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CLERK OF THE BOARD
OF COUNTY COMMISSIONERS
MIAMI-DADE COUNTY, FLORIDA

MEMORANDUM

Agenda Item No. 8(P)(3)

TO:	Honorable Chairman Anthony Rodriguez and Members, Board of County Commissioners	**DATE:**	February 19, 2025
FROM:	Geri Bonzon-Keenan County Attorney	**SUBJECT:**	Resolution rejecting all bids received in connection with Contract No. EVN00021, Janitorial Services for Miami-Dade Aviation Department (Area A); directing the County Mayor to negotiate contracts with ABM Aviation, Inc for the terminal and landside areas, and Flagship Aviation Services LLC for the airside areas, and to bring non-competitive recommendation(s) before the full Board within 30 days

Resolution No. R-177-25

This item was amended from the original item as stated in the County Mayor's memorandum.

The accompanying resolution was prepared by the Strategic Procurement Department and placed on the agenda at the request of Prime Sponsor Commissioner Kevin Marino Cabrera.

Geri Bonzon-Keenan
County Attorney

GBK/ks

Memorandum

Date: February 19, 2025

To: Honorable Chairman Anthony Rodriguez
and Members, Board of County Commissioners

From: Daniella Levine Cava
Mayor

Subject: Recommendation to Award a Contract for Janitorial Services for Miami-Dade Aviation Department (Area A)

At the February 12, 2025 Airport Committee, this item was amended to reject all proposals received for Group A of this solicitation and direct the County Mayor or County Mayor's designee to negotiate janitorial contracts with the two highest ranked proposers, ABM Aviation, Inc for the terminal and landside areas, and Flagship Aviation Services LLC for the airside areas, and to bring non-competitive recommendations to award such contracts on such negotiated terms before the Board of County Commissioners within 30 days. If, following negotiations, the County Mayor's recommendation is not to award through a non-competitive action, the County Mayor shall provide a written recommendation including reasons why a non-competitive award is not in the County's best interest, and present a timeline for a new procurement process. The title and body of the resolution have been amended accordingly.

Summary

This item is for the purchase of janitorial services at Miami International Airport's (MIA's) main terminal building including areas operated by the County, as well as office areas occupied by the U.S. Customs and Border Protection, Transportation Security Administration (TSA), and other areas identified as Area A of the solicitation for the Miami-Dade Aviation Department (MDAD). Areas B and C are being presented for award as separate agenda items. Services include, but are not limited to, cleaning and disinfecting of lobbies, ticketing areas, hallways, stairwells, elevators, escalators, moving walkways, and restrooms. The contract includes smart restroom technology to monitor and report restroom usage and cleanliness with an overall goal to reduce waste, minimize the amount of time restrooms are in a suboptimal state, and engage customer feedback on the quality of their experience. These services are essential for the health and safety of the public and County employees who utilize airport facilities. This contract will allow for the management, resources, and regular oversight needed to maintain a uniform world-class standard of appearance and infection/bacterial control for airport facilities.

As part of the $9 billion MIA's Future-Ready Modernization in Action Plan, this contract supports a broader vision to transform the airport into a mega global gateway, ready to serve 77 million travelers and handle 5 million tons of freight by 2040. The plan emphasizes both facility upgrades and workforce investment through the I AM MIA program, which enhances customer experience. This year, we're hiring additional staff and deploying Lightning Crew teams to further our commitment to exceptional service and seamless travel experiences. This contract reinforces MIA's focus on a service-first culture and positions the airport as a leader in passenger comfort and convenience, setting new standards in airport hospitality as an international hub of the future.

Recommendation

It is recommended that the Board of County Commissioners (Board) approve a competitive contract award, *Contract No. EVN0000201, Janitorial Services for Miami-Dade Aviation Department (Area A)*, to C&W Facility Services, Inc. in the amount of $261,381,966 for a five-year term for MDAD. This contract will replace *Contract Nos. WOPR-00919, Janitorial Services for Miami International Airport, Terminals (D & E) – Zone 1* and *WOPR-01150, Janitorial Services for Miami International Airport, Terminals (F, G, H, & J) – Zone 2* awarded under *Prequalification Pool No. 9562-5/22, Janitorial Services,* which was established by the Board via Resolution No. R-456-12.

Background

A Request for Proposals was issued under full and open competition on January 16, 2024. The solicitation included three areas: Area A: Terminals (estimated at 9,656,915 square feet); Area B (estimated at 5,823,427 square feet); and Area C (estimated at 1,457,313 square feet). Separate awards are being recommended for each Area, and proposers will be recommended for one Area only and ineligible for award on the other two Areas. On the closing date of March 29, 2024, the County received 23 proposals for all three areas, including 19 from local firms, of which 14 were for Area A. Upon review of the proposals received, the County identified potential responsiveness issues with several proposals. On April 8, 2024, a legal review was requested from the County Attorney's Office (CAO). On May 13, 2024, the CAO opined that four proposals were deemed non-responsive for Area A as proposals did not include pricing on a material element of the solicitation (opinion attached). On April 3, 2024, proposals were provided to the Office of Small Business Development (SBD) for review of contract measures. On May 1, 2024, SBD completed its review for compliance with the 15 percent Small Business Entity (SBE) subcontractor goal. The evaluation meeting was conducted on June 27, 2024. Negotiations for all areas commenced on September 13, 2024 and concluded on October 16, 2024. A total of four meetings with staff and the recommended vendor were held to negotiate the final contract terms including, but not limited to, scope of work, minimum staffing levels, price schedule, payment milestones, and smart restroom provisions. A copy of the Coordinator's Report is attached.

Work on this contract consists of janitorial services at Concourses D, E, F, G, H, and J of the main terminal building at MIA, including the areas of the landside, airside, and terminal buildings controlled by the County, the Federal Inspection Services (U.S. Government office areas), U.S. Customs and Border Protection facilities, TSA checkpoint and screening areas (including TSA office areas), Miami-Dade Fire Station, Tunnel Gate, the County's administrative offices, and all other spaces assigned to the County.

The contract provides for cleaning and disinfecting of common-use areas within the terminals and shadow areas surrounding the concourses, (i.e. areas between the outer walls of the terminal building) and the airport tarmac, as well as as-needed light maintenance in restrooms. The vendor's smart restroom technology solution, Trax Analytics Smart Restroom Monitoring System, will have a user-friendly interface with a centralized real-time monitoring and management dashboard. It will also include a mobile application and customizable alerts for maintenance staff. The vendor will integrate occupancy sensors to detect restroom usage patterns and supply sensors to monitor soap levels, paper towels, and toilet paper supplies. The system will also feature smart soap and towel dispensers, smart trashcan sensors, air quality sensors, presence sensors, and guest feedback tablets. Additionally, the system will include smart stall lighting and latches.

Scope

Miami International Airport is located within District 6, which is represented by Commissioner Kevin Marino Cabrera; however, the impact of this item is countywide.

Fiscal Impact/Funding Source

The fiscal impact for the five-year term is $261,381,966 which includes a 10 percent contingency amount to offset future Living Wage and Consumer Price Index price increases contemplated by the contract's terms and conditions, and to cover as-needed additional positions, as well as parts and equipment for light restroom maintenance. The current contracts have a cumulative value of $154,536,522 for a four-year and six-month term and expire on January 31, 2025. The annualized allocation under the proposed contract is higher than the current contracts due to a change in scope which includes smart restroom technology and light maintenance in restrooms, as well as the aforementioned contingency. In addition, market conditions have been impacted by the Living Wage which has increased by an average of approximately 4.5 percent, and the Consumer Price Index which has increased by approximately 26 percent since the current contracts were established in 2020.

Department	Allocation	Funding Source	Contract Manager
MDAD	$261,381,966	Proprietary Revenue	Sylvia Novela
Total	**$261,381,966**		

Track Record/Monitor
Marie Williams of the Strategic Procurement Department (SPD) is the Procurement Contracting Manager.

Delegated Authority
If this item is approved, the County Mayor or County Mayor's designee will have the authority to execute the agreement and exercise all provisions of the contract, including any cancellation or extensions, pursuant to Section 2-8.1 of the County Code and Implementing Order 3-38.

Vendor Recommended for Award (Area A)
Local preference was applied following the completion of rankings, resulting in the local highest ranked proposer being recommended for award as the proposer's scoring fell within five percent of the two non-local higher ranked proposers.

Vendor	Principal Address	Local Address	Number of Employee Residents 1) Miami-Dade 2) Percentage*	Principal
C & W Facility Services, Inc.	117 Kendrick Street Suite 250 Needham, MA	5200 Blue Lagoon Drive Suite 760 Miami, FL	676 5%	Mia Mends

*Provided pursuant to Resolution No. R-1011-15. Percentage of employee residents is the percentage of vendor's employees who reside in Miami-Dade County as compared to the vendor's total workforce.

Vendors Not Recommended for Award (Area A)

Vendor	Local Address	Reason for Not Recommending
Able Business Services, Inc.	Yes	Evaluation Scores/Ranking
American Sales and Management Organization LLC DBA Eulen Aviation	Yes	
Chi Ada Corporation	Yes	
Dream Clean, Inc.	Yes	
Tryfacta, Inc.	Yes	
ABM Aviation, Inc.	No	Evaluation Scores/Ranking affected by the application of local preference
Flagship Aviation Services LLC	No	
Clean Space, Inc.	No	Deemed non-responsive by the CAO (opinion attached)
Diamond Shine Group	No	
Eulacile Cleaning Services	Yes	Deemed non-compliant by SBD (memo attached) and non-responsive by the CAO (opinion attached)
She So Clean Cleaning Services LLC	Yes	
Gum Hunters Carpet & Tile Cleaning	Yes	Deemed non-compliant by SBD (memo attached)
McKenzie's Cleaning, Inc.	Yes	

Due Diligence
Pursuant to Resolution No. R-187-12, due diligence was conducted in accordance with SPD's Procurement Guidelines to determine vendor responsibility, including verifying corporate status and that there are no performance and compliance issues through various vendor responsibility lists and a keyword internet search. The lists that were referenced included convicted vendors, debarred vendors,

delinquent contractors, suspended vendors, and federal excluded parties. There were no adverse findings relating to vendor responsibility.

Pursuant to Resolution No. R-140-15, prior to re-procurement, a full review of the scope of services was conducted to ensure the replacement contract reflects the County's current needs. The review included conducting market research, posting a draft solicitation for industry comment, and holding meetings and drafting sessions with the user department. The scope of services was updated to include smart restroom technology and light maintenance and to group the Terminal locations under one contract

Applicability of Ordinances and Contract Measures

- The two percent User Access Program applies where permitted by funding source.
- A 15 percent SBE subcontractor goal and Local Preference applied.
- The Living Wage Ordinance applies.

Attachments

Jimmy Morales
Chief Operating Officer

Memorandum

Date: August 16, 2024

To: Namita Uppal, C.P.M.
Director and Chief Procurement Officer
Strategic Procurement Department

Thru: Lydia Osborne, Ph.D., CPPO, CPPB, NIGP-CPP *Lydia Osborne*
Assistant Director
Strategic Procurement Department

From: Marie Williams, CPPB *Marie Williams*
Selection Committee Coordinator

Subject: Report of Competitive Selection Committee for RFP No. EVN0000201 Janitorial Services for MDAD

The Strategic Procurement Department (SPD) issued a competitive Request for Proposals on January 16, 2024 on behalf of the Miami-Dade Aviation Department (MDAD), to obtain proposals from qualified firms to provide janitorial services for various MDAD facilities including Miami International Airport (MIA) and General Aviation Airports (Opa-Locka, Homestead, Kendall-Tamiami & Training and Transition Airport). The solicitation includes three areas: Area A: Terminal (estimated at 9,656,915 square feet); Area B (estimated at 5,823,427 square feet); and Area C (estimated at 1,317,847 square feet). The County anticipates awarding three (3) contracts, each for a five-year period.

On March 29, 2024, 23 firms responded to the solicitation as follows:

	Proposer	Proposed Area(s)
1	Able Business Services, Inc.	A, B, C
2	ABM Aviation, Inc.	A
3	American Sales and Management Organization LLC DBA Eulen Aviation	A, C
4	Astick Group, LLC	B
5	C & W Facility Services, Inc.	A, C
6	Chi Ada Corporation	A, C
7	Clean Space, Inc.	A, B, C
8	Diamond Shine Group	A, B, C
9	Dream Clean, Inc.	A, B, C
10	Eulacile Cleaning Services	A, B, C
11	Flagship Aviation Services LLC	A
12	General Facility Care, LLC	C
13	Globe Facilities Management, Inc.	B
14	Gum Hunters Carpet & Tile Cleaning	A, B, C
15	Integrity Janitorial Serv Corp	B
16	McKenzie's Cleaning, Inc.	A, B, C
17	N & K Enterprises Inc	B
18	Reincofl, Corporation	See note below*
19	SFM Services, Inc.	C
20	She So Clean Cleaning Services LLC	A, B, C
21	Sir Clean, Corp	See note below*
22	Sundance Solutions, Corp	See note below*
23	Tryfacta, Inc.	A, C

***Note**: Proposer only submitted fillable online forms and failed to identify Area or submit any technical or pricing information. Therefore, the Committee had nothing to evaluate.

