

## SUPPLEMENTAL SERVICE REQUIREMENTS

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### AREA OF RESPONSIBILITY: PLAZA EXTERIOR AND GROUNDS

TASK	STANDARD	MIN. FREQUENCY	SUPPLEMENTAL
Collect and clean all litter from main parking lots and grassy areas.	Areas are free of accumulated debris, litter, trash, and foreign matter. All debris is removed.	Every 8 hours or as needed to meet or exceed the specified Standard.	
Collect and clean trash and litter from truck lot and perimeter fence area.	Paved areas and fencing are free of accumulated debris, litter, trash, and foreign matter. All debris is removed.	Every 8 hours or as needed to meet or exceed the specified Standard.	
Collect and clean trash and litter from RV Lots and bus lots.	RV lot and paved areas are free of dirt, debris, litter, trash, and foreign matter. All debris is removed.	Every 8 hours or as needed to meet or exceed the specified Standard.	
Collect and remove litter from employee lot, grass area and fence.	Lot areas and perimeter are free of accumulated debris, litter, trash, and foreign matter. All debris is removed	Every 8 hours	
Collect and remove trash from property lines; hill and/or ditch areas.	Lot areas and perimeter are free of accumulated debris, litter, trash, and foreign matter. All debris is removed.	Every 8 hours	
Collect and remove trash and litter from access drive and adjacent property.	Access drive and property areas are free of accumulated debris, litter, trash, and foreign matter. All debris is removed.	Every 8 hours or as needed to meet or exceed the specified Standard.	
Collect and remove trash and debris from all parking lots and curbs.	Parking paved areas are free of accumulated debris, litter, trash, and foreign matter. All debris is removed	Every 8 hours or as needed to meet or exceed the specified Standard.	
Clean Pet walk/kennel area; free of waste and litter. Replace doggie bags (bags are supplied by Commission).	Pet kennel and adjacent areas are free of accumulated animal waste, debris, litter, trash, and foreign matter. All debris is removed and fresh liners are replaced.	Every 8 hours	
Check that all landscaping, grass and shrub areas are free of trash, litter and cigarette butts.	Landscaped and foliage areas and adjacent areas are free of debris, litter, trash, and foreign matter. Cigarette butts are removed to the appropriate dispensers.	Meet or exceed the specified Standard.	
Clean entry ways of cigarette butts and litter; empty cigarette urns.	Entry ways are free of debris, litter, trash and foreign matter. All debris is removed.	Meet or exceed the specified Standard.	
Garbage cans are emptied and cleaned; remove all stickers/vandalism from	Trash receptacles and the areas around them are free of dirt and debris. Each receptacle is clean and lined with a	Empty when $\frac{3}{4}$ full	

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receptacle.	clean bag. All trash is transported via caddy to the contractors outside dumpster. No health hazards or unsightly condition is present. Trash may not be visible outside of the container.		
Clean light posts and handicap posts.	Cleaned surfaces have a clean, uniform appearance, free of streaks, spots, and other evidence of soil and foreign matter. No graffiti, stickers, smudges, fingerprints, marks or other blemishes are present.	3x per week	
Clean mullions, kick plates and door frames.	Cleaned surfaces have a clean, uniform appearance, free of streaks, spots, and other evidence of soil and foreign matter. No graffiti, stickers, smudges, fingerprints, marks or other blemishes are present.	Daily	
<b>Check for stains or spills on all sidewalks; clean as appropriate.</b>	<b>Sidewalk areas are free of dirt, debris, litter, trash, and foreign matter. Stains are spot cleaned.</b>	<b>Daily; meet or exceed the specified Standard.</b>	<b>Avoid direct contact with vomit/bodily fluids.</b>
All sidewalks are swept, free of gum and stains; (seasonally) snow/ice is removed and walks salted.	Sidewalks are free of gum, tar and stains. Seasonally snow and ice is removed and lightly salted. Excess salt is removed and disposed of.	Continuous to meet or exceed the specified Standard. Increased seasonally for snow and ice.	
<b>Patio area is free of trash and litter; tables and chairs washed.</b>	<b>Patio areas are free of dirt, debris, litter, trash, and foreign matter.</b>	<b>Daily; meet or exceed the specified Standard.</b>	<b>Frequency increased to within 4 hours after use, weather permitting</b>
Check and empty cigarette receptacles regularly; clean exterior as needed.	Cigarette receptacles are emptied and cleaned properly.	Empty when ¾ full	
EV Charging Spaces Cleaned and Cleared	At locations where EV Charging Stations are available, snow and ice is removed from in and around the area to provide unobstructed access to charging stations.	Seasonally, as Necessary.	

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### AREA OF RESPONSIBILITY: PUBLIC LOBBY

TASK	STANDARD	MIN. FREQUENCY	SUPPLEMENTAL
Clean vestibule entry floors, carpet, windows are clean and gum free.	Floors are free of dust, debris, gum, standing water, odors, and foreign matter. Glass is free of film, dirt, smudges, fingerprints, and other foreign matter.	Every 8 hours	Special attention to Door handles and touch surfaces every 2 hours
Clean vestibule entry walls, kick plates, door frames, thresholds and light fixtures.	Fixtures are free of streaks, odor, stains, scale, deposits, splash marks and rust stains.	Daily	
Clean and sanitize all phones and drinking fountains and furnishings.	Drinking fountains are free of streaks, stains, smudges, scale, spots, gum and other foreign matter. All surfaces are sanitized including lobby benches.	Meet or exceed the specified Standard.	Frequency increased to Every 2 hours. Seating every 4 hours; in addition, attention to Lobby Massage Chairs added
Sweep, clean and dry lobby floors.	Floors are free of dust, debris, gum, tar, standing water, salt, odors, and foreign matter. Utilize wet floor signs.	Continuous to meet or exceed the specified Standard.	
Ensure that floors are free of trip and slip hazards.	Floors are free of debris, standing water and foreign matter.	Continuous to meet or exceed the specified Standard.	
Machine clean floors including foyer areas.	No wax, dirt or buildup is present underneath bench seating, in corners, along floor edges, or around fixtures such as toilets and lavatory vanities. Floors are free of gum, tar and other materials at all times. Surfaces are free of streaks, splash marks, swirl marks, scuffs, detergent residue, dirt debris, stains, standing water, odors, and mop strands.	Daily	

