash is to be deposited into another City bin, even if it is at another site. All boxes are to be broken down before being placed in the recycle bin.

N. Feminine Product Dispensers – Where applicable, the Contractor shall be responsible for supplying and restocking the product for the dispensers. The Contractor may retain all revenues collected from these dispensers. The City shall provide and repair the dispensers at its expense. The City shall also provide liners for the sanitary waste containers.

O. Termination of Agreement for Contractor Services

1. The City reserves the right to terminate the Agreement for cause immediately.
2. In the event of such termination, the bonds required shall remain in effect for six (6) months after the date of termination to provide surety that any remedial work required at the time of termination will be completed.
3. If the Contractor fails to meet the specifications of the Agreement for Contractor Services for any fifteen (15) consecutive or non-consecutive days, the City may, at its option, terminate the balance of the Agreement for Contractor Services by written notice of termination to the Contractor. Notice of such termination shall take effect three (3) days after such notice is mailed.
4. This agreement may be terminated by either party upon written notice not less than thirty (30) days prior to the proposed termination date.
5. The City reserves the right to cancel, reduce, alter, or add services to any building or portion thereof. Any such changes shall be accomplished through an Addendum to the Agreement for Contractor Services. Any monetary effect on the Agreement for Contractor Services from such changes shall be discussed and agreed upon between the City and the Contractor prior to such Addendum being finalized.
6. The City reserves the right to make additions, deletions, revisions, and/or otherwise modify the Janitorial Services Specifications or the location(s) of service. Any addition or deletion of a facility shall be accomplished through an Addendum to the Agreement for Contractor Services. Any monetary effect on the Agreement for Contractor Services from such changes shall

be discussed and mutually agreed upon between the City and the Contractor prior to such Addendum being finalized.

- P. Subcontracting Services – The Contractor shall not subcontract or assign the performance of any of the services in this agreement without prior written approval of the Facilities Manager or designee.
- Q. Reservation of Rights – The City reserves the right to arrange for any or all items of extra service, except as provided in the Agreement for Contractor Services, to be performed by separate Agreement for Contractor Services or purchase order by one or more other Contractors, if it is in the City's best interest.
- R. Frequency of Service – All work described in Basic Services shall be performed in a manner equal to the best quality of the trade, regardless of its frequency. The Facilities Manager or designee shall be the judge as to the acceptability of all work performed.

1. Routine Schedule

Base Bid: Three (3) days per week of Facility Buildings. All Park restrooms to be serviced Friday through Sunday and all holidays.  
or

Alternate Bid: Five (5) days per week of Facility Buildings.

Seven (7) days per week of Park restrooms.

For the Base Bid option, the Senior Center shall be cleaned Tuesday, Thursday and Friday only.

2. Holiday Schedule

City offices are closed for certain holidays during the year. All facilities will be closed on the following holidays and will not require service on the night of the observed closure unless otherwise notified by the City or at the mutual convenience and agreement of both the Contractor and the City, the routine work schedule may be adjusted to allow for observance of holidays or other special circumstances.

New Year's Day  
Martin Luther King Day

January 1  
3<sup>rd</sup> Monday in January

President's Day	3 <sup>rd</sup> Monday in February
Memorial Day	Last Monday in May
Independence Day	July 4
Labor Day	1 <sup>st</sup> Monday in September
Columbus Day	2 <sup>nd</sup> Monday in October
Veteran's Day	November 11
Thanksgiving	4 <sup>th</sup> Thursday in November
Day after Thanksgiving	4 <sup>th</sup> Friday in November
Christmas	December 25

## **REQUIRED BASIC SERVICES**

### **A. General Procedures and Definitions**

1. The Janitor's closet shall be kept in a neat, clean and orderly condition at all times, and securely locked when not in use. Mops are to be cleaned, rinsed, and wrung out prior to storing. Mop buckets are to be emptied at the end of each use.
2. Senior Center Facility shall be wet mopped five (5) days a week.
3. The Janitor's closet should be stocked with ample consumable items at all times. The contractor is to notify the Facilities Manager or designee the following work day if consumable supplies are low.
4. All paper towel dispensers shall be filled to capacity each time service is performed.
5. All trash shall be discarded in the appropriate waste bin, usually located in the parking lot, and shall be considered the property of the City until it is removed by the City's waste management hauler. At no time shall the Contractor's employees be permitted to keep any items found on City property, even if it is in a waste or recycle container.
6. Office doors shall not all be opened at once. Only those office doors in the immediate area where Contractor's staff are working are to be opened and then closed upon completion of cleaning. No office that has been opened by janitorial personnel may be left unattended.
7. All doors are to left in the same condition as they were found, i.e. if it was found open and unlocked, it is to be left open and unlocked after cleaning is performed.
8. Upon leaving a site, all designated lights shall be turned off.

9. "Hard surface" floors are defined as vinyl (VCT), tile, or composite (excluding bare concrete).
10. "Specialty flooring" is defined as rubberized, stone, wood, or laminate.
11. Any fixture found to be damaged, inoperable, or malfunctioning is to be reported to the Facilities Maintenance Division by 9:00 a.m. the following business day, unless immediate attention is required to prevent additional damage. In that case, the janitor will contact their supervisor who is to immediately notify the Facilities Maintenance Division standby person.
12. Any graffiti that cannot be removed with typical graffiti remover is to be reported to the Facilities Maintenance Division the following business day by 9:00 a.m.