Competitive Selection Committee meeting dates:
May 24 and 31, 2024 (Kick-off Meetings)
June 27, 2024 (Evaluation, Scoring and Recommendation)

Verification of compliance with:

- **Minimum qualification requirements and responsiveness**

The solicitation did not have any minimum qualification requirements. April 8, 2024, 13 proposals were forwarded to the County Attorney's Office (CAO) for review. The CAO responded on May 13, 2024 (opinion attached), and deemed the following four proposals non-responsive for Area A:

Proposer (Proposed Areas)	Reason
Clean Space, Inc. (A, B, C)	Did not provide pricing on a material element of the solicitation; bids are non-responsive with respect to Area A only.
Diamond Shine Group (A, B, C)	
Eulacile Cleaning Services (A, B, C)	
She So Clean Cleaning Services LLC (A, B, C)	

- **Contract measures**

A Small Business Enterprise (SBE) set-aside was assigned to this solicitation for Area B, and a 15% SBE subcontractor goal was assigned to this solicitation each for Area A and Area C. On April 3, 2024, proposals were provided to the Office of Small Business Development Division (SBD) for review. On May 1, 2024, SBD completed its review for compliance with the set-aside and subcontractor goal measures (see attached memo).

Proposals Evaluation:
The proposals received were evaluated as depicted below:

Proposer (Area A)		Evaluated	Not evaluated
1	Able Business Services, Inc.	Yes	
2	ABM Aviation, Inc.	Yes	
3	American Sales and Management Organization LLC DBA Eulen Aviation	Yes	
4	C & W Facility Services, Inc.	Yes	
5	Chi Ada Corporation	Yes	
6	Clean Space, Inc.		Non-responsive per CAO
7	Diamond Shine Group		Non-responsive per CAO
8	Dream Clean, Inc.	Yes	
9	Eulacile Cleaning Services		Did not submit COA, non-compliant by SBD and non-responsive per CAO
10	Flagship Aviation Services LLC	Yes	
11	Gum Hunters Carpet & Tile Cleaning		Did not submit COA, non-compliant by SBD
12	McKenzie's Cleaning, Inc.		Did not submit COA, non-compliant by SBD
13	She So Clean Cleaning Services LLC		Did not submit COA, non-compliant by SBD and non-responsive per CAO
14	Tryfacta, Inc.	Yes	

Proposer (Area B)		Evaluated	Not-Evaluated
1	Able Business Services, Inc.		Did not submit COA, non-compliant by SBD
2	Astick Group, LLC		Non-compliant per SBD
3	Clean Space, Inc.		Non-compliant per SBD
4	Dream Clean	Yes	
5	Diamond Shine Group		Non-compliant per SBD
6	Eulacile Cleaning Services		Non-compliant per SBD
7	Globe Facilities Management, Inc.	Yes	
8	Gum Hunters Carpet & Tile Cleaning	Yes	
9	Integrity Janitorial Serv Corp	Yes	
10	McKenzie's Cleaning, Inc.	Yes	
11	N & K Enterprises Inc	Yes	
12	She So Clean Cleaning Services LLC		Did not submit COA, non-compliant by SBD

Proposer (Area C)		Evaluated	Not-Evaluated
1	Able Business Services, Inc.		Did not submit COA, non-compliant by SBD
2	American Sales and Management Organization LLC DBA Eulen Aviation		Did not submit COA, non-compliant by SBD
3	C & W Facility Services, Inc.		Not eligible for area C, was recommended for Area A
4	Chi Ada Corporation	Yes	
5	Clean Space, Inc.	Yes	
6	Diamond Shine Group	Yes	
7	Dream Clean, Inc.	Yes	
8	Eulacile Cleaning Services		Did not submit COA, non-compliant by SBD
9	General Facility Care, LLC		Non-compliant per SBD
10	Gum Hunters Carpet & Tile Cleaning		Did not submit COA, non-compliant by SBD
11	McKenzie's Cleaning, Inc.		Did not submit COA, non-compliant by SBD
12	SFM Services, Inc.	Yes	
13	She So Clean Cleaning Services LLC	Yes	
14	Tryfacta, Inc.	Yes	

Local Certified Veteran's Business Enterprise Preference:
Veteran's Preference was considered. None of the proposers qualified for the preference.

Office of the Inspector General (OIG) and/or Commission on Ethics and Public Trust (COE) Reports, Findings and/or Enforcement Documentation for Proposer and Subcontractor(s):
Staff submitted a request to OIG on April 2, 2024. A response was received on April 4, 2024, advising that no reports were found.

Staff submitted a request to COE on April 2, 2024. A response was received on April 18, 2024. advising that no reports were found.

Office of the Commission Auditor (OCA) Background Check:
On April 8, 2024, staff provided Competitive Selection Committee (Committee) members with the Neutrality Affidavits, along with the list of proposers and subcontractors, to complete. Staff submitted

Committee members' completed Neutrality Affidavits and Resumes to OCA on April 16, 2024. A response from OCA was received on April 25, 2024. OCA submitted the results of the background checks to the COE for further review of findings. A response was received from COE on May 3, 2024, recommending that one member be excused from serving on this committee.

Summary of scores:
The Committee has completed the evaluation of the responsive and SBD compliant proposals following the guidelines published in the solicitation and decided not to hold oral presentations. A Proposer(s) proposing on multiple Areas can only be recommended for award for one Area and is ineligible to be recommended for award for any of the other two Areas. The scores are as follows:

Area A: Terminal (estimated at 9,656,915 square feet)				
Proposer	***Technical Score*** *(max.4250)*	***Price Score*** *(max.750)*	***Total Combined Score*** *(max.5000)*	***Total Price/Cost Submitted***
ABM Aviation, Inc.	3794	680	4474	$44,830,371.00
Flagship Aviation Services LLC	3784	650	4434	$50,524,481.19
C & W Facility Services, Inc.*	3773	630	4403	$50,541,517.02
Tryfacta, Inc.	3524	595	4119	$53,051,974.16
American Sales and Management Organization LLC DBA Eulen Aviation	3496	620	4116	$49,943,753.73
Chi Ada Corporation	3420	585	4005	$160,773,681.60
Able Business Services, Inc.	3280	610	3890	$25,525,627.18
Dream Clean, Inc.	3158	540	3698	$49,400,530.61

*Note: highest ranked local proposer.

Area B (estimated at 5,823,427 square feet)				
Proposer	***Technical Score*** *(max.4250)*	***Price Score*** *(max.750)*	***Total Combined Score*** *(max.5000)*	***Total Price/Cost Submitted***
Globe Facilities Management, Inc.	3743	635	4378	$3,676,171.90
N & K Enterprises, Inc.	3620	625	4245	$5,752,500.03
Dream Clean, Inc.	3308	545	3853	$7,462,034,56
Integrity Janitorial Serv Corp	3230	475	3705	$7,726,072.00
Gum Hunters Carpet & Tile Cleaning	2650	545	3195	$3,400,000.00
McKenzie's Cleaning, Inc.	2635	510	3145	$1,901,374.41

Area C (estimated at 1,317,847 square feet)				
Proposer	***Technical Score*** *(max.4250)*	***Price Score*** *(max.750)*	***Total Combined Score*** *(max.5000)*	***Total Price/Cost Submitted***
SFM Services, Inc.	3675	610	4285	$5,170,588.75
Chi Ada Corporation	3385	635	4020	$3,154,044.40
Diamond Shine Group	3275	630	3905	$3,533,374.00
Dream Clean, Inc.	3288	540	3828	$5,875,541.66
Clean Space, Inc.	3160	570	3730	$5,386,600.00
Tryfacta, Inc.	3140	600	3740	$4,352,937.00
She So Clean Cleaning Services LLC	30	490	520	$4,177,312.50

Upon review of the scores, there were several variances identified that exceeded 33% of the average score award by all Committee members by criteria for all Areas. After discussion of the variances among Committee members, several scores were changed for Area B, and no scores were changed for Areas A and C. Variances remained for all areas. The Committee members that showed variances in their scores stated that their scores were based on their independent evaluations and the discussions held.

Local Preference:
Local Preference was considered and affected the outcome for Area A whereby the highest ranked responsive local Proposer's scoring, C & W Facility Services, Inc., was within 5% of the scoring of the highest ranked responsive non-local Proposer.

Administrative Leave Eligibility:
The following County employees served as scoring members of the Committee and timely completed all committee-related duties, including submittal of the Neutrality Affidavit within three business days from Selection Committee Coordinator's notification; initial scoring within 60 calendar days of Selection Committee Coordinator's completion of required reviews; and final scoring and are hereby entitled to one (1) day of paid administrative leave pursuant to Implementing Order No. 3-34:

Employee's Name	Employee's Department
Sergio San Miguel	Aviation Department
Steven Albritton	Aviation Department
Renessa Gordon	Department of Transportation and Public Works
Daniel Barcia	Parks, Recreation and Open Spaces Department

The fifth Committee member did not qualify for administrative leave, as the Neutrality Affidavit was submitted after the timeframe.

Deadlines for Completion of Tasks During Evaluation
Implementing Order No. 3-34, Formation and Performance of Competitive Selection Committees and *Implementing Order No. 2-13, Guidelines and Procedures Regarding Legal Opinions,* establishes certain timeframes for the completion of reviews and receipt of information during the evaluation phase. Timeframes for completion of tasks are included in the table below.

Task	Date	I.O. Timeframe (Days*)	Actual Timeframe (Days*)
Proposals received	3/29/24		
SPD sent proposals to SBD for contract measures	4/3/24	10	5
SPD sent proposals to CAO for responsiveness	4/8/24	10	10
SPD sent list of proposers/subcontractors to Committee members for Neutrality Affidavit/Resume	4/8/24	10	10
Four Committee members returned completed Neutrality Affidavit/Resume to SPD before date shown	4/11/24	3*	3*
One Committee member returned completed Neutrality Affidavit/Resume to SPD	4/16/24	3*	**6***
SPD sent completed Neutrality Affidavit/Resume to OCA for background check	4/15/24	NA	4
OCA returned background checks to SPD	4/25/24	5*	**8***
SBD returned contract measure review to SPD	5/1/24	10	**28**
COE (If OCA refers findings) responded to OCA findings	5/3/24	14	8
CAO provided opinion to SPD	5/13/24	30	**35**
Evaluation Committee meeting	6/27/24	60	45
Orals	NA	15	NA

* All numbers listed are calendar days except when marked with an asterisk are business days

CAO, OCA and SBD did not meet their timeframes. Additional time was needed to consider and research issues and due to the large number of proposals. One Committee member did not return the completed Neutrality Affidavit/Resume to SPD within timeframe required.

Negotiations:
The Committee recommends that the County enter into negotiations with the highest ranked proposers as follows:

- Area A – C&W Facility Services, Inc., (highest ranked local proposer);
- Area B – Globe Facilities Management, Inc.; and
- Area C – SFM Services, Inc.

The following individuals will participate in the negotiations; however, MDAD can add staff on an as-needed basis:

Marie Wiliams, Procurement Contracting Officer, SPD
Natalya Vasilyeva, Procurement Contracting Manager, SPD
Isaac Smith, Assistant Aviation Director, Facilities Management and Engineering
Sylvia Novela, Division Director, Procurement & Materials Management, MDAD
Caroline Burgos, Senior Procurement Contracting Officer, MDAD
Jonathan Lewis, Innovation Director, MDAD
Amy Cruz, Accountant, MDAD

Technical and operational assistance and feedback will be requested from appropriate staff as needed during the negotiation process.

Consensus Statements:
The Committee recommends C&W Facility Services, Inc. for Area A based on the Proposer's experience, past performance, qualifications, Smart Restroom Technology, training provided, local requirements, and transition plan. Additionally, their Smart Restroom Technology seems to be the most advanced; the firm offered (value-added) robots.

The Committee recommends Globe Facilities Management, Inc. for Area B as the firm meets the requirements of the solicitation, and their proposal demonstrates that they have the experience and qualifications to provide the services requested.

The Committee recommends SFM Services, Inc. for Area C as the firm has the required experience, provided a good proposal that offers the required training, and a good transition plan.

Copies of the score sheets are attached for each Committee member, as well as a composite score sheet. Your approval of the Committee's recommendation is requested.

Approved

Digitally signed by Namita Uppal
DN: cn=Namita Uppal, o=Miami Dade County, ou=Chief Procurement Officer, email=uppaln@miamidade.gov, c=US
Date: 2024.08.23 15:40:54 -04'00'

Namita Uppal, C.P.M. Date
Director and Chief Procurement Officer

DATE: April 29, 2024

Memorandum

MIAMI-DADE COUNTY

TO: Namita Uppal, Director
Strategic Procurement Department

FROM: Gary Hartfield, Director
Office of Small Business Development

SUBJECT: Compliance Review - **Revised**
EVN0000201, Janitorial Services for Miami-Dade Aviation Department (MDAD)

The Office of Small Business Development (SBD) has completed its review of the subject project for compliance with the Small Business Enterprise Program for Services (SBE-Services). The contract measures established for this project are as follows: **Area A – 15%** SBE-G/S Goal, **Area B -100%** SBE-G/S Set-Aside and **Area C - 15%** SBE-G/S Goal.