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Clean all glass at entries, retail shop exteriors and interior lobby walls (including wall advertisements).	No dust is present on window sides. Glass is free of film, dirt, smudges, water, and other foreign matter at all times. Lobby glass walls are high dusted.	Meet or exceed the specified Standard.	
Clean baseboards, walls, doors vents, ledges, bench seats and pillars.	All flat surface areas are free of dust, debris and foreign matter. No splash marks or dirt buildup is present on baseboards, walls, corners, and edges of floors. No buildup is present on vents, screens, ceilings, and furniture. Doors, walls, and moldings are free of smudges, fingerprints and graffiti.	Daily	
<b>Clean all machines in vending, ATM, game, phone center, Travel Board areas.</b>	<b>Telephones, booths, and machines are free of streaks, stains, smudges, fingerprints, and other foreign matter. Receivers, screens, push pads and equipment are free of buildup.</b>	<b>Daily</b>	<b>Frequency increased to Every 2 – 4 hours</b>
Clean Information Center desk, sweep and mop floor in this area.	After spot-cleaning, flat surfaces have a clean, uniform appearance, free of streaks, spots, and other evidence of soil and foreign matter. No graffiti, stickers, smudges, fingerprints, marks, spills, or other blemishes are present.	Meet or exceed the specified Standard.	<b>Frequency increased to Every 2 -4 hours</b>
<b>Vacuum and clean game room carpet and furnishings.</b>	<b>Carpets are free of all visible lint, dirt, debris, and other foreign matter. Stains are spot cleaned.</b>	<b>Daily</b>	<b>Massage Chairs, minimum every 2 hours after use</b>
Empty, clean and sanitize trash cans. Replace liners.	Trash cans and adjacent areas are free of accumulated debris, litter, trash, and foreign matter. All debris is removed and fresh liners are replaced.	Empty when $\frac{3}{4}$ full	
Inspect floor mat conditions to ensure no raised or frayed edges, and that mats are secured. Replace mats as necessary.	Mats are free of all visible lint, dirt, debris, and other foreign matter, including soil under mat. Excess moisture is removed or mats are changed out. Floor mats are in good condition with no fraying, cuts, overlapped or rolled edges.	Daily	

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### AREA OF RESPONSIBILITY: FOOD COURT

TASK	STANDARD	MIN. FREQUENCY	
<b>Clean vestibule, entry floor, carpet (ensure that it is clean and free of gum).</b>	<b>No wax, dirt or buildup is present underneath bench seating, in corners, along floor edges, or around fixtures. Floors are free of gum, tar and other materials at all times. Surfaces are free of streaks, splash marks, swirl marks, scuffs, detergent residue, dirt debris, stains, standing water, odors, and mop strands.</b>	<b>Meet or exceed the specified Standard.</b>	<b>Special attention to Door handles and touch surfaces every 2 hours</b>
Clean vestibule entry wall, mullions, kick plates, door frames and thresholds.	Fixtures are free of streaks, odor, stains, scale, deposits, splash marks and rust stains.	Daily	
Clean all light fixtures, vents and ledges.	All surface areas are free of dust, debris and foreign matter. No splash marks or dirt buildup is present on fixtures, walls, ledges, and venting. Equipment is free of smudges, fingerprints and graffiti.	Daily	
<b>Clean and sanitize condiment counters and clean glass.</b>	<b>No dust is present. Counters and glass is free of film, dirt, smudges, water, and other foreign matter.</b>	<b>Continuous to meet or exceed the specified Standard.</b>	<b>Frequency increased to Every 4 hours</b>
Clean and dust seating partitions, walls and glass.	No dust is present on window sides. Glass is free of film, dirt, smudges, water, and other foreign matter at all times. Walls and partitions are dust free.	Daily	
<b>Clean waste cabinet stations, door flaps and all interior surfaces.</b>	<b>All areas are free of dust, debris and foreign matter. No splash marks or dirt buildup is present on baseboards, side walls, corners, and edges of floors. No buildup is present on door flaps and interior floor. Doors, walls, and moldings are free of smudges, fingerprints and graffiti.</b>	<b>Continuous to meet or exceed specified Standard. Based on volume.</b>	<b>Frequency increased to Every 4 hours minimum</b>
Empty, clean and sanitize trash cans. Replace liners.	Trash cans and adjacent areas are free of accumulated debris, litter, trash, and foreign matter. All debris is removed and fresh liners are replaced.	Empty when ¾ full	