**B. Daily - All Areas**

1. Wipe clean all clear desk areas and counters. No items on desks, tables, overheads, etc. are to be moved.
2. Empty all desk and area trash containers (interior and exterior of the building) and replace liners as needed. Liners are to be concealed on waste containers that have decorative lids. Trash bags are not to be dragged along the ground; care is to be taken to avoid spillage or staining of carpets, floors, and exterior surfaces. Any stains resulting from Contractor's actions shall be cleaned at Contractor's expense.
3. Remove graffiti from walls and furniture.
4. Sweep/dust all hard surfaces and specialty flooring per manufacturer's recommendations.
5. Vacuum all carpeting, including stairwells, with particular attention given to high traffic areas.
6. Clean, dust, and soft buff all counters, tables, and furniture.
7. Spot clean partitions; doors and frames; stairway walls and handrails; and wall switches.
8. Clean customer service windows.
9. Spot clean interior office, cubicle, door, and reception windows as needed.
10. Clean, sanitize, and polish all drinking fountains (interior and exterior of building).

11. Vacuum elevator floor and door tracks (floor level) and spot clean cab walls.
12. Clean glass on all glass-topped tables, primarily in conference rooms and offices.
13. Clean both sides of interior and exterior door glass panels.
14. Empty all large recycle bins (usually found in copy rooms).

**C. Daily - All Restrooms**

1. Empty all waste containers (all types) and replace all liners.
2. Refill all consumable products.
3. Clean and disinfect all sinks, toilets, urinals, toilet seats (both sides), shower stalls, and exterior surfaces of all the aforementioned units, as well as the exposed piping.
4. Wet-wipe and sanitize toilet partitions with a cleaning and sanitizing solution.
5. Clean and polish all metal frames and fixtures.
6. Clean and polish mirrors.
7. Clean splash marks on walls adjacent to and above sinks, urinals, & toilets.
8. Spot clean all ceramic tile and walls.
9. Wet mop all floors.

**D. Daily - Park Restrooms**

1. Empty trash containers and remove debris.
2. Sweep and wet mop floors.
3. Wash/scrub floors, as needed.
4. Clean dispensers and wash basins.
5. Refill paper products and soap.
6. Empty sanitary napkin receptacle.
7. Chemically clean toilets and urinals.

**E. Daily - All Kitchens, Coffee Areas, and Break Rooms**

1. Empty all waste containers and replace all liners.

2. Wash all counter tops, tabletops, and sinks.
3. Wipe exterior of large appliances, i.e. refrigerators, microwave ovens, etc.
4. Wet mop and sanitize all hard surface floors and spot clean adjacent carpeting.
5. Clean Specialty flooring per manufacturer's recommendation.
6. Refill paper towel dispensers.
7. No cleaning of dishes, silverware, or coffee pots will be required.

#### **F. Monthly – All Areas**

1. Machine scrub and reapply floor finish to all hard service floors (upon request – floor care will be invoiced separately).
2. Clean all windows - inside only.
3. Clean ceiling vents.
4. Dust cobwebs.

#### **G. Weekends – Parks**

1. Close and securely lock all Parks areas, at 10:00 p.m.

#### **H. Additive Schedule**

1. Carpet cleaning (semi-annual) or as needed (invoiced separately).
2. Strip tile floors & refinish (semi-annual) or as needed (invoiced separately).

#### **I. Quality Standards**

The following performance standards shall be used to evaluate the quality of services:

- Dusting – Free of all dirt, dust streaks, lint, cobwebs, and residue (oily films).
- Sweeping – Free of all dirt, dust, grit, lint, and debris, except embedded dirt and grit.
- Spot Cleaning – Free of noticeable stains/deposits and substantially free of cleaning marks. For floors: Spots the size of a dime or smaller.
- Damp Mopping – Without dirt, dust, marks, film, streaks, debris, standing water, or sticky residue.

- Dust Mopping – Free of cobwebs, debris, dust, and lint.
- Glass Cleaning – Without streaks, film, deposits, stains, have a uniformly bright appearance, and adjacent surfaces have been wiped clean.
- Wax Removal (stripping) – All wax removed down to the flooring material. Floor is free of all dirt, stains, deposits, debris, cleaning solution, standing water, and the floor has a uniform appearance when dry. Plain water rinse and pick-up must immediately follow wax removal operation.
- Waxing (performed immediately after wax removal) - Uniform bright appearance and is free of streaks. Only non-skid/slip resistant rated floor finishes shall be utilized.
- Scrubbing – Surfaces are without embedded dirt, cleaning solution, film, debris, stains, marks, or standing water and floor has a uniformly clean appearance. A plain water rinse must immediately follow the scrubbing process.
- Dusting of Light Fixtures – All components, including bulbs and tubes, are without insects, dirt, lint, film, and streaks.
- Wall Cleaning – Uniformly clean appearance, free of dirt, stains, streaks, lint, and cleaning marks. Painted surfaces must not be unduly damaged. Hard finish wainscot or glazed ceramic tile surfaces must be bright, free of film, streaks, and deposits.
- Buffing of Floor Surfaces – Glossy, free of surface dirt, and have a uniformly bright appearance. Only non-skid/slip resistant rated floor finishes shall be utilized.
- Carpet Cleaning – Free of all deposits, soil stains, and debris.
- Polishing – Without deposits, oily film, tarnish, and displays a uniformly bright appearance.
- Reconditioning/Refinishing – Surface/finish is bright, clear, glossy, skid resistant, free of scuffmarks, soil and adjacent surfaces are free of incidental residue.
- Sanitizing – Surface is free of filth, odor, or infectious matter.
- Vacuuming – Carpet, fabric, or other surface, is free of debris, dust, loose threads, lint, and non-film soil. Grout Cleaning – Grout has been cleaned to its original color and is free of all dirt, mold, mildew, and discoloration.