The Strategic Procurement Department submitted a copy of the Invitation to Bid (ITB) solicitation package, which included the tabulation package and Certificate of Assurance (COA) affidavits from the firms listed below. A Utilization Plan (UP) was requested from each firm via SBD'S Business Management Workforce System (BMWS). The following is the pre-award compliance status and summary:

Area A – 15% SBE-G/S Goal

Firms	Status
1.Able Business Services, Inc.	**(Compliant)**
2.ABM Aviation, Inc.	**(Compliant)**
3.American Sales and Management Organization, LLC. (Eulen)	**(Compliant)**
4.C & W Facility Services, Inc.	**(Compliant)**
5.Chi – Ada Corporation	**(Compliant)**
6.Clean Space, Inc.	**(Compliant)**
7.Diamond Shine Group	**(Compliant)**
8.Dream Clean, Inc.	**(Compliant)**
9.Flagship Aviation Services LLC.	**(Compliant)**
10.Tryfacta, Inc.	**(Compliant)**

Area B – 100% SBE-Set-Aside

Firms	
1.Astick Group, LLC.	**(Non-Compliant)**
2.Clean Space, Inc.	**(Non-Compliant)**
3.Diamond Shine Group	**(Non-Compliant)**
4.Dream Clean, Inc.	**(Compliant)**
5.Globe Facilities Management, Inc.	**(Compliant)**
6.N & K Enterprises, Inc.	**(Compliant)**
7.Gum Hunters Carpet & Tile Cleaning Services, Corp.	**(Compliant)**
8.Eulacile Cleaning Services	**(Non-Compliant)**
9.Integrity Janitorial Services, Corp.	**(Compliant)**
10.McKenzie's Cleaning, Inc.	**(Compliant)**
11. Reincofi, Corporation	**(Non-Compliant)**
12. Sir Clean, Corp.	**(Non-Compliant)**
13.Sundance Solutions, Corporation	**(Non-Compliant)**

Area C – 15% SBE-G/S Goal

Firms	
1.C & W Facility Services Inc.	**(Compliant)**
2.Chi – Ada Corporation	**(Compliant)**
3.Clean Space, Inc.	**(Compliant)**
4.Diamond Shine Group	**(Compliant)**

5.Dream Clean, Inc.	**(Compliant)**
6.General Facility Care, LLC.	**(Non-Compliant)**
7.SFM Services, Inc.	**(Compliant)**
8.She So Clean Cleaning Service, LLC.	**(Compliant)**
9.Tryfacta, Inc.	**(Compliant)**

Summary Area A – 15% SBE-G/S Goal:

Able Business Services, Inc. (#1), a non-certified Small Business Enterprise (SBE)-Goods & Services (G/S) firm, submitted the required COA form at the time of bid submittal and committed to utilize M & M Cleaning Service Unlimited, Inc., SBE–(G/S), to perform Janitorial and Custodial Services at 15% in satisfaction of the 15% subcontractor goal. The UP submitted by Able Business Services, Inc. was confirmed by the subcontractor and approved pursuant to the firm's commitment to achieve the 15% SBE-(G/S) goal.

Able Business Services, Inc. is **in compliance** with the 15% subcontractor goal established for this contract and is deemed compliant with the implementing Order 3-41 governing the SBE-(G/S) program.

ABM Aviation, Inc. (#2), a non-certified SBE-(G/S) firm, submitted the required COA form at the time of bid submittal and committed to utilize Amer-Plus Janitorial Maintenance, LLC, SBE-(G/S), to perform Janitorial and Custodial Services at 5.71%; utilize Clearview Building Services, LLC, SBE-(G/S), to perform Janitorial and Custodial Services at 1.32%. ABM Aviation, Inc. also committed to utilizing Globe Facilities Management, Inc., SBE-(G/S), to perform Janitorial and Custodial Services at 13.35% and NOW Interactives, LLC., SBE-(G/S), to perform Janitorial and Custodial Services at 2.80% in satisfaction of the 15% subcontractor goal. The UP submitted by ABM Aviation, Inc. was confirmed by the subcontractors and approved pursuant to the firms' commitment to achieve the stated SBE-(G/S) goals, respectively.

ABM Aviation, Inc. is **in compliance** with the 15% subcontractor goal established for this contract and deemed compliant with implementing Order 3-41 governing the SBE-(G/S) program.

American Sales and Management Organization, LLC (Eulen) (#3), a non-certified SBE-(G/S) firm submitted the required COA form at the time of bid submittal and committed to utilize Azure Business Development III, LLC., SBE-(G/S), to perform Janitorial and Custodial Services at 1.40%. American Sales and Management Organization, LLC (Eulen) also committed to utilize Globe Facilities Management, Inc., SBE-(G/S), to perform Janitorial and Custodial Services at 13.60% in satisfaction of the 15% subcontractor goal. The UP submitted by American Sales and Management Organization, LLC. (Eulen) was confirmed by the subcontractors and approved pursuant to the firms' commitment to achieve the 1.40% and 13.60% SBE-(G/S) goals, respectively.

American Sales and Management Organization, LLC. (Eulen) is **in compliance** with the 15% subcontractor goal established for this contract and deemed compliant with implementing Order 3-41 governing the SBE-G/S program.

C & W Facility Services, Inc. (Eulen) (#4), a non-certified SBE-(G/S) firm, submitted the required COA form for Area A at the time of bid submittal and committed to utilizing Clearview Building Services, LLC. to perform Janitorial and Custodial Services at 1.10%. C & W Facility Services, Inc. also committed to utilize Global Facilities Management, Inc. to perform Janitorial and Custodial Services at 18.50% in satisfaction of the 15% subcontractor goal. The UP submitted by C & W Facility Services, Inc. was confirmed by the subcontractors and approved pursuant to the firms' commitment to achieve the 1.10% and 18.50% SBE-(G/S) goal, respectively.

C & W Facility Services, Inc. is **in compliance** with the 15% subcontractor goal established for this contract and deemed compliant with implementing Order 3-41 governing the SBE-(G/S) program.

Chi – Ada Corporation (#5), a non-certified SBE-(G/S) firm, submitted the required COA form for Area A at the time of bid submittal and committed to utilize Continental & Global Services Inc., SBE-(G/S), to perform Janitorial and Custodial Services at 1.63%, and Integrity Janitorial Services Corp. , SBE-(G/S), to perform

Janitorial and Custodial Services at 15% in satisfaction of the 15% subcontractor goal. The UP submitted by Chi-Ada Corporation was confirmed by the subcontractors and approved pursuant to the firms' commitment to achieve the 1.63% and 15% SBE-(G/S) goals, respectively.

Chi-Ada Corporation is **in compliance** with the 15% subcontractor goal established for this contract (Area A) and deemed compliant with implementing Order 3-41 governing the SBE-(G/S) program.

Clean Space, Inc. (#6), a non-SBE(G/S) firm, submitted the required COA form at the time of bid submittal for Area A, at the time of bid submittal and committed to utilizing National Cleaning Contractors U.S.A., Inc., SBE-(G/S), to perform Janitorial and Custodial Services at 15%, in satisfaction of the 15% subcontractor goal for Area A. The UP submitted by Clean Space, Inc. was confirmed by the subcontractor and approved pursuant to the firm's commitment to achieve the 15% SBE-(G/S) goals, respectively.

Clean Space, Inc.is **in compliance** with the 15% subcontractor goal established for this contract (Area A) and deemed compliant with implementing Order 3-41 governing the SBE-(G/S) program.

Diamond Shine Group (#7), a non-certified SBE-(G/S) firm, submitted the required COA form for Area A at the time of bid submittal and committed to utilize A Super Cleaning, Corp, SBE-(G/S), to perform Janitorial and Custodial Services at 15% in satisfaction of the 15% subcontractor goal. The UP submitted by Diamond Shine Group was confirmed by the subcontractor and approved pursuant to the firm's commitment to achieve the 15% SBE-(G/S) goal.

Diamond Shine Group is **in compliance** with the 15% subcontractor goal established for this contract and deemed compliant with implementing Order 3-41 governing the SBE-(G/S) program.

Dream Clean, Inc. (#8), a certified SBE-(G/S) firm, submitted the required COA form committing to self-perform Janitorial and Custodial Services with its own forces. The UP submitted by Dream Clean Inc. was approved pursuant to the firm's commitment to self-performing the 15% subcontractor goal with its own forces.

Dream Clean, Inc. is **in compliance** with the 15% subcontractor goal established for this contract (Area A) and deemed compliant with Implementing Order 3-41, governing the SBE-(G/S) program.

Flagship Aviation Services, LLC (#9), a non-certified SBE-(G/S) firm submitted the required COA form at the time of bid and committed to utilize N & K Enterprises, Inc., SBE-(G/S), to perform Janitorial and Custodial Services at 15% in satisfaction of the 15% subcontractor goal. The UP submitted by Flagship Aviation Services, LLC. was confirmed by the subcontractor and approved pursuant to the firm's commitment to achieve the 15% subcontractor goal.

Flagship Aviation Services, LLC. is **in compliance** with the 15% subcontractor goal established for this contract and deemed compliant with implementing Order 3-41 governing the SBE-(G/S) program.

Tryfacta, Inc. (#10), a non-certified SBE-(G/S) firm, submitted the required COA form for Area A at the time of bid submittal committing to utilize Amer-Plus Janitorial Maintenance LLC., SBE-(G/S), to perform Janitorial and Custodial Services at 5.00%; utilize Integrity Janitorial Services Corp. , SBE-(G/S), to perform Janitorial and Custodial Services at 5.00%, and NOW Interactives, LLC. , SBE-(G/S), to perform Janitorial and Custodial Services at 5.00% in satisfaction of the 15% subcontractor goal. The UP submitted by Tryfacta, Inc. was confirmed by the subcontractors and approved pursuant to the firms' commitments to achieve the 15% subcontractor goal.

Tryfacta, Inc. is **in compliance** with the 15% subcontractor goal established for this contract and deemed compliant with implementing Order 3-41 governing the SBE-(G/S) program.

Summary Area B-100% SBE-Set-Aside:

Astick Group LLC (#1), a non-certified SBE-(G/S) firm, submitted the required COA form at the time of bid submittal for Area B (100% set aside); however, Astick Group, LLC. does not hold a valid certification. Pursuant to Section IV. B. 8. of Implementing Order 3-41, Small Business Enterprise Program for the purchase of Goods and Services, states the following: "A SBE must have a valid certification in effect at time of bid submittal.

Astick Group LLC was notified of their **non-compliant** status on April 5, 2024.

Clean Space Inc (#2), a non-certified SBE-(G/S) firm, submitted the required COA form at the time of bid submittal for Area B (100% set aside) however Clean Space, Inc. does not hold a valid certification. Pursuant to Section IV. B. 8. of Implementing Order 3-41, Small Business Enterprise Program for the purchase of Goods and Services, states the following: A SBE must have a valid certification in effect at time of bid submittal.

Clean Space, Inc. was notified of their **non-compliant** status on April 5, 2024.

Diamond Shine Group (#3), a non-certified SBE-(G/S) firm, submitted the required COA form at the time of bid submittal for Area B (100% set aside) however Diamond Shine Group does not hold a valid certification. Pursuant to Section IV. B. 8. of Implementing Order 3-41, Small Business Enterprise Program for the purchase of Goods and Services, states the following: A SBE must have a valid certification in effect at time of bid submittal.

Diamond Shine Group was notified of their **non-compliant** status on April 5, 2024.

Dream Clean, Inc. (#4), a certified SBE-(G/S) firm, submitted the required COA form committing to self-perform Janitorial and Custodial Services with its own forces. The UP submitted by Dream Clean Inc. was approved pursuant to the firm's commitment to self-performing 100% of required services with its own forces.

Dream Clean, Inc. is **in compliance** with the 100% SBE-(G/S) Set-Aside established for this contract and **in compliant** with Implementing Order 3-41, which governs the SBE-(G/S) program.

Globe Facilities Management, Inc. (#5), a certified SBE-G/S firm, submitted the required COA form committing to self-perform Janitorial and Custodial Services with its own forces. The UP submitted by Globe Facilities Management, Inc. was approved pursuant to the firm's commitment to self-performing 100% of required services with its own forces.

Globe Facilities Management, Inc. is **in compliance** with the 100% SBE-G/S Set-Aside established for this contract and is compliant with Implementing Order 3-41, which governs the SBE-Services program.

N & K Enterprises, Inc (#6), a certified SBE-G/S firm, submitted the required COA form committing to self-perform Janitorial and Custodial Services with its own forces. The UP submitted by N & K Enterprises, Inc. was approved pursuant to the firm's commitment to self-performing 100% of required services with its own forces.

N & K Enterprises, Inc. is **in compliance** with the 100% SBE-G/S Set-Aside established for this contract and is compliant with Implementing Order 3-41, which governs the SBE-G/S program.