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<b>Clean and sanitize tables, bases, chair arms, legs, seats and backs.</b>	<b>After spot-cleaning, flat surfaces have a clean, uniform appearance, free of streaks, spots, and other evidence of soil and foreign matter. Approved sanitizer is used in conjunction with towel segregation system. Chrome is polished with no streaking. No visible buildup on bases.</b>	<b>Continuous to meet or exceed specified Standard. Based on volume.</b>	<b>Special attention added to “Continuous”</b>
Clean tile under counters and condiment stand wall.	No dust is present on surface areas and is free of film, dirt, smudges, water, and other foreign matter at all times.	Daily	
Clean baseboards, walls and pillars.	All flat surface areas are free of dust, debris and foreign matter. No splash marks or dirt buildup is present on baseboards, walls, corners, and edges of floors. No buildup is present on vents, screens, walls. Areas are free of smudges, fingerprints and graffiti.	Weekly or as needed.	
Clean radiated heat fixtures and ensure they are spill free.	Fixtures are free of streaks, odor, stains, scale, deposits, splash marks and rust stains.	Daily or as needed	
Clean all interior and exterior glass windows and doors.	No dust is present on window sides. Glass is free of film, dirt, smudges, water, and other foreign matter at all times. Lobby, doors and glass walls are high dusted.	Meet or exceed the specified Standard.	
Sweep and mop floors.	No wax, dirt or buildup is present underneath seating, in corners, along floor edges, or around fixtures such. Floors are free of gum, tar and other materials at all times. Surfaces are free of streaks, splash marks, swirl marks, scuffs, detergent residue, dirt debris, stains, standing water, odors, and mop strands. Utilize wet floor signs.	Continuous to meet or exceed the specified Standard.	

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Machine scrub floors.	Machine scrubbed with cleaning chemicals. Approved safety cones are in use.	Daily	
<b>Clean and sanitize all baby chairs and boosters (as needed).</b>	<b>After spot-cleaning, flat surfaces have a clean, uniform appearance, free of streaks, spots, and other evidence of soil and foreign matter. Approved sanitizer is used in conjunction with towel segregation system.</b>	<b>After each use</b>	<b>Frequency increased to after each use and minimum Every 2 hours</b>

### AREA OF RESPONSIBILITY: TRUCKERS SHOWERS

TASK	STANDARD	MIN. FREQUENCY	
<b>Clean and dust all light fixtures, vents, walls and ceiling.</b>	<b>All surface areas are free of dust, debris and foreign matter. No splash marks or dirt buildup is present on fixtures, vents, walls and ceiling No buildup is present and is free of smudges, fingerprints and graffiti.</b>	Weekly	<b>Attention to Light switches added</b>
Check and stock all restroom supplies.	Toilet paper, seat tissues, soap and paper towels are stocked and replaced with no shortages of product.	Continuous to meet or exceed the specified Standard.	
<b>Clean and sanitize toilets, rim, seat, inside and outside of bowl.</b>	<b>Toilets, rims and bowls and adjacent areas are free of accumulated debris and foreign matter. All debris is removed. Urinal deodorant screens are replaced. Approved sanitizer is used.</b>	<b>Meet or exceed the specified Standard.</b>	<b>Added- Disinfectant; immediately after use.</b>
<b>Clean and sanitize shower stalls/curtains. Replace curtains as needed with commercial grade.</b>	<b>Cleaned surfaces have a clean, uniform appearance, free of streaks, spots, and other evidence of soil and foreign matter. Approved sanitizer is used. Shower curtains are replaced as necessary.</b>	<b>Meet or exceed the specified Standard.</b>	<b>Added- Disinfectant; immediately after use.</b>
<b>Clean sink bowl and counter.</b>	<b>Surfaces have a clean, uniform appearance, free of streaks, spots, and other evidence of soil and foreign matter.</b>	<b>Meet or exceed the specified Standard.</b>	<b>Added- Disinfectant; immediately after use.</b>

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Clean mirror, sinks, soap and towel dispensers, and fixtures.	All surface areas are free of dust, debris and foreign matter. No splash marks or dirt buildup is present on equipment.	Meet or exceed the specified Standard.	
Clean waste paper container and empty trash. Replace liners.	Trash cans and adjacent areas are free of accumulated debris, litter, trash, and foreign matter. All debris is removed and fresh liners are replaced.	Empty when $\frac{3}{4}$ full	
Empty sanitary container, clean and replace liner.	Sanitary cans and adjacent areas are free of accumulated debris, litter, trash, and foreign matter. All debris is removed and fresh liners are replaced. Approved sanitizer is used in conjunction with supply segregation system.	Meet or exceed the specified Standard.	
Sweep, clean and dry floors.	No wax, dirt or buildup is present underneath bench seating, in corners, along floor edges, or around fixtures such as toilets and lavatory vanities. Floors are free of gum, tar and other materials at all times. Surfaces are free of streaks, splash marks, swirl marks, scuffs, detergent residue, dirt debris, stains, standing water, odors, and mop strands. Mop segregation system in place. Utilize wet floor signs.	After each use if available.	
<b>Scrub floor and shower stalls.</b>	<b>No wax, dirt or buildup is present underneath bench seating, in corners, along floor edges, or around fixtures such as toilets and lavatory vanities. Floors are free of gum, tar and other materials at all times. Surfaces including stainless areas are free of streaks, splash marks, swirl marks, scuffs, detergent residue, dirt debris, stains, standing water, odors, and mop strands. Utilize wet floor signs.</b>	<b>Daily</b>	<b>Added- Disinfectant; immediately after each use.</b>



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<b>Clean hallway walls, floors, doors frames and handles.</b>	<b>No dust is present on surfaces. Areas are free of film, dirt, smudges, water, and other foreign matter at all times. Areas are high dusted. No wax, dirt or buildup is present underneath in corners, along floor edges, or around fixtures.</b>	Daily	<b>Special attention to Door handles and touch surfaces every 2 hours</b>
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### AREA OF RESPONSIBILITY: TRUCKERS LOUNGE AREA

TASK	STANDARD	MIN. FREQUENCY	
Clean ceiling, vents, and light fixtures.	All surface areas are free of dust, debris and foreign matter. No splash marks or dirt buildup is present on baseboards, walls, corners, and edges of floors. No buildup is present on vents, ceilings and light fixtures. Areas are free of smudges, fingerprints and graffiti.	Weekly	
Clean glass and mullions inside and out.	No dust is present on window sides. Glass is free of film, dirt, smudges, water, and other foreign matter at all times. Lobby glass walls are high dusted.	Weekly	
<b>Clean tables, chairs, game machines and televisions.</b>	<b>Areas are free of streaks, stains, smudges, fingerprints, and other foreign matter. Receivers, screens, push pads and equipment are sanitized and free of buildup.</b>	<b>Daily</b>	<b>Frequency increased to Every 2 – 4 hours; attention to TV remote controls added; in addition, attention to Massage Chairs added</b>
Vacuum carpet and furniture.	Carpets are free of all visible lint, dirt, debris, and other foreign matter. Stains are spot cleaned.	Daily	

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### AREA OF RESPONSIBILITY: LAUNDRY AREA

TASK	STANDARD	MIN. FREQUENCY	
Clean washers, dryers, lint filters.	Areas are free of lint, debris and lint buildup.	Daily	
Clean sink, table and vending machines.	Sink, table and vending machines are free of streaks, stains, smudges, fingerprints, and other foreign matter. Areas and equipment are sanitized and free of buildup.	Daily	
<b>Clean all light fixtures, vents, walls, ceiling.</b>	<b>All surface areas are free of dust, debris and foreign matter. No splash marks or dirt buildup is present on baseboards, walls, corners, and edges of floors. No buildup is present on vents, lighting screens and ceilings. Doors, walls, and moldings are free of smudges, fingerprints and graffiti.</b>	<b>Weekly</b>	<b>Attention to Light switches added</b>
Clean door frame and glass.	No dust is present on window sides. Glass is free of film, dirt, smudges, water, and other foreign matter at all times. Lobby glass walls are high dusted.	Weekly	
Sweep and mop floor.	No dust is present on surfaces. Areas are free of film, dirt, smudges, water, and other foreign matter at all times. Utilize wet floor signs.	Daily	

### AREA OF RESPONSIBILITY: MENS' RESTROOMS

TASK	STANDARD	MIN. FREQUENCY	
<b>Clean and polish, stall partitions and brackets.</b>	<b>Partitions and adjacent areas are free of accumulated debris, litter, trash, and foreign matter. All debris is removed. Urinal deodorant screens are replaced. Approved sanitizer is used. All stainless surface areas are free of dust, debris and foreign matter. Areas should be streak free and without swirl marks.</b>	<b>Daily</b>	<b>Frequency increased to Hourly</b>

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Clean and dust all light fixtures, vents, walls and ceiling.	All surface areas are free of dust, debris and foreign matter. No splash marks or dirt buildup is present on walls, fixtures, and vents. Areas are high dusted.	Weekly	
<b>Clean and sanitize changing table and child seat.</b>	<b>Changing table and child seat and adjacent areas are free of accumulated debris and foreign matter. All debris is removed. Approved sanitizer is used in conjunction with towel segregation system.</b>	<b>After each use.</b>	<b>Frequency increased to Hourly</b>
Check and stock all toilet paper, seat tissues covers, soap and paper towels.	Toilet paper, seat tissue covers; soap and paper towels are stocked and replaced. There are to be no shortages of product.	Continuous to meet or exceed the specified Standard.	
<b>Clean and sanitize toilets, urinal and rims, seats, inside/outside of bowl, urinal screens in place.</b>	<b>Toilets, rims and bowls and adjacent areas are free of accumulated debris and foreign matter. All debris is removed. Urinal deodorant screens are replaced. Sanitizer is used.</b>	<b>Continuous to meet or exceed the specified Standard. Checked not less than every 1/2 hour.</b>	<b>Frequency increased to Hourly</b>
<b>Clean sink bowls and counters.</b>	<b>All surface areas are free of dust, debris and foreign matter. No splash marks or dirt buildup is present on equipment. Approved sanitizer is used.</b>	<b>Continuous to meet or exceed the specified Standard. Checked not less than every 1/2 hour.</b>	<b>Frequency increased to Hourly</b>
<b>Clean mirrors, soap and towel dispensers, and plumbing fixtures.</b>	<b>All surface areas are free of dust, debris and foreign matter. No splash marks or dirt buildup is present on equipment. Approved sanitizer is used.</b>	<b>Continuous to meet or exceed the specified Standard. Checked not less than every 1/2 hour.</b>	<b>Frequency increased to Hourly</b>
Clean waste paper container and empty trash.	Trash cans and adjacent areas are free of accumulated debris, litter, trash, and foreign matter. All debris is removed and fresh liners are replaced	Empty when ¾ full.	
Sweep, clean and dry floors.	Floors are free of streaks, splash marks, swirl marks, detergent residue, dirt, debris, stains, standing water, odors, and mop strands. Floors are disinfected and kept dry at all times. Mop segregation system in place. Utilize wet floor signs.	Continuous to meet or exceed the specified Standard. Checked not less than every 1/2 hour.	

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Machine clean floors.	Machine scrubbed with cleaning chemicals. Utilize wet floor signs. Utilize wet floor signs.	Daily	
<b>Check, refill and replace air fresheners and hand sanitizers.</b>	<b>No unpleasant odors are present.</b>	<b>When empty</b>	<b>Ensure air fresheners and hand sanitizer stations are filled at all times</b>
Clean and dust hallway walls, floors, doors and frames.	After spot-cleaning, flat surfaces have a clean, uniform appearance, free of streaks, spots, and other evidence of soil and foreign matter. No graffiti, stickers, smudges, fingerprints, marks, spills, or other blemishes are present.	Weekly	