Gum Hunters Carpet & Tile Cleaning Services Corp (#7), a certified SBE-G/S firm, submitted the required COA form committing to self-perform Janitorial and Custodial Services with its own forces. The UP submitted by Gum Hunters Carpet & Tile Cleaning Services Corp was approved pursuant to the firm's commitment to self-performing 100% of required services with its own forces.

Gum Hunters Carpet & Tile Cleaning Services Corp is **in compliance** with the 100% SBE-G/S Set-Aside established for this contract and is compliant with Implementing Order 3-41, which governs the SBE-Services program.

Eulacile Cleaning Services (#8), a non-certified SBE-(G/S) firm, submitted the required COA form at the time of bid submittal for Area B (100% set aside); however, Eulacile Cleaning Services does not hold a valid certification. Pursuant to Section IV. B. 8. of Implementing Order 3-41, Small Business Enterprise Program for the purchase of Goods and Services, states the following: A SBE must have a valid certification in effect at time of bid submittal.

Eulacile Cleaning Services was notified of their **non-compliant** status on April 5, 2024.

Integrity Janitorial Services Corp (#9), a certified SBE-G/S firm, submitted the required COA form committing to self-perform Janitorial and Custodial Services with its own forces. The UP submitted by Integrity Janitorial Services Corp was approved pursuant to the firm's commitment to self-performing 100% of required services with its own forces.

Integrity Janitorial Services Corp is **in compliance** with the 100% SBE-G/S Set-Aside established for this contract and is compliant with Implementing Order 3-41, which governs the SBE-Services program.

McKenzie's Cleaning, Inc. (#10), a certified SBE-G/S firm, submitted the required COA form committing to self-perform Janitorial and Custodial Services with its own forces. The UP submitted by McKenzie's Cleaning, Inc. was approved pursuant to the firm's commitment to self-performing 100% of required services with its own forces.

McKenzie's Cleaning, Inc. is **in compliance** with the 100% SBE-G/S Set-Aside established for this contract and is compliant with Implementing Order 3-41, which governs the SBE-Services program.

Reincofl Corp (#11), a non-certified SBE-Service firm, did not submit the required COA form at the time of bid submittal. The established measure for the subject solicitation is a 100% SBE-G/S Set-Aside. As such, Reincofl, Corp. is being deemed non-compliant. Pursuant to Section VII(A) of Implementing Order 3-41, Small Business Enterprise Program for the purchase of Goods and Services, states the following:
1. A SBE must have a valid certification in effect at time of bid submittal.
2. Bid documents shall require bidders to submit a completed Certificate of Assurance at the time of bid submission, ... Failure to submit the required Certificate of Assurance and Utilization Plan shall deem the bid/proposal non-compliant".

Reincofl, Corp. was notified of their **non-compliant** status on April 5, 2024.

Sir Clean Corp (#12), a certified SBE-(G/S) firm, did not submit the required COA form at the time of bid submittal. The established measure for the subject solicitation was a 100% SBE-G/S Set-Aside. As such, Sir Clean Corp. is being deemed non-compliant. Pursuant to Section VII(A) of Implementing Order 3-41, Small Business Enterprise Program for the purchase of Goods and Services, states the following: Bid documents shall require bidders to submit a completed Certificate of Assurance at the time of bid submission, ... Failure to submit the required Certificate of Assurance and Utilization Plan shall deem the bid/proposal non-compliant.

Sir Clean Corp was notified of their **non-compliant** status on April 5, 2024.

Sundance Solutions Corp (#13), a non-certified SBE-G/S firm, did not submit the required COA form at the time of bid submittal. The established measure for the subject solicitation was a 100% SBE-G/S Set-Aside. As such, Sundance Solutions Corp is being deemed non-compliant. Pursuant to Section VII(A) of Implementing Order 3-41, Small Business Enterprise Program for the purchase of Goods and Services, states the following:
1. A SBE must have a valid certification in effect at time of bid submittal.

2.Bid documents shall require bidders to submit a completed Certificate of Assurance at the time of bid submission, ... Failure to submit the required Certificate of Assurance and Utilization Plan shall deem the bid/proposal non-compliant.

Sundance Solutions Corp was notified of their **non-compliant** status on April 5, 2024.

Summary Area C – 15% SBE-G/S Goal:

C & W Facility Services, Inc. (Eulen) (#1), a non-certified SBE-(G/S) firm, submitted the required COA form for Area C at the time of bid submittal and committed to utilizing Clearview Building Services, LLC. to perform Janitorial and Custodial Services at 1.10%. C & W Facility Services, Inc. also committed to utilize Global Facilities Management, Inc. to perform Janitorial and Custodial Services at 18.50% in satisfaction of the 15% subcontractor goal. The UP submitted by C & W Facility Services, Inc. was confirmed by the subcontractors and approved pursuant to the firms' commitment to achieve the 1.10% and 18.50% SBE-(G/S) goal, respectively.

C & W Facility Services, Inc. is **in compliance** with the 15% subcontractor goal established for this contract and deemed compliant with implementing Order 3-41 governing the SBE-(G/S) program.

Chi-Ada Corp (#2), a non-certified SBE-(G/S) firm, submitted the required COA form for Area C, at the time of bid submittal and committed to utilizing Continental & Global Services Inc., SBE-(G/S), to perform Janitorial and Custodial Services at 5%, and utilize Integrity Janitorial Services Corp., SBE-(G/S), to perform Janitorial and Custodial Services at 15% in satisfaction of the 15% subcontractor goal. The UP submitted by Chi-Ada Corporation was confirmed by the subcontractors and approved pursuant to the firms' commitment to achieve the 5% and 15% SBE-(G/S) goals, respectively.

Chi-Ada Corporation is **in compliance** with the 15% subcontractor goal established for this contract (Area C) and deemed compliant with implementing Order 3-41 governing the SBE-(G/S) program.

Clean Space, Inc. (#3), a non-SBE(G/S) firm, submitted the required COA form for Area C, at the time of bid submittal and committed to utilizing National Cleaning Contractors U.S.A., Inc., SBE-(G/S), to perform Janitorial and Custodial Services at 15%, in satisfaction of the 15% subcontractor goal. The UP submitted by Clean Space, Inc. was confirmed by the subcontractor and approved pursuant to the firm's commitment to achieve the 15% SBE-(G/S) goal.

Clean Space, Inc.is **in compliance** with the 15% subcontractor goal established for this contract (Area C) and deemed compliant with implementing Order 3-41 governing the SBE-(G/S) program.

Diamond Shine Group (#4), a non-certified SBE-(G/S) firm, submitted the required COA form for Area C, at time of bid submittal and committed to utilize Brickell Personnel Consultants, Inc., SBE-(G/S), to perform Janitorial and Custodial Services at 15% in satisfaction of the 15% subcontractor goal. The UP submitted by Diamond Shine Group was confirmed by the subcontractor and approved pursuant to the firm's commitment to achieve the 15% SBE-(G/S) goal.

Diamond Shine Group is **in compliance** with the 15% subcontractor goal established for this contract and deemed compliant with implementing Order 3-41 governing the SBE-(G/S) program.

Dream Clean Inc. (#5), a certified SBE-(G/S) firm, submitted the required COA form committing to self-perform Janitorial and Custodial Services with its own forces. The UP submitted by Dream Clean Inc. was approved pursuant to the firm's commitment to self-performing the 15% subcontractor goal with its own forces.

Dream Clean, Inc. is **in compliance** with the 15% subcontractor goal established for this contract (Area C) and deemed compliant with Implementing Order 3-41, governing the SBE-(G/S) program.

General Facility Care, LLC (#6), a non-certified SBE-G/S firm, did not submit the required COA form at the time of bid submittal. As such, General Facility Care, LLC. is being deemed non-compliant. Pursuant to Section VII(A) of Implementing Order 3-41, Small Business Enterprise Program for the purchase of Goods and Services, states the following: Bid documents shall require bidders to submit a completed Certificate of Assurance at the time of bid submission, ...Failure to submit the required Certificate of Assurance and Utilization Plan shall deem the bid/proposal non-compliant.

General Facility Care LLC was notified of their **non-compliant** status on April 5, 2024.

SFM Services, Inc. (#7), a non-Certified SBE-(G/S) firm, submitted the required COA form for Area C, at time of bid submittal and committed to utilize N & K Enterprises Inc., SBE-(G/S), to perform Janitorial and Custodial

Services at 15% in satisfaction of the 15% SBE-(G/S) goal. The UP submitted by SFM Services, Inc. was confirmed by the subcontractor and approved pursuant to the firm's commitment to achieve the 15% subcontractor goal.

SFM Services, Inc. is **in compliance** with the 15% subcontractor goal established for this contract and is deemed compliant with the implementing Order 3-41 governing the SBE-G/S program.

She So Clean Cleaning Services LLC (#8), a non-certified SBE-(G/S) firm, submitted the required COA form for Area C, at time of bid submittal and committed to utilize Cannonball Services USA, SBE-(G/S), to perform Janitorial and Custodial Services at 15% in satisfaction of the 15% SBE-(G/S) goal. The UP submitted by She So Cleaning Services, LLC. was confirmed by the subcontractor and approved pursuant to the firm's commitment to achieve the 15% subcontractor goal.

She So Cleaning Services, LLC. is **in compliance** with the 15% subcontractor goal established for this contract and is deemed compliant with the implementing Order 3-41 governing the SBE-G/S program.

Tryfacta, Inc. (#9), a non-certified SBE-(G/S) firm, submitted the required COA form for Area C at the time of bid submittal committing to utilize Amer-Plus Janitorial Maintenance LLC, .,SBE-(G/S), to perform Janitorial and Custodial Services at 5.00%; Integrity Janitorial Services Corp., SBE-(G/S), to perform Janitorial and Custodial Services at 5.00%, and NOW Interactives LLC, SBE-(G/S), to perform Janitorial and Custodial Services at 5.00% in satisfaction of the 15% subcontractor goal. The UP submitted by Tryfacta, Inc. was confirmed by the subcontractors and approved pursuant to the firms' commitment to achieve the stated SBE-(G/S) goals, respectively.

Tryfacta, Inc. is **in compliance** with the 15% subcontractor goals established for this contract and is deemed compliant with the implementing Order 3-41 governing the SBE-G/S program.

SBD has verified that none of the aforementioned firms are listed with an open violation on the Compliance report of Open and Closed Small Business Wage and/or Workforce Violations in the last three (3) years, as of April 17, 2024.

Please note that SBD's staff reviewed the specifics for compliance with the SBE-Services program. The Strategic Procurement Department is responsible for any other issues that may exist. Should you have any questions or need any additional information, please do not hesitate to call Etheria Rolle-Collie, SBD Section Manager at (305) 375-3190.

c: Laurie Johnson, SBD
Margarita Velazquez, SPD
File

From: Rolle-Collie, Etheria (SBD) <Etheria.Rolle-Collie@miamidade.gov>
Sent: Monday, July 29, 2024 1:59 PM
To: Vasilyeva, Natalya (SPD) <Natalya.Vasilyeva@miamidade.gov>
Cc: Williams, Marie (SPD) <Marie.Williams@miamidade.gov>; Johnson, Laurie (SBD) <Laurie.Johnson@miamidade.gov>
Subject: FW: Compliance Review - Project No. EVN0000201, Janitorial Services for Miami-Dade Aviation Dept (MDAD)

Good Afternoon Natalya,
As per further clarity, yes, the respective firms were non-compliant for the remaining areas that the firms failed to submit an applicable COA.
Best regards,

Etheria Rolle-Collie
SBD Section Manager
Office of Small Business Development
111 N.W. 1st Street, 19th Floor
Miami, Florida 33128
Office: (305) 375-3190
Mobile: (786)-708-2588
Fax: (305) 375-3160
Email: Etheria.Rolle-Collie@miamidade.gov

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https://feedback.miamidade.gov/jfe/form/SV_1YBrwXKedm9IJIk

From: Vasilyeva, Natalya (SPD) <Natalya.Vasilyeva@miamidade.gov>
Sent: Friday, July 26, 2024 3:59 PM
To: Rolle-Collie, Etheria (SBD) <Etheria.Rolle-Collie@miamidade.gov>
Cc: Williams, Marie (SPD) <Marie.Williams@miamidade.gov>; Johnson, Laurie (SBD) <Laurie.Johnson@miamidade.gov>
Subject: RE: Compliance Review - Project No. EVN0000201, Janitorial Services for Miami-Dade Aviation Dept (MDAD)

Good afternoon Etheria,
Please confirm SBD statement regarding "the respective firms did not submit a COA for those areas - resulting to no reviews provided on the memo" essentially means such submissions were non-compliant with measures assigned by SBD for the subject solicitation.
Your prompt response is greatly appreciated.