#### AREA OF RESPONSIBILITY: WOMENS RESTROOMS

TASK	STANDARD	MIN. FREQUENCY	
<b>Clean and polish stainless steel, stall partitions and brackets.</b>	<b>All stainless surface areas are free of dust, debris and foreign matter. No splash marks or dirt buildup. Areas should be streak free and without swirl marks.</b>	<b>Daily</b>	<b>Frequency increased to Hourly</b>
Clean and dust all light fixtures, vents, walls and ceiling.	All surface areas are free of dust, debris and foreign matter. No splash marks or dirt buildup is present on baseboards, walls, corners, and edges of floors. No buildup is present on vents, lighting screens and ceilings. Doors, walls, and moldings are free of smudges, fingerprints and graffiti.	Weekly	
<b>Clean and sanitize changing table and child seat.</b>	<b>Changing table and child seat and adjacent areas are free of accumulated debris and foreign matter. All debris is removed. Approved sanitizer is used in conjunction with towel segregation system.</b>	<b>After each use.</b>	<b>Frequency increased to Hourly</b>

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Check and stock all toilet paper, seat tissue covers, soap and paper towels.	Toilet paper, seat tissue covers; soap and paper towels are stocked and replaced. There are no shortages of product.	Continuous to meet or exceed the specified Standard.	
<b>Clean and sanitize toilets, rims, seats, inside and outside of bowl.</b>	<b>Toilets, rims and bowls and adjacent areas are free of accumulated debris and foreign matter. All debris is removed. Appropriate sanitizer is used.</b>	<b>Continuous to meet or exceed the specified Standard. Checked not less than every 1/2 hour.</b>	<b>Frequency increased to Hourly</b>
<b>Clean sink bowls and counters.</b>	<b>All surface areas are free of dust, debris and foreign matter. No splash marks or dirt buildup is present on equipment. Appropriate sanitizer is used.</b>	<b>Continuous to meet or exceed the specified Standard. Checked not less than every 1/2 hour.</b>	<b>Frequency increased to Hourly</b>
<b>Clean mirrors, soap and towel dispensers, and fixtures.</b>	<b>All surface areas are free of dust, debris and foreign matter. No splash marks or dirt buildup is present on equipment.</b>	<b>Continuous to meet or exceed the specified Standard. Checked not less than every 1/2 hour.</b>	<b>Frequency increased to Hourly</b>
Clean waste paper container and empty trash.	Trash cans and adjacent areas are free of accumulated debris, litter, trash, and foreign matter. All debris is removed and fresh liners are replaced.	Empty when ¾ full.	
Floors swept, cleaned and dried.	Floors are free of streaks, splash marks, swirl marks, detergent residue, dirt, debris, stains, standing water, odors, and mop strands. Floors are cleaned and kept dry. Mop segregation system in place. Utilize wet floor signs.	Continuous to meet or exceed the specified Standard. Checked not less than every 1/2 hour.	
Machine clean floors.	Machine scrubbed with cleaning chemicals. Utilize wet floor signs.	Daily	
<b>Check, refill and replace air fresheners.</b>	<b>No unpleasant odors are present.</b>	<b>When empty</b>	<b>Ensure hand sanitizer stations are filled at all times</b>
Dust hallway walls, floors, door and	Cleaned surfaces have a clean, uniform appearance,	Weekly	

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frames.	free of streaks, spots, and other evidence of soil and foreign matter. No graffiti, stickers, smudges, fingerprints, marks, spills, or other blemishes are present.		
Sanitary napkin dispenser supplied and operational.	Dispenser to be cleaned, filled and in working order.	Daily	
<b>Empty sanitary container, clean and replace liner.</b>	<b>Sanitary cans and adjacent areas are free of accumulated debris, litter, trash, and foreign matter. All debris is removed and fresh liners are replaced. Approved sanitizer is used in conjunction with towel segregation system.</b>	<b>Continuous to meet or exceed the specified Standard.</b>	<b>Frequency increased to Every 4 hours</b>

#### AREA OF RESPONSIBILITY: **FAMILY RESTROOM**

TASK	STANDARD	MIN. FREQUENCY	
<b>Clean and sanitize toilet, rim seat, inside and outside of bowl.</b>	<b>Toilets, rims and bowls and adjacent areas are free of accumulated debris and foreign matter. All debris is removed. Appropriate sanitizer is used.</b>	<b>Continuous to meet or exceed the specified Standard. Checked not less than every hour.</b>	<b>Frequency increased to Hourly</b>
<b>Clean and sanitize sink, soap and towel dispensers, and fixtures.</b>	<b>All surface areas are free of dust, debris and foreign matter. No splash marks or dirt buildup is present on equipment. Approved sanitizer is used.</b>	<b>Continuous to meet or exceed the specified Standard. Checked not less than every hour.</b>	<b>Frequency increased to Hourly</b>
Clean mirror.	Surface areas are free of dust, debris and foreign matter. No splash marks or dirt buildup is present on equipment. Appropriate cleaner is used.	Continuous to meet or exceed the specified Standard. Checked not less than every hour.	
<b>Clean and sanitize changing table and child seat.</b>	<b>Changing table and child seat and adjacent areas are free of accumulated debris and foreign matter. All debris is removed. Approved sanitizer is used in conjunction with towel segregation system.</b>	<b>After each use.</b>	<b>Frequency increased to Hourly</b>

## SUPPLEMENTAL SERVICE REQUIREMENTS

By submitting a Proposal, the Responding Contractor acknowledges that the schedule listed in the “MIN. FREQUENCY” column are minimums and that the Contractor will perform any and all “TASKS” with increased frequency when necessary to consistently meet or exceed the “STANDARD”.