Natalya Vasilyeva, CPSM
Procurement Contracting Manager
Miami-Dade County Strategic Procurement Department
111 NW 1 Street, Ste.1300 Miami FL 33128
305-375-4725
http://www.miamidade.gov/procurement
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From: Rolle-Collie, Etheria (SBD) <Etheria.Rolle-Collie@miamidade.gov>
Sent: Tuesday, July 23, 2024 2:18 PM
To: Vasilyeva, Natalya (SPD) <Natalya.Vasilyeva@miamidade.gov>
Cc: Williams, Marie (SPD) <Marie.Williams@miamidade.gov>; Johnson, Laurie (SBD) <Laurie.Johnson@miamidade.gov>
Subject: RE: Compliance Review - Project No. EVN0000201, Janitorial Services for Miami-Dade Aviation Dept (MDAD)

Good Afternoon Natalya,
As per our conversation, each of the areas highlighted below and not addressed on the compliance review memorandum was because the respective firms did not submit a COA for those areas - resulting to no reviews provided on the memo.
Best regards,

Etheria Rolle-Collie
SBD Section Manager
Office of Small Business Development
111 N.W. 1st Street, 19th Floor
Miami, Florida 33128
Office: (305) 375-3190
Mobile: (786)-708-2588
Fax: (305) 375-3160
Email: Etheria.Rolle-Collie@miamidade.gov

miamidade.gov
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http://www.miamidade.gov/smallbusiness/
www.mdcsbd.gob2g.com

From: Vasilyeva, Natalya (SPD) <Natalya.Vasilyeva@miamidade.gov>
Sent: Monday, July 22, 2024 8:01 AM
To: Rolle-Collie, Etheria (SBD) <Etheria.Rolle-Collie@miamidade.gov>
Cc: Williams, Marie (SPD) <Marie.Williams@miamidade.gov>; Johnson, Laurie (SBD) <Laurie.Johnson@miamidade.gov>
Subject: Compliance Review - Project No. EVN0000201, Janitorial Services for Miami-Dade Aviation Dept (MDAD)
Importance: High

Hi Etheria,
Need your assistance again please. It looks like we have more than Eulacile that is in similar situation. Please see table below that lists the firms in similar situation. Please provide SBD response for the areas highlighted in yellow and green.
Thank you.

Proposer		Proposed Area(s)	SBD Memo addressed Areas	Areas not yet addressed by SBD	Notes
1	Able Business Services, Inc.	A, B, C	**A**	B and C	Non-Compliant no COA
2	ABM Aviation, Inc.	A	**A**		
3	American Sales and Management Organization LLC DBA Eulen Aviation	A, C	**A**	C	
4	Astick Group, LLC	B	B		
5	C & W Facility Services, Inc.	A, C	**A, C**		
6	Chi Ada Corporation	A, C	**A, C**		
7	Clean Space, Inc.	A, B, C	**A, B, C**		
8	Diamond Shine Group	A, B, C	**A, B, C**		
9	Dream Clean, Inc.	A, B, C	**A, B, C**		
10	Eulacile Cleaning Services	A, B, C	**B**	A and C	see SBD email 07/15/24
11	Flagship Aviation Services LLC	A	**A**		
12	General Facility Care, LLC	C	**C**		
13	Globe Facilities Management, Inc.	B	**B**		
14	Gum Hunters Carpet & Tile Cleaning	A, B, C	**B**	A and C	
15	Integrity Janitorial Serv Corp	B	**B**		
16	McKenzie's Cleaning, Inc.	A, B, C	**B**	A and C	
17	**N & K Enterprises Inc**	**B**	**B**		
18	Reincofl, Corporation	See note below	**B**		
19	SFM Services, Inc.	C	**C**		
20	She So Clean Cleaning Services LLC	A, B, C	**C**	A and B	
21	Sir Clean, Corp	See note below	**B**		
22	Sundance Solutions, Corp	See note below	**B**		
23	Tryfacta, Inc.	A, C	A, C		

Note: Vendor submitted fillable online forms but failed to submit any technical or pricing information and vendor response did not identify Area.

From: Rolle-Collie, Etheria (SBD) <Etheria.Rolle-Collie@miamidade.gov>
Sent: Monday, July 15, 2024 2:58 PM
To: Vasilyeva, Natalya (SPD) <Natalya.Vasilyeva@miamidade.gov>
Cc: Fernandez, Marta (SPD) <Marta.Fernandez@miamidade.gov>; Williams, Marie (SPD) <Marie.Williams@miamidade.gov>; Johnson, Laurie (SBD) <Laurie.Johnson@miamidade.gov>
Subject: RE: Compliance Review - Project No. EVN0000201, Janitorial Services for Miami-Dade Aviation Dept (MDAD)

Good Afternoon Natalya,
Please note that firms were to provide a separate COA for each Area selected to bid. Eulacile provided only one (1) COA for Area B therefore there is no status to provide on the memo for Area A and Area C.

Best regards,

Etheria Rolle-Collie
SBD Section Manager
Office of Small Business Development
111 N.W. 1st Street, 19th Floor
Miami, Florida 33128
Office: (305) 375-3190
Mobile: (786)-708-2588
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www.mdcsbd.gob2g.com

How can ISD serve you better?
Give us your feedback *here*!
https://feedback.miamidade.gov/jfe/form/SV_1YBrwXKedm9lJlk

From: Vasilyeva, Natalya (SPD) <Natalya.Vasilyeva@miamidade.gov>
Sent: Monday, July 15, 2024 2:13 PM
To: Rolle-Collie, Etheria (SBD) <Etheria.Rolle-Collie@miamidade.gov>
Cc: Fernandez, Marta (SPD) <Marta.Fernandez@miamidade.gov>; Williams, Marie (SPD) <Marie.Williams@miamidade.gov>
Subject: RE: Compliance Review - Project No. EVN0000201, Janitorial Services for Miami-Dade Aviation Dept (MDAD)

Clarification: we need SBD memo to address this firm's compliance or non-compliance in regards to all areas: Area A, area B and Area C.

Thank you.

From: Vasilyeva, Natalya (SPD) <Natalya.Vasilyeva@miamidade.gov>
Sent: Monday, July 15, 2024 2:02 PM
To: Rolle-Collie, Etheria (SBD) <Etheria.Rolle-Collie@miamidade.gov>
Cc: Williams, Marie (SPD) <Marie.Williams@miamidade.gov>; Fernandez, Marta (SPD) <Marta.Fernandez@miamidade.gov>
Subject: RE: Compliance Review - Project No. EVN0000201, Janitorial Services for Miami-Dade Aviation Dept (MDAD)

Good morning Etheria,
Need your assistance please. I am attaching copy of the latest version of SBD Compliance Memo. See where the Memo speaks that Eulacile Cleaning Services are non-compliant for Area B. But how about Area C?
Attaching copy of the Eulacile Cleaning Services proposal. The attached does not indicate if Eulacile is compliant or non-compliant for area A. Please advise.

Natalya Vasilyeva, CPSM
Procurement Contracting Manager
Miami-Dade County Strategic Procurement Department
111 NW 1 Street, Ste.1300 Miami FL 33128
305-375-4725
http://www.miamidade.gov/procurement
#To be the global leader of purpose-driven procurement
Connect With Us on **Facebook** | **Instagram** | **LinkedIn** | **Twitter** | **Website**

All Lobbyists must register prior to any meeting with County Personnel. Register at: Clerk of the Board, 111 NW 1st Street, 17th Floor. 305-375-5137.

COUNTY ATTORNEY
MIAMI-DADE COUNTY, FLORIDA

David M. Murray
Assistant County Attorney
dmmurray@flymia.com

AVIATION DEPARTMENT
P.O. BOX 025504
MIAMI, FLORIDA 33102-5504
Phone: (305) 876-7040
Fax: (305) 876-7294

MEMORANDUM

TO: Marie Williams
Procurement Contracting Officer 3
Procurement & Materials Management

FROM: David M. Murray
Assistant County Attorney

DATE: May 13th, 2024

SUBJECT: Request for Responsiveness Determination, RFP No. EVN0000201

You have asked whether various firms that responded to this solicitation are responsive. The proposals of Clean Space Inc., Diamond Shine Group, Eulacile Cleaning Services, and She So Clean Cleaning Services LLC are non-responsive.

Initially, you note that various firms provided pricing per zone, but did not include proposer information for each zone. These firms are responsive. The pricing provided is sufficient indication of the zone each firm is proposing on. The proposer information is largely common between zones. To the extent unique information regarding each zone was not supplied, this is a matter of responsibility or scoring by the selection committee, not of responsiveness. Note that the proposers cannot now submit this information.

Second, you indicate that four firms did not submit pricing on the correct pricing forms. Prior to proposal submittal date, via Addendum 5, the County issued a revised the Zone A bid form,

adding a line item for "Smart Restroom Technology Solution", as well as lines for yearly operation and maintenance of this system. The prior bid form did not ask for pricing on these items. Clean Space Inc, Diamond Shine Group, Eulacile Cleaning Services, and She So Clean Cleaning Services LLC did not utilize the updated bid form and thus did not provide pricing on the smart restroom technology solution. As they did not provide pricing on a material element of the solicitation, their bids are non-responsive with respect to Zone A. To the extent each these otherwise non-responsive bidders submitted pricing for Zones B or C, the zones B and C bids for these firms remain responsive.

Third, you indicate that various firms made statements that call into question their commitment to meeting the full requirements of the solicitation, as shown in Table C of your request. Section 1.3 of the Solicitation states that "the County shall treat the inclusion of exceptions, assumptions, or alternate terms as requests to negotiate project elements, and the inclusion of same shall not result in the proposal being deemed non-responsive." Accordingly, the various representations listed in Table C do not render the proposals non-responsive.

This memorandum is based on the materials provided in your April 8th, 2024, request. If any facts are incorrect, please get in touch with this office at 305-876-7040.

DMM/klg

RFP No. EVN0000201
RFP Title: Janitorial Services for MDAD
EVALUATION OF PROPOSALS - AREA A

COMPOSITE

EVALUATION CRITERIA AREA A / PROPOSERS	Maximum Points Per Member	Maximum Total Points (5 Members)	Able Business Services, Inc.	ABM Aviation, Inc.	American Sales and Management Organization LLC DBA Eulen Aviation	C & W Facility Services, Inc.	Chi Ada Corporation	Dream Clean, Inc.	Flagship Aviation Services LLC	Tryfacta, Inc.
Proposer's Experience, Qualifications, and Past Performance	250	1250	625	680	665	685	620	585	655	625
Proposer's Key Personnel and Subcontractors Experience, Qualifications, and Past Performance	150	750	375	420	395	425	380	333	410	405
Proposed Approach to Providing Services, including Staffing Structure and Work Plan	150	750	375	410	385	370	370	360	385	375
Proposed Approach to Providing Smart Restroom Technology Solution	100	500	260	278	260	280	265	240	265	255
Proposer's Quality Assurance and Training Programs	100	500	235	272	258	267	245	235	270	255
Small and local business utilization and project labor requirements	50	250	120	130	125	118	105	110	128	115
Proposer's Transition Plan	50	250	120	130	120	128	110	105	130	118
Total Technical Points	850	4250	2110	2320	2208	2273	2095	1968	2243	2148
Price Points	150	750	330	405	380	410	355	345	415	355
TOTAL POINTS	1000	5000	2440	2725	2588	2683	2450	2313	2658	2503
Ranking before removal			7	1	5	3	6	8	2	4
			7	1	4	2	6	8	3	5
		Local Vendor Y/N	*YES*	*NO*	*YES*	*YES*	*YES*	*YES*	*NO*	*YES*

Signature:
Marie Williams
Coordinator

Natalya Vasilyeva
Reviewer

Print Name:
Marie Williams

Natalya Vasilyeva

	Highest Ranked Total points	Less 5%		Local Firm Scoring	Local Firm Scoring	Local Firm Scoring	Local Firm Scoring	Local Firm Scoring	Local Firm Scoring	Local Firm Scoring
Local Preference* *(Highest ranked proposer's total points - 5% = Local Preference range)*	2725	~~2589~~	~~2440~~	n/a	~~2588~~	2683	~~2460~~	~~2313~~	N/A	2503
Is any firm within 5% of the highest ranked? Y / N	Y									
Is highest ranked local? Y / N	N									
Is firm within 5% local? Y / N	Y									

MDC024

RFP No. EVN0000201
RFP Title: Janitorial Services for MDAD
EVALUATION OF PROPOSALS - AREA B

COMPOSITE

EVALUATION CRITERIA AREA B / PROPOSERS	Maximum Points Per Member	Maximum Total Points (5 Members)	Dream Clean, Inc.	Globe Facilities Management, Inc.	Gum Hunters Carpet & Tile Cleaning	Integrity Janitorial Serv Corp	Mckenzies Cleaning, Inc.	N & K Enterprises, Inc.
Proposer's Experience, Qualifications, and Past Performance	250	1250	945	1120	775	925	805	1115
Proposer's Key Personnel and Subcontractors Experience, Qualifications, and Past Performance	150	750	578	660	465	550	470	650
Proposed Approach to Providing Services, including Staffing Structure and Work Plan	250	1250	990	1120	805	1040	815	1040
Proposer's Quality Assurance and Training Programs	100	500	415	423	325	370	305	420
Small and local business utilization and project labor requirements	50	250	195	215	155	180	155	205
Proposer's Transition Plan	50	250	185	205	125	165	85	190
Total Technical Points	850	4250	3308	3743	2650	3230	2635	3620
Price Points	150	750	545	635	545	475	510	625
TOTAL POINTS	1000	5000	3853	4378	3195	3705	3145	4245
Ranking			3	1	5	4	6	2