<b>Clean light fixtures, vents, door frames and handles.</b>	<b>All surface areas are free of dust, debris and foreign matter. No splash marks or dirt buildup is present on baseboards, walls, corners, and edges of floors. No buildup is present on vents, lighting screens and ceilings. Doors, walls, and moldings are free of smudges, fingerprints and graffiti.</b>	<b>Weekly</b>	<b>Special attention to Door handles and touch surfaces every 2 hours</b>
Clean walls and ceiling.	All surface areas are free of dust, debris and foreign matter. No splash marks or dirt buildup is present on baseboards, walls, corners, and edges of floors. No buildup is present on vents, lighting screens and ceilings. Doors, walls, and moldings are free of smudges, fingerprints and graffiti.	Weekly	
Sweep, mop floor, and scrub floor.	Floors are free of streaks, splash marks, swirl marks, detergent residue, dirt, debris, stains, standing water, odors, and mop strands. Floors are disinfected and kept dry at all times. Mop segregation system is used. Utilize wet floor signs.	Continuous to meet or exceed the specified Standard. Checked not less than every hour.	
Check and stock all restroom supplies.	Toilet paper, seat tissues, soap and paper towels are stocked and replaced. There are to be no shortages of product.	Continuous to meet or exceed the specified Standard. Checked not less than every hour.	
Empty and clean trash can. Replace liners.	Trash cans and adjacent areas are free of accumulated debris, litter, trash, and foreign matter. All debris is removed and fresh liners are replaced	Empty when $\frac{3}{4}$ full.	
<b>Empty sanitary container, clean and replace liner.</b>	<b>Sanitary cans and adjacent areas are free of accumulated debris, litter, trash, and foreign matter. All debris is removed and fresh liners are replaced. Approved sanitizer is used in conjunction with towel segregation system.</b>	<b>Continuous to meet or exceed the specified Standard.</b>	<b>Ongoing</b>

## SUPPLEMENTAL SERVICE REQUIREMENTS

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<b>Check air freshener, replace as necessary.</b>	<b>No unpleasant odors are present.</b>	<b>When empty.</b>	<b>Ensure hand sanitizer stations are filled at all times</b>
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### AREA OF RESPONSIBILITY: EMPLOYEE RESTROOM

TASK	STANDARD	MIN. FREQUENCY	
<b>Clean and polish stainless steel, and stall partitions.</b>	<b>All stainless surface areas are free of dust, debris and foreign matter. No splash marks or dirt buildup. Areas should be streak free and without swirl marks</b>	<b>Daily</b>	<b>Frequency increased to Hourly</b>
Clean and dust all light fixtures, vents, walls and ceiling.	All surface areas are free of dust, debris and foreign matter. No splash marks or dirt buildup is present on baseboards, walls, corners, and edges of floors. No buildup is present on vents, lighting screens and ceilings. Doors, walls, and moldings are free of smudges, fingerprints and graffiti.	Weekly	
Check and stock all restroom supplies.	Toilet paper, seat tissues, soap and paper towels are stocked and replaced. There are to be no shortages of product.	Continuous to meet or exceed the specified Standard. Checked not less than every 4 hours.	
<b>Clean and sanitize toilets, urinal rims, seats, inside and outside of bowl, urinal screens.</b>	<b>Urinals, stalls, toilets and partitions and adjacent areas are free of accumulated debris, litter, trash, and foreign matter. All debris is removed. Urinal deodorant screens are replaced. Approved sanitizer is used in conjunction with towel segregation system.</b>	<b>Continuous to meet or exceed the specified Standard. Checked not less than every 4 hours.</b>	<b>Frequency increased to Hourly</b>
<b>Clean sink bowls and counters.</b>	<b>All surface areas are free of dust, debris and foreign matter. No splash marks or dirt buildup is present on equipment. Appropriate cleaner is used.</b>	<b>Continuous to meet or exceed the specified Standard. Checked not less than every 4 hours.</b>	<b>Frequency increased to Hourly</b>



### SUPPLEMENTAL SERVICE REQUIREMENTS

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<b>Clean mirrors, soap and towel dispensers, and fixtures.</b>	<b>All surface areas are free of dust, debris and foreign matter. No splash marks or dirt buildup is present on equipment. Appropriate cleaner is used.</b>	<b>Daily</b>	<b>Frequency increased to Hourly</b>
Clean waste paper container and empty trash.	Trash cans and adjacent areas are free of accumulated debris, litter, trash, and foreign matter. All debris is removed and fresh liners are replaced.	Empty when ¾ full.	
Sweep and clean floors.	Scrubbed with cleaning chemicals. Utilize wet floor signs.	Continuous to meet or exceed the specified Standard.	
<b>Clean and dust walls, floors, door frames and handles.</b>	<b>All surface areas are free of dust, debris and foreign matter. No splash marks or dirt buildup is present on baseboards, walls, corners, and edges of floors. No buildup is present on vents, lighting screens and ceilings. Doors, walls, and moldings are free of smudges, fingerprints and graffiti.</b>	<b>Weekly</b>	<b>Special attention to Door handles and touch surfaces every 2 hours</b>
<b>Empty sanitary container, clean and replace liner.</b>	<b>Sanitary cans and adjacent areas are free of accumulated debris, litter, trash, and foreign matter. All debris is removed and fresh liners are replaced. Approved sanitizer is used in conjunction with towel segregation system.</b>	<b>Continuous to meet or exceed the specified Standard.</b>	<b>Frequency increased to Ongoing</b>