Signature: *Marie Williams*
Coordinator

Print Name: Marie Williams

Natalya Vasilyeva
Reviewer

Natalya Vasilyeva

Local Preference* *(Highest ranked proposer's total points - 5% = Local Preference range)*								
Is any firm within 5% of the highest ranked? Y / N								
Is highest ranked local? Y / N								
Is firm within 5% local? Y / N								

MDC025

RFP No. EVN0000201
RFP Title: Janitorial Services for MDAD
EVALUATION OF PROPOSALS - AREA C

COMPOSITE

EVALUATION CRITERIA AREA C / PROPOSERS	Maximum Points Per Member	Maximum Total Points (5 Members)	C & W Facility Services, Inc.	Chi Ada Corporation	Clean Space, Inc.	Diamond Shine Group	Dream Clean, Inc.	SFM Services, Inc.	She So Clean Cleaning Services LLC	Tryfacta, Inc.
Proposer's Experience, Qualifications, and Past Performance	250	1250	0	1055	960	990	1005	1105	5	1040
Proposer's Key Personnel and Subcontractors Experience, Qualifications, and Past Performance	150	750	0	605	555	610	573	690	5	645
Proposed Approach to Providing Services, including Staffing Structure and Work Plan	250	1250	0	925	910	930	925	1040	5	680
Proposer's Quality Assurance and Training Programs	100	500	0	430	385	405	415	445	5	410
Small and local business utilization and project labor requirements	50	250	0	185	190	165	190	205	5	190
Proposer's Transition Plan	50	250	0	185	160	175	180	190	5	175
Total Technical Points	850	4250	0	3385	3160	3275	3288	3675	30	3140
Price Points	150	750	0	635	570	630	540	610	490	600
TOTAL POINTS	1000	5000	0	4020	3730	3905	3828	4285	520	3740
Ranking			Not eligible; recommended for Area A.	2	5	3	4	1	7	6
		Local Y/N		*Yes*	*No*	*Yes*	*Yes*	*Yes*	*Yes*	*Yes*

Signature: *Marie Williams*
Coordinator

Print Name: Marie Williams

Natalya Vasilyeva
Reviewer

Natalya Vasilyeva

Local Preference* *(Highest ranked proposer's total points - 5% = Local Preference range)*										
Is any firm within 5% of the highest ranked? Y / N	Y									
Is highest ranked local? Y / N	Y									
Is firm within 5% local? Y / N	Y									

MDC026

RFP No. EVN0000201
RFP Title: Janitorial Services for MDAD
EVALUATION OF - AREA A

COMMITTEE MEMBER NAME: Steven Albritton

EVALUATION CRITERIA AREA A / PROPOSERS	Maximum Points	Able Business Services, Inc.	ABM Aviation, Inc.	American Sales and Management Organization LLC DBA Eulen Aviation	C & W Facility Services, Inc.	Chi Ada Corporation	Dream Clean, Inc.	Flagship Aviation Services LLC	Tryfacta, Inc.
Proposer's Experience, Qualifications, and Past Performance	250	200	230	220	230	210	190	210	200
Proposer's Key Personnel and Subcontractors Experience, Qualifications, and Past Performance	150	110	130	130	140	120	98	130	120
Proposed Approach to Providing Services, including Staffing Structure and Work Plan	150	110	120	120	120	110	100	120	110
Proposed Approach to Providing Smart Restroom Technology Solution	100	95	98	90	95	90	90	95	90
Proposer's Quality Assurance and Training Programs	100	80	92	93	92	85	80	95	85
Small and local business utilization and project labor requirements	50	40	45	45	43	40	40	43	40
Proposer's Transition Plan	50	40	45	40	43	40	35	45	43
Price Points	**150**	130	140	135	130	130	120	135	130

I understand that by typing my name into the signature block, I am electronically executing this form and the scores included are based upon my own evaluation of Proposals.

Steven R Albritton
SIGNATURE

6/27/24
DATE

6/27/2024

MDC027

RFP No. EVN0000201
RFP Title: Janitorial Services for MDAD
EVALUATION OF PROPOSALS - AREA A

COMMITTEE MEMBER NAME: Sergio San Miguel

EVALUATION CRITERIA AREA A / PROPOSERS	Maximum Points	Able Business Services, Inc.	ABM Aviation, Inc.	American Sales and Management Organization LLC DBA Eulen Aviation	C & W Facility Services, Inc.	Chi Ada Corporation	Dream Clean, Inc.	Flagship Aviation Services LLC	Tryfacta, Inc.
Proposer's Experience, Qualifications, and Past Performance	250	200	210	100	220	190	100	220	175
Proposer's Key Personnel and Subcontractors Experience, Qualifications, and Past Performance	150	100	110	60	120	90	50	115	95
Proposed Approach to Providing Services, including Staffing Structure and Work Plan	150	100	110	90	120	100	85	125	95
Proposed Approach to Providing Smart Restroom Technology Solution	100	70	60	70	75	70	50	85	60
Proposer's Quality Assurance and Training Programs	100	75	80	80	85	85	80	85	70
Small and local business utilization and project labor requirements	50	40	40	40	40	35	40	45	35
Proposer's Transition Plan	50	30	30	30	40	30	35	40	35
Price Points	150	150	130	100	80	90	60	90	110

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Sergio San Miguel
SIGNATURE

6/27/24
DATE

MDC028

6/27/2024

RFP No. EVN0000201
RFP Title: Janitorial Services for MDAD
EVALUATION OF PROPOSALS - AREA A

COMMITTEE MEMBER NAME: Renessa Gordon

EVALUATION CRITERIA AREA A / PROPOSERS	Maximum Points	Able Business Services, Inc.	ABM Aviation, Inc.	American Sales and Management Organization LLC DBA Eulen Aviation	C & W Facility Services, Inc.	Chi Ada Corporation	Dream Clean, Inc.	Flagship Aviation Services LLC	Tryfacta, Inc.
Proposer's Experience, Qualifications, and Past Performance	250	225	225	220	230	225	220	220	225
Proposer's Key Personnel and Subcontractors Experience, Qualifications, and Past Performance	150	140	145	140	140	140	135	135	140
Proposed Approach to Providing Services, including Staffing Structure and Work Plan	150	140	145	140	125	140	140	140	140
Proposed Approach to Providing Smart Restroom Technology Solution	100	85	90	90	95	90	85	90	85
Proposer's Quality Assurance and Training Programs	100	80	95	90	90	85	80	90	95
Small and local business utilization and project labor requirements	50	40	45	40	45	35	40	45	45
Proposer's Transition Plan	50	40	45	40	45	40	40	45	45
Price Points	150	100	125	120	140	125	125	140	125

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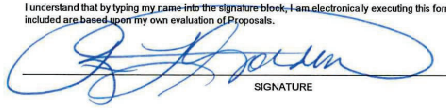

SIGNATURE

6/27/2024
DATE

6/27/2024

MDC029

RFP No. EVN0000201
RFP Title: Janitorial Services for MDAD
EVALUATION OF PROPOSALS - AREA A

COMMITTEE MEMBER NAME: Daniel Barcia

EVALUATION CRITERIA AREA A / PROPOSERS	Maximum Points	Able Business Services, Inc.	ABM Aviation, Inc.	American Sales and Management Organization LLC DBA Eulen Aviation	C & W Facility Services, Inc.	Chi Ada Corporation	Dream Clean, Inc.	Flagship Aviation Services LLC	Tryfacta, Inc.
Proposer's Experience, Qualifications, and Past Performance	250	200	225	225	225	185	175	225	200
Proposer's Key Personnel and Subcontractors Experience, Qualifications, and Past Performance	150	125	145	125	145	120	100	145	145
Proposed Approach to Providing Services, including Staffing Structure and Work Plan	150	125	145	125	125	120	120	125	125
Proposed Approach to Providing Smart Restroom Technology Solution	100	80	90	80	90	85	65	90	80
Proposer's Quality Assurance and Training Programs	100	75	85	75	85	75	75	85	75
Small and local business utilization and project labor requirements	50	40	40	40	30	30	30	40	30
Proposer's Transition Plan	50	40	40	40	40	30	30	40	30
Price Points	150	100	140	125	140	100	100	140	100

I understand that by typing my name into the signature block, I am electronically executing this form and the scores included are based upon my own evaluation of Proposals.

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6/27/24
DATE

6/27/2024

MDC030

RFP No. EVN0000201
RFP Title: Janitorial Services for MDAD
EVALUATION OF PROPOSALS - AREA A

COMMITTEE MEMBER NAME: Raysa Samper

EVALUATION CRITERIA AREA A / PROPOSERS	Maximum Points	Able Business Services, Inc.	ABM Aviation, Inc.	American Sales and Management Organization LLC DBA Eulen Aviation	C & W Facility Services, Inc.	Chi Ada Corporation	Dream Clean, Inc.	Flagship Aviation Services LLC	Tryfacta, Inc.
Proposer's Experience, Qualifications and Past Performance	250	200	245	245	230	200	200	240	240
Proposer's Key Personnel and Subcontractors Experience, Qualifications, and Past Performance	150	75	150	150	150	125	145	150	145
Proposed Approach to Providing Services, including Staffing Structure and Work Plan	150	75	150	145	145	125	145	150	145
Proposed Approach to Providing Smart Restroom Technology Solution	100	80	98	90	95	95	85	95	90
Proposer's Quality Assurance and Training Programs	100	50	98	100	95	95	95	98	98
Small and local business utilization and project labor requirements	50	40	45	40	40	40	40	45	45
Proposer's Transition Plan	50	35	48	48	45	45	40	48	48
Price Points	**150**	130	145	140	140	140	135	145	130

I understand that by typing my name into the signature block, I am electronically executing this form and the scores included are based upon my own evaluation of Preposals.

SIGNATURE

6/27/2024
DATE

MDC031

RFP No. EVN0000201
RFP Title: Janitorial Services for MDAD
EVALUATION OF PROPOSALS - AREA B

COMMITTEE MEMBER NAME: Renessa Gordon

EVALUATION CRITERIA AREA B / PROPOSERS	Maximum Points	Dream Clean, Inc.	Globe Facilities Management, Inc.	Gum Hunters Carpet & Tile Cleaning	Integrity Janitorial Serv Corp	Mckenzies Cleaning, Inc.	N & K Enterprises, Inc.
Proposer's Experience, Qualifications, and Past Performance	250	220	225	200	220	200	230
Proposer's Key Personnel and Subcontractors Experience, Qualifications, and Past Performance	150	135	140	120	135	120	130
Proposed Approach to Providing Services, including Staffing Structure and Work Plan	250	220	235	210	230	215	240
Proposer's Quality Assurance and Training Programs	100	85	90	70	70	50	90
Small and local business utilization and project labor requirements	50	45	45	40	40	35	45
Proposer's Transition Plan	50	45	45	~~40~~ 30	40	20	45
Price Points	**150**	120	120	120	90	90	145

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SIGNATURE

6/27/2024

6/27/2024

MDC032

RFP No. EVN0000201
RFP Title: Janitorial Services for MDAD
EVALUATION OF PROPOSALS - AREA B

COMMITTEE MEMBER NAME: Sergio San Miguel

EVALUATION CRITERIA AREA B / PROPOSERS	Maximum Points	Dream Clean, Inc.	Globe Facilities Management, Inc.	Gum Hunters Carpet & Tile Cleaning	Integrity Janitorial Serv Corp	Mckenzies Cleaning, Inc.	N & K Enterprises, Inc.
Proposer's Experience, Qualifications, and Past Performance	250	160	200	150	150	170	215
Proposer's Key Personnel and Subcontractors Experience, Qualifications, and Past Performance	150	100	125	95	100	110	120
Proposed Approach to Providing Services, including Staffing Structure and Work Plan	250	220	235	205	225	210	210
Proposer's Quality Assurance and Training Programs	100	80	70	70	65	75	65
Small and local business utilization and project labor requirements	50	40	40	35	35	40	40
Proposer's Transition Plan	50	35	30	15	20	15	35
Price Points	150	100	120	130	90	150	110

I understand that by typing my name into the signature block, I am electronically executing this form and the scores included are based upon my own evaluation of Proposals.