**AREA OF RESPONSIBILITY: EMPLOYEE BREAK ROOM**

TASK	STANDARD	MIN. FREQUENCY
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## SUPPLEMENTAL SERVICE REQUIREMENTS

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Clean all vents, light fixtures, walls, ceiling, door and door frames.	All surface areas are free of dust, debris and foreign matter. No splash marks or dirt buildup is present on baseboards, walls, corners, and edges of floors. No buildup is present on vents, lighting screens and ceilings. Doors, walls, and moldings are free of smudges, fingerprints and graffiti.	Weekly	
Clean and sanitize tables, bases, chair arms, legs, seats and backs.	After spot-cleaning, flat surfaces have a clean, uniform appearance, free of streaks, spots, and other evidence of soil and foreign matter. Approved sanitizer is used in conjunction with towel segregation system.	Weekly	
Empty, clean and sanitize trash can, replace liners.	Trash cans and adjacent areas are free of accumulated debris, litter, trash, and foreign matter. All debris is removed and fresh liners are replaced	Empty when $\frac{3}{4}$ full.	
Sweep and mop floor.	Floors are free of streaks, splash marks, swirl marks, detergent residue, dirt, debris, stains, standing water, odors, and mop strands. Floors are cleaned and kept dry at all times. Utilize wet floor signs.	Weekly	
Machine scrub floors.	Machine scrubbed with cleaning chemicals. Utilize wet floor signs.	Monthly	
Keep basement hallway free of trash and litter.	Areas are free of accumulated debris, litter, trash, and foreign matter. All debris is removed	Continuous to meet or exceed the specified Standard.	
Sweep and mop hallway.	Areas are free of accumulated debris, litter, trash, and foreign matter. All debris is removed. Utilize wet floor signs.	Continuous to meet or exceed the specified Standard.	
Strip and wax.	Follow generally approved industry standard specific floor care procedures for each floor, i.e. terrazzo, ceramic and general tile.	Semi-annually	
Clean janitorial closets, clean and sanitize mop sink.	Areas are free of accumulated debris, litter, trash, and foreign matter. All debris is removed	Weekly.	

## SUPPLEMENTAL SERVICE REQUIREMENTS

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Ensure that storage areas are clean and well maintained.	Areas are free of accumulated debris, litter, trash, and foreign matter. All debris is removed.	Weekly.	
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### AREA OF RESPONSIBILITY: REAR HALLWAY

TASK	STANDARD	MIN. FREQUENCY	MIN. FREQUENCY
Hallway free of trash and litter. (Vendors responsible for their own trash removal).	Areas are free of accumulated debris, litter, trash, and foreign matter. All debris is removed.	Continuous to meet or exceed the specified Standard.	
Clean ceiling vents, tiles, light fixtures.	All surface areas are free of dust, debris and foreign matter. No splash marks or dirt buildup is present on walls, fixtures, and vents. Areas are high dusted.	Monthly.	
Wash walls and baseboards top to bottom.	Areas are stain free with no streaks, swirl or splash marks.	Meet or exceed the specified Standard.	
<b>Clean doors, door frames, handles, glass and threshold.</b>	<b>No dust is present on window sides. Glass is free of film, dirt, smudges, water, and other foreign matter at all times.</b>	<b>Meet or exceed the specified Standard.</b>	<b>Special attention to double doors and employee side door entrance</b>
Strip/ wax and polish hallway and facility office floors (as needed).	Follow generally approved strip/ wax industry standards specific to floor care procedures for each floor, i.e. terrazzo, ceramic and general tile.	Every 3 months	
Sweep and mop floor.	Areas are free of accumulated debris, litter, trash, and foreign matter. All debris is removed. Utilize wet floor signs.	Continuous to meet or exceed the specified Standard.	
Machine scrub floors.	Machine scrubbed with cleaning chemicals. Utilize wet floor signs.	Daily	

## SUPPLEMENTAL SERVICE REQUIREMENTS

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Clean janitorial closet, clean and sanitize mop sink.	Areas are free of accumulated debris, litter, trash, and foreign matter. All debris is removed.	Weekly.	
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### AREA OF RESPONSIBILITY: COMMON STAIRWAY

TASK	STANDARD	MIN. FREQUENCY	
Clean walls and sanitize handrails and doorknobs.	Areas are stain free with no streaks or swirl marks.	Weekly.	
Sweep, mop and deck scrub landing, steps and ledges.	Areas are free of accumulated debris, litter, trash, and foreign matter. All debris is removed. Utilize wet floor signs.	Weekly.	
<b>Clean doors, door frames, handles.</b>	<b>After spot-cleaning, flat surfaces have a clean, uniform appearance, free of streaks, spots, and other evidence of soil and foreign matter. No graffiti, stickers, smudges, fingerprints, marks, spills, or other blemishes are present.</b>	<b>Meet or exceed the specified Standard.</b>	<b>Special attention to door handles</b>

### AREA OF RESPONSIBILITY: LOADING DOCK/ELEVATOR

TASK	STANDARD	MIN. FREQUENCY	
Clean elevator light fixture, wall, door and door track.	Areas are free of accumulated debris, litter, trash, and foreign matter. All debris is removed.	Weekly	
Sweep, vacuum floor - mop floor; shampoo carpet (if installed) as needed.	Areas are free of accumulated debris, litter, trash, and foreign matter. All debris is removed. Stains are spot cleaned. Utilize wet floor signs.	Daily	
<b>Keep loading dock free of trash and litter. (Vendors responsible for their own trash removal).</b>	<b>Areas are free of accumulated debris, litter, trash, and foreign matter. All debris is removed.</b>	<b>Daily</b>	<b>Special attention to door handles and push buttons</b>
<b>Clean doors, door frames and door glass.</b>	<b>After spot-cleaning, flat surfaces have a clean, uniform appearance, free of streaks, spots, and other evidence of soil and foreign matter. No</b>	<b>Meet or exceed the specified Standard.</b>	<b>Special attention to elevator push pads</b>

## SUPPLEMENTAL SERVICE REQUIREMENTS

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	<b>graffiti, stickers, smudges, fingerprints, marks, spills, or other blemishes are present.</b>		
Clean walls.	Areas are stain free with no streaks or swirl marks.	Meet or exceed the specified Standard.	
Clean mop sink.	Areas are free of accumulated debris, litter, trash, and foreign matter. All debris is removed.	Daily	
Sweep and mop dock floor.	Areas are free of accumulated debris, litter, trash, and foreign matter. All debris is removed. Stains are spot cleaned. Appropriate safety cones are in use.	Daily	
Machine scrub dock floor.	Machine scrubbed with cleaning chemicals. Utilize wet floor signs.	Weekly	