Sergio San Miguel 6/27/24
SIGNATURE

6/27/2024

MDC033

RFP No. EVN0000201
RFP Title: Janitorial Services for MDAD
EVALUATION OF PROPOSALS - AREA B

COMMITTEE MEMBER NAME: Raysa Samper

EVALUATION CRITERIA AREA B / PROPOSERS	Maximum Points	Dream Clean, Inc.	Globe Facilities Management, Inc.	Gum Hunters Carpet & Tile Cleaning	Integrity Janitorial Serv Corp	Mckenzies Cleaning, Inc.	N & K Enterprises, Inc.
Proposer's Experience, Qualifications, and Past Performance	250	200	250	175	230	175	240
Proposer's Key Personnel and Subcontractors Experience, Qualifications, and Past Performance	150	145	150	100	130	100	145
Proposed Approach to Providing Services, including Staffing Structure and Work Plan	250	200	240	150	235	150	230
Proposer's Quality Assurance and Training Programs	100	95	98	50	85	50	95
Small and local business utilization and project labor requirements	50	40	45	30	40	30	40
Proposer's Transition Plan	50	40	45	30	40	~~30~~ 25	40
Price Points	**150**	130	140	120	100	100	140

I understand that by typing my name into the signature block, I am electronically executing this form and the scores includec are based upon my own evaluation of Proposals.

Raysa Samper 6/27/24
SIGNATURE

6/27/2024

MDC034

RFP No. EVN0000201
RFP Title: Janitorial Services for MDAD
EVALUATION OF PROPOSALS - AREA B

COMMITTEE MEMBER NAME: Daniel Barcia

EVALUATION CRITERIA AREA B / PROPOSERS	Maximum Points	Dream Clean, Inc.	Globe Facilities Management, Inc.	Gum Hunters Carpet & Tile Cleaning	Integrity Janitorial Serv Corp	Mckenzies Cleaning, Inc.	N & K Enterprises, Inc.
Proposer's Experience, Qualifications, and Past Performance	250	175	225	50	125	75	200
Proposer's Key Personnel and Subcontractors Experience, Qualifications, and Past Performance	150	100	125	50	150	50	125
Proposed Approach to Providing Services, including Staffing Structure and Work Plan	250	150	200	50	150	50	150
Proposer's Quality Assurance and Training Programs	100	75	75	50	00	50	75
Small and local business utilization and project labor requirements	50	30	40	10	25	10	35
Proposer's Transition Plan	50	36	40	20	25	0	25
Price Points	**150**	75	125	50	75	50	100

I understand that by typing my name into the signature block, I am electronically executing this form and the scores included are based upon my own evaluation of Proposals.

6/27/24
SIGNATURE

6/27/2024

MDC035

RFP No. EVN0000201
RFP Title: Janitorial Services for MDAD
EVALUATION OF PROPOSALS - AREA B

COMMITTEE MEMBER NAME: Steven Albritton

EVALUATION CRITERIA AREA B / PROPOSERS	Maximum Points	Dream Clean, Inc.	Globe Facilities Management, Inc.	Gum Hunters Carpet & Tile Cleaning	Integrity Janitorial Serv Corp	Mckenzies Cleaning, Inc.	N & K Enterprises, Inc.
Proposer's Experience, Qualifications, and Past Performance	250	190	220	200	200	185	230
Proposer's Key Personnel and Subcontractors Experience, Qualifications, and Past Performance	150	98	120	100	110	90	130
Proposed Approach to Providing Services, including Staffing Structure and Work Plan	250	200	210	190	200	190	210
Proposer's Quality Assurance and Training Programs	100	80	90	85	90	80	95
Small and local business utilization and project labor requirements	50	40	45	40	40	40	45
Proposer's Transition Plan	50	35	45	30 ~~40~~	~~30~~ ~~40~~	25 ~~40~~	45
Price Points	**150**	120	130	125	120	120	130

I understand that by typing my name into the signature block, I am electronically executing this form and the scores included are based upon my own evaluation of Proposals.

Steven R Albritton
SIGNATURE

6/27/24
DATE

6/27/2024

MDC036

RFP No. EVN0000201
RFP Title: Janitorial Services for MDAD
EVALUATION OF PROPOSALS - AREA C

COMMITTEE MEMBER NAME: Daniel Barcia

EVALUATION CRITERIA AREA C / PROPOSERS	Maximum Points	C & W Facility Services, Inc.	Chi Ada Corporation	Clean Space, Inc.	Diamond Shine Group	Dream Clean, Inc.	SFM Services, Inc.	She So Clean Cleaning Services LLC	Tryfacta, Inc.
Proposer's Experience, Qualifications, and Past Performance	250		200	175	220	175	200	0	200
Proposer's Key Personnel and Subcontractors Experience, Qualifications, and Past Performance	150		120	120	140	100	140	0	145
Proposed Approach to Providing Services, including Staffing Structure and Work Plan	250		150	150	175	150	175	0	125
Proposer's Quality Assurance and Training Programs	100		75 QB	60	75	75	85	0	75
Small and local business utilization and project labor requirements	50		30	40	25	30	30	0	30
Proposer's Transition Plan	50		30	30	40	30	40	0	30
Total Technical Points	**850**								
Price Points	**150**		120	130	140	120	130	50	120
TOTAL POINTS	**1000**		4,	3	3,905	3,829	4,285	580	3,3740

I understand that by typing my name into the signature block, I am electronically executing this form and the scores included are based upon my own evaluation of Proposals.

6/27/24
SIGNATURE

6/27/24
DATE

6/27/2024

MDC037

RFP No. EVN0000201
RFP Title: Janitorial Services for MDAD
EVALUATION OF PROPOSALS - AREA C

COMMITTEE MEMBER NAME: Sergio San Miguel

EVALUATION CRITERIA AREA C / PROPOSERS	Maximum Points	C & W Facility Services, Inc.	Chi Ada Corporation	Clean Space, Inc.	Diamond Shine Group	Dream Clean, Inc.	SFM Services, Inc.	She So Clean Cleaning Services LLC	Trylacta, Inc.
Proposer's Experience, Qualifications, and Past Performance	250		190	175	150	190	225	5	175
Proposer's Key Personnel and Subcontractors Experience, Qualifications, and Past Performance	150		90	100	90	100	140	5	95
Proposed Approach to Providing Services, including Staffing Structure and Work Plan	250		140	150	140	125	190	5	95
Proposer's Quality Assurance and Training Programs	100		85	75	80	80	85	5	70
Small and local business utilization and project labor requirements	50		35	40	~~85~~ 35	40	40	5	35
Proposer's Transition Plan	50		30	20	20	35	20	5	35
Price Points	150		150	80	120	70	90	110	100

I understand that by typing my name into the signature block, I am electronicaly executing this form and the scores included are based upon my own evaluation of Proposals.

Sergio San Miguel
SIGNATURE

6/27/24
DATE

MDC038

6/27/2024

RFP No. EVN0000201
RFP Title: Janitorial Services for MDAD
EVALUATION OF PROPOSALS - AREA C

COMMITTEE MEMBER NAME: Raysa Samper

EVALUATION CRITERIA AREA C / PROPOSERS	Maximum Points	C & W Facility Services, Inc.	Chi Ada Corporation	Clean Space, Inc.	Diamond Shine Group	Dream Clean, Inc.	SFM Services, Inc.	She So Clean Cleaning Services LLC	Tryfacta, Inc.
Proposer's Experience, Qualifications, and Past Performance	250		230	210	210	230	225	0	240
Proposer's Key Personnel and Subcontractors Experience, Qualifications, and Past Performance	150		135	125	135	140	150	0	145
Proposed Approach to Providing Services, including Staffing Structure and Work Plan	250		225	220	225	240	250	0	140
Proposer's Quality Assurance and Training Programs	100		95	90	85	95	95	0	95
Small and local business utilization and project labor requirements	50		45	40	30	40	50	0	45
Proposer's Transition Plan	50		45	40	40	40	45	0	35
Price Points	150		125	120	130	110	120	130	140

I understand that by typing my name into the signature block, I am electronicaly executing this form and the scores included are based upon my own evaluation of Proposals.

Raysa Samper
SIGNATURE

6/27/24
DATE

MDC039

6/27/2024

RFP No. EVN0000201
RFP Title: Janitorial Services for MDAD
EVALUATION OF PROPOSALS - AREA C

COMMITTEE MEMBER NAME: Steven Albritton

EVALUATION CRITERIA AREA C / PROPOSERS	Maximum Points	C & W Facility Services, Inc.	Chi Ada Corporation	Clean Space, Inc.	Diamond Shine Group	Dream Clean, Inc.	SFM Services, Inc.	She So Clean Cleaning Services LLC	Tryfacta, Inc.
Proposer's Experience, Qualifications, and Past Performance	250		210	200	190	190	220	0 ~~185~~	200
Proposer's Key Personnel and Subcontractors Experience, Qualifications, and Past Performance	150		120	110	110	98	115	0 ~~95~~	120
Proposed Approach to Providing Services, including Staffing Structure and Work Plan	250		200	190	190	190	200	0 ~~190~~	110
Proposer's Quality Assurance and Training Programs	100		85	75	80	80	85	0 ~~75~~	85
Small and local business utilization and project labor requirements	50		40	35	35	40	40	0 ~~30~~	40
Proposer's Transition Plan	50		40	35	35	35	40	0 ~~30~~	35
Price Points	**150**		120	120	120	120	130	110	120

I understand that by typing my name into the signature block, I am electronically executing this form and the scores included are based upon my own evaluation of Proposals.

Steven R Albritton
SIGNATURE

6/27/24
DATE

6/27/2024

MDC040

RFP No. EVN0000201
RFP Title: Janitorial Services for MDAD
EVALUATION OF PROPOSALS - AREA C

COMMITTEE MEMBER NAME: Renessa Gordon

EVALUATION CRITERIA AREA C / PROPOSERS	Maximum Points	C & W Facility Services, Inc.	Chi Ada Corporation	Clean Space, Inc.	Diamond Shine Group	Dream Clean, Inc.	SFM Services, Inc.	She So Clean Cleaning Services LLC	Tryfacta, Inc.
Proposer's Experience, Qualifications, and Past Performance	250		225	200	220	220	235	0	225
Proposer's Key Personnel and Subcontractors Experience, Qualifications, and Past Performance	150		140	100	135	135	145	0	140
Proposed Approach to Providing Services, including Staffing Structure and Work Plan	250		210	200	200	220	225	0	210
Proposer's Quality Assurance and Training Programs	100		90	85	85	85	95	0	85
Small and local business utilization and project labor requirements	50		35	35	40	40	45	0	40
Proposer's Transition Plan	50		40	35	40	40	45	0	40
Price Points	150		120	120	120	120	140	90	120

I understand that by typing my name into the signature block, I am electronically executing this form and the scores included are based upon my own evaluation of Proposals.

R T Gordon
SIGNATURE

6/27/24
DATE

MDC041

6/27/2024

RFP No. EVN0000201
RFP Title: Janitorial Services for MDAD
EVALUATION OF PROPOSALS - AREA A

Evaluation of scores (Variance)

			Committee Members							
FIRM'S NAME	**EVALUATION CRITERIA AREA A**	**Maximum Points Per Member**	**Sergio San Miguel**	**Steven Albritton**	**Renessa Gordon**	**Daniel Barcia**	**Raysa Samper**	**Average**	**Low Disparity**	**High Disparity**
Able Business Services, Inc.	Proposer's Experience, Qualifications, and Past Performance	250	200	200	225	200	200	205.00	137.35	272.65
	Proposer's Key Personnel and Subcontractors Experience, Qualifications, and Past Performance	150	100	110	140	125	75	110.00	73.70	146.30
	Proposed Approach to Providing Services, including Staffing Structure and Work Plan	150	100	110	140	125	75	110.00	73.70	146.30
	Proposed Approach to Providing Smart Restroom Technology Solution	100	70	95	85	80	80	82.00	54.94	109.06
	Proposer's Quality Assurance and Training Programs	100	75	80	80	75	50	72.00	48.24	95.76
	Small and local business utilization and project labor requirements	50	40	40	40	40	40	40.00	26.80	53.20
	Proposer's Transition Plan	50	30	40	40	40	35	37.00	24.79	49.21
	Price Points	150	150	130	100	100	130	122.00	81.74	162.26
ABM Aviation, Inc.	Proposer's Experience, Qualifications, and Past Performance	250	210	230	225	225	245	227.00	152.09	301.91
	Proposer's Key Personnel and Subcontractors Experience, Qualifications, and Past Performance	150	110	130	145	145	150	136.00	91.12	180.88
	Proposed Approach to Providing Services, including Staffing Structure and Work Plan	150	110	120	145	145	150	134.00	89.78	178.22
	Proposed Approach to Providing Smart Restroom Technology Solution	100	60	98	90	90	98	87.20	58.42	115.98
	Proposer's Quality Assurance and Training Programs	100	80	92	95	85	98	90.00	60.30	119.70
	Small and local business utilization and project labor requirements	50	40	45	45	40	45	43.00	28.81	57.19
	Proposer's Transition Plan	50	30	45	45	40	48	41.60	27.87	55.33
	Price Points	150	130	140	125	140	145	136.00	91.12	180.88
American Sales and Management Organization LLC DBA Eulen Aviation	Proposer's Experience, Qualifications, and Past Performance	250	100	220	220	225	245	202.00	135.34	268.66
	Proposer's Key Personnel and Subcontractors Experience, Qualifications, and Past Performance	150	60	130	140	125	150	121.00	81.07	160.93
	Proposed Approach to Providing Services, including Staffing Structure and Work Plan	150	90	120	140	125	145	124.00	83.08	164.92
	Proposed Approach to Providing Smart Restroom Technology Solution	100	70	90	90	80	90	84.00	56.28	111.72
	Proposer's Quality Assurance and Training Programs	100	80	93	90	75	100	87.60	58.69	116.51
	Small and local business utilization and project labor requirements	50	40	45	40	40	40	41.00	27.47	54.53
	Proposer's Transition Plan	50	30	40	40	40	48	39.60	26.53	52.67
	Price Points	150	100	135	120	125	140	124.00	83.08	164.92
C & W Facility Services, Inc.	Proposer's Experience, Qualifications, and Past Performance	250	220	230	230	225	230	227.00	152.09	301.91
	Proposer's Key Personnel and Subcontractors Experience, Qualifications, and Past Performance	150	120	140	140	145	150	139.00	93.13	184.87
	Proposed Approach to Providing Services, including Staffing Structure and Work Plan	150	120	120	125	125	145	127.00	85.09	168.91
	Proposed Approach to Providing Smart Restroom Technology Solution	100	75	95	95	90	95	90.00	60.30	119.70
	Proposer's Quality Assurance and Training Programs	100	85	92	90	85	95	89.40	59.90	118.90
	Small and local business utilization and project labor requirements	50	40	43	45	30	40	39.60	26.53	52.67
	Proposer's Transition Plan	50	40	43	45	40	45	42.60	28.54	56.66
	Price Points	150	80	130	140	140	140	126.00	84.42	167.58
Chi Ada Corporation	Proposer's Experience, Qualifications, and Past Performance	250	190	210	225	185	200	202.00	135.34	268.66
	Proposer's Key Personnel and Subcontractors Experience, Qualifications, and Past Performance	150	90	120	140	120	125	119.00	79.73	158.27
	Proposed Approach to Providing Services, including Staffing Structure and Work Plan	150	100	110	140	120	125	119.00	79.73	158.27
	Proposed Approach to Providing Smart Restroom Technology Solution	100	70	90	90	85	95	86.00	57.62	114.38
	Proposer's Quality Assurance and Training Programs	100	85	85	85	75	95	85.00	56.95	113.05
	Small and local business utilization and project labor requirements	50	35	40	35	30	40	36.00	24.12	47.88
	Proposer's Transition Plan	50	30	40	40	30	45	37.00	24.79	49.21
	Price Points	150	90	130	125	100	140	117.00	78.39	155.61