### AREA OF RESPONSIBILITY: DUMPSTER AREAS/DOCK PIT

TASK	STANDARD	MIN. FREQUENCY	
Swept and free of visible trash and litter. (Vendors responsible for their own immediate trash areas).	Areas are free of accumulated debris, litter, trash, and foreign matter. All debris is removed.	Continuous to meet or exceed the specified Standard.	
Pit is clean and free of accumulated trash and litter.	Areas are free of accumulated debris, litter, trash, and foreign matter. All debris is removed.	Daily	
Curb free of trash and litter.	Areas are free of accumulated debris, litter, trash, and foreign matter. All debris is removed.	Daily	
Dumpsters in good repair and kept closed.	Periodically cleaned and kept in accordance with Ohio EPA requirements.	Continuous to meet or exceed specified Standard.	

### AREA OF RESPONSIBILITY: CONTRACTORS PERSONNEL

TASK	STANDARD	MIN. FREQUENCY	
Staffing levels and Male/Female requirements are reasonably met with	Staffing levels and M/F requirements as proposed by Contractor and accepted by Commission are being	Constantly	

### SUPPLEMENTAL SERVICE REQUIREMENTS

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limited shortages, unless approved in writing by the Commission	reasonably met. Shortages are addressed in a timely manner.		
General staffing is in accordance with Staffing Plan and Contract requirements	Hourly staff assigned to the Agreement do not serve as or perform Management or Supervisory functions while working as general staff.	Constantly	
Contractor Personnel assigned to the facilities are properly trained.	Contractor staff are fully trained and capable of performing assigned cleaning and janitorial tasks.	Constantly	
Proper uniforms being worn (neat and clean).	Uniforms should be of normal general order approved by janitorial company.	Constantly	
Company name visible on uniforms and equipment.	Uniforms and equipment are identifiable by company logo and or name.	Constantly	

#### AREA OF RESPONSIBILITY: CONTRACTOR'S SUPERVISORY STAFF

TASK	STANDARD	MIN. FREQUENCY	
Contractor's Management and Supervisors regularly monitor janitorial operations, quality control and staffing.	Meets staffing plan as proposed by Contractor and accepted by the Commission. On-site Contractor management and supervision is adequate and standards are being reasonably met on a consistent basis.	To meet Standards	
Contractor's Supervisor meets with Commission's Plaza Manager to review Janitorial operations and plans.	A regular meeting is held addressing performance, duties and projects.	Weekly	
Verify MSDS sheets are available for all products used, containers used for	Match the chemicals received from invoicing and verify the MSDS booklet. All should have specific	Upon receipt of Supplies	

### SUPPLEMENTAL SERVICE REQUIREMENTS

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cleaning products are labeled appropriately.	MSDS forms. Dispensers have company manufactured chemical labeling. No handwritten labels.		
Commission’s Manager and Contractor review equipment supplies and replacements.	Refer to the Annual Plan requirement of the contract.	Semi-annually	
Meet with Commission’s Plaza Manager to review and sign off on monthly hour billing reports.	Monthly hours billing report verified and signed by both OTC and Janitorial supervisory representative.	Monthly	

## SUPPLEMENTAL SERVICE REQUIREMENTS

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### AREA OF RESPONSIBILITY: SCHEDULED FUNCTIONS

TASK	STANDARD	MIN. FREQUENCY	MIN. FREQUENCY
Strip clean, wax and buff terrazzo and/or tile floors.	Follow approved strip/ wax industry standards specific to floor care procedures for each floor, i.e. terrazzo, ceramic and general tile.	Not Less Than 2x Annually. Seasonally adjusted.	Per Contractor’s Exhibit 2 Service Schedule
Clean and buff terrazzo and/or tile floors.	Follow approved industry standards specific to floor care procedures for each floor, i.e. terrazzo, ceramic and general tile.	Not Less Than 2x Annually. Seasonally adjusted.	Per Contractor’s Exhibit 2 Service Schedule
Shampoo and scrub game room and trucker’s lounge carpeted floors.	Spot clean and remove staining.	Quarterly	Per Contractor’s Exhibit 2 Service Schedule
<b>Remove gum and foreign materials from dining area furniture.</b>	<b>All foreign materials removed from tables, chairs and high chair furniture.</b>	<b>Monthly</b>	
Inspect condition of dumpsters and lids. Order replacement dumpsters as necessary.	Periodically cleaned and kept in accordance with Ohio EPA standards and recommendations for waste water run off.	Continuous to meet or exceed specified Standard.	
<b>Pressure wash all sidewalks, patio, patio furniture and dock/dumpster areas (may be required more frequently).</b>	<b>High pressure power washing equipment is used with a hot water and chemical application. Duties to be completed during low traffic times.</b>	Not Less Than 2x Annually. Seasonally adjusted.	Per Contractor’s Exhibit 2 Service Schedule
Clean all window interiors and exteriors including high windows.	Windows to be free of dust, dirt and streaking.	Not Less Than 2x Annually. Seasonally adjusted.	Per Contractor’s Exhibit 2 Service Schedule
Buff floors and clean behind vending machines.	Coordinate with Plaza manager. (Vending operator to physically move out and return) Areas should be free of dust and build up.	Not less than Annually	
Dust high ledges and vent covers in food court.	General high dusting of all areas including high venting and high ledges.	Not less than 2x Annually.	Per Contractor’s Exhibit 2 Service Schedule
Shampoo and scrub recessed entry mats.	Spot clean and remove staining.	Not less than 3x Annually. Seasonally adjusted.	Per Contractor’s Exhibit 2 Service Schedule
Clean and organize storerooms.	Supplies are properly stored in an organized fashion. General order kept including chemical, propane and fuel segregation.	Continuously	