RFP No. EVN0000201
RFP Title: Janitorial Services for MDAD
EVALUATION OF PROPOSALS - AREA A

Evaluation of scores (Variance)

FIRM'S NAME	EVALUATION CRITERIA AREA A	Maximum Points Per Member	Committee Members					Average	Low Disparity	High Disparity
			Sergio San Miguel	Steven Albritton	Renessa Gordon	Daniel Barcia	Raysa Samper			
Dream Clean, Inc.	Proposer's Experience, Qualifications, and Past Performance	250	100	190	220	175	200	177.00	118.59	235.41
	Proposer's Key Personnel and Subcontractors Experience, Qualifications, and Past Performance	150	50	98	135	100	145	105.60	70.75	140.45
	Proposed Approach to Providing Services, including Staffing Structure and Work Plan	150	85	100	140	120	145	118.00	79.06	156.94
	Proposed Approach to Providing Smart Restroom Technology Solution	100	50	90	85	65	85	75.00	50.25	99.75
	Proposer's Quality Assurance and Training Programs	100	80	80	80	75	95	82.00	54.94	109.06
	Small and local business utilization and project labor requirements	50	40	40	40	30	40	38.00	25.46	50.54
	Proposer's Transition Plan	50	35	35	40	30	40	36.00	24.12	47.88
	Price Points	150	60	120	125	100	135	108.00	72.36	143.64
Flagship Aviation Services LLC	Proposer's Experience, Qualifications, and Past Performance	250	220	210	220	225	240	223.00	149.41	296.59
	Proposer's Key Personnel and Subcontractors Experience, Qualifications, and Past Performance	150	115	130	135	145	150	135.00	90.45	179.55
	Proposed Approach to Providing Services, including Staffing Structure and Work Plan	150	125	120	140	125	150	132.00	88.44	175.56
	Proposed Approach to Providing Smart Restroom Technology Solution	100	85	95	90	80	95	89.00	59.63	118.37
	Proposer's Quality Assurance and Training Programs	100	85	95	90	85	98	90.60	60.70	120.50
	Small and local business utilization and project labor requirements	50	45	43	45	40	45	43.60	29.21	57.99
	Proposer's Transition Plan	50	40	45	45	40	48	43.60	29.21	57.99
	Price Points	150	90	135	140	140	145	130.00	87.10	172.90
Tryfacta, Inc.	Proposer's Experience, Qualifications, and Past Performance	250	175	200	225	200	240	208.00	139.36	276.64
	Proposer's Key Personnel and Subcontractors Experience, Qualifications, and Past Performance	150	95	120	140	145	145	129.00	86.43	171.57
	Proposed Approach to Providing Services, including Staffing Structure and Work Plan	150	95	110	140	125	145	123.00	82.41	163.59
	Proposed Approach to Providing Smart Restroom Technology Solution	100	60	90	85	80	90	81.00	54.27	107.73
	Proposer's Quality Assurance and Training Programs	100	70	85	95	75	98	84.60	56.68	112.52
	Small and local business utilization and project labor requirements	50	35	40	45	30	45	39.00	26.13	51.87
	Proposer's Transition Plan	50	35	43	45	30	48	40.20	26.93	53.47
	Price Points	150	110	130	125	100	130	119.00	79.73	158.27

RFP No. EVN0000201
RFP Title: Janitorial Services for MDAD
EVALUATION OF PROPOSALS - AREA B

Evaluation of scores (Variance)

			Committee Members							
FIRM'S NAME	EVALUATION CRITERIA AREA B	Maximum Points Per Member	Sergio San Miguel	Steven Albritton	Renessa Gordon	Daniel Barcia	Raysa Samper	Average	Low Disparity	High Disparity
Dream Clean, Inc.	Proposer's Experience, Qualifications, and Past Performance	250	160	190	220	175	200	189.00	126.63	251.37
	Proposer's Key Personnel and Subcontractors Experience, Qualifications, and Past Performance	150	100	98	135	100	145	115.60	77.45	153.75
	Proposed Approach to Providing Services, including Staffing Structure and Work Plan	250	220	200	220	150	200	198.00	132.66	263.34
	Proposer's Quality Assurance and Training Programs	100	80	80	85	75	95	83.00	55.61	110.39
	Small and local business utilization and project labor requirements	50	40	40	45	30	40	39.00	26.13	51.87
	Proposer's Transition Plan	50	35	35	45	30	40	37.00	24.79	49.21
	Price Points	150	100	120	120	75	130	109.00	73.03	144.97
Globe Facilities Management, Inc.	Proposer's Experience, Qualifications, and Past Performance	250	200	220	225	225	250	224.00	150.08	297.92
	Proposer's Key Personnel and Subcontractors Experience, Qualifications, and Past Performance	150	125	120	140	125	150	132.00	88.44	175.56
	Proposed Approach to Providing Services, including Staffing Structure and Work Plan	250	235	210	235	200	240	224.00	150.08	297.92
	Proposer's Quality Assurance and Training Programs	100	70	90	90	75	98	84.60	56.68	112.52
	Small and local business utilization and project labor requirements	50	40	45	45	40	45	43.00	28.81	57.19
	Proposer's Transition Plan	50	30	45	45	40	45	41.00	27.47	54.53
	Price Points	150	120	130	120	125	140	127.00	85.09	168.91
Gum Hunters Carpet & Tile Cleaning	Proposer's Experience, Qualifications, and Past Performance	250	150	200	200	50	175	155.00	103.85	206.15
	Proposer's Key Personnel and Subcontractors Experience, Qualifications, and Past Performance	150	95	100	120	50	100	93.00	62.31	123.69
	Proposed Approach to Providing Services, including Staffing Structure and Work Plan	250	205	190	210	50	150	161.00	107.87	214.13
	Proposer's Quality Assurance and Training Programs	100	70	85	70	50	50	65.00	43.55	86.45
	Small and local business utilization and project labor requirements	50	35	40	40	10	30	31.00	20.77	41.23
	Proposer's Transition Plan	50	15	30	30	20	30	25.00	16.75	33.25
	Price Points	150	130	125	120	50	120	109.00	73.03	144.97
Integrity Janitorial Serv Corp	Proposer's Experience, Qualifications, and Past Performance	250	150	200	220	125	230	185.00	123.95	246.05
	Proposer's Key Personnel and Subcontractors Experience, Qualifications, and Past Performance	150	100	110	135	75	130	110.00	73.70	146.30
	Proposed Approach to Providing Services, including Staffing Structure and Work Plan	250	225	200	230	150	235	208.00	139.36	276.64
	Proposer's Quality Assurance and Training Programs	100	65	90	70	60	85	74.00	49.58	98.42
	Small and local business utilization and project labor requirements	50	35	40	40	25	40	36.00	24.12	47.88
	Proposer's Transition Plan	50	20	40	40	25	40	33.00	22.11	43.89
	Price Points	150	90	120	90	75	100	95.00	63.65	126.35
Mckenzies Cleaning, Inc.	Proposer's Experience, Qualifications, and Past Performance	250	170	185	200	75	175	161.00	107.87	214.13
	Proposer's Key Personnel and Subcontractors Experience, Qualifications, and Past Performance	150	110	90	120	50	100	94.00	62.98	125.02
	Proposed Approach to Providing Services, including Staffing Structure and Work Plan	250	210	190	215	50	150	163.00	109.21	216.79
	Proposer's Quality Assurance and Training Programs	100	75	80	50	50	50	61.00	40.87	81.13
	Small and local business utilization and project labor requirements	50	40	40	35	10	30	31.00	20.77	41.23
	Proposer's Transition Plan	50	15	25	20	0	25	17.00	11.39	22.61
	Price Points	150	150	120	90	50	100	102.00	68.34	135.66
N & K Enterprises, Inc.	Proposer's Experience, Qualifications, and Past Performance	250	215	230	230	200	240	223.00	149.41	296.59
	Proposer's Key Personnel and Subcontractors Experience, Qualifications, and Past Performance	150	120	130	130	125	145	130.00	87.10	172.90
	Proposed Approach to Providing Services, including Staffing Structure and Work Plan	250	210	210	240	150	230	208.00	139.36	276.64
	Proposer's Quality Assurance and Training Programs	100	65	95	90	75	95	84.00	56.28	111.72
	Small and local business utilization and project labor requirements	50	40	45	45	35	40	41.00	27.47	54.53
	Proposer's Transition Plan	50	35	45	45	25	40	38.00	25.46	50.54

RFP No. EVN0000201
RFP Title: Janitorial Services for MDAD
EVALUATION OF PROPOSALS - AREA B

Evaluation of scores (Variance)

FIRM'S NAME	EVALUATION CRITERIA AREA B	Maximum Points Per Member	Committee Members					Average	Low Disparity	High Disparity
			Sergio San Miguel	Steven Albritton	Renessa Gordon	Daniel Barcia	Raysa Samper			
	Price Points	150	110	130	145	100	140	125.00	83.75	166.25

RFP No. EVN0000201
RFP Title: Janitorial Services for MDAD
EVALUATION OF PROPOSALS - AREA C

Evaluation of scores (Variance)

FIRM'S NAME	EVALUATION CRITERIA AREA C	Maximum Points Per Member	Committee Members					Average	Low Disparity	High Disparity
			Sergio San Miguel	Steven Albritton	Renessa Gordon	Daniel Barcia	Raysa Samper			
C & W Facility Services, Inc.	Proposer's Experience, Qualifications, and Past Performance	250	0	0	0	0	0	0.00	0.00	0.00
	Proposer's Key Personnel and Subcontractors Experience, Qualifications, and Past Performance	150	0	0	0	0	0	0.00	0.00	0.00
	Proposed Approach to Providing Services, including Staffing Structure and Work Plan	250	0	0	0	0	0	0.00	0.00	0.00
	Proposer's Quality Assurance and Training Programs	100	0	0	0	0	0	0.00	0.00	0.00
	Small and local business utilization and project labor requirements	50	0	0	0	0	0	0.00	0.00	0.00
	Proposer's Transition Plan	50	0	0	0	0	0	0.00	0.00	0.00
	Price Points	150	0	0	0	0	0	0.00	0.00	0.00
Chi Ada Corporation	Proposer's Experience, Qualifications, and Past Performance	250	190	210	225	200	230	211.00	141.37	280.63
	Proposer's Key Personnel and Subcontractors Experience, Qualifications, and Past Performance	150	90	120	140	120	135	121.00	81.07	160.93
	Proposed Approach to Providing Services, including Staffing Structure and Work Plan	250	140	200	210	150	225	185.00	123.95	246.05
	Proposer's Quality Assurance and Training Programs	100	85	85	90	75	95	86.00	57.62	114.38
	Small and local business utilization and project labor requirements	50	35	40	35	30	45	37.00	24.79	49.21
	Proposer's Transition Plan	50	30	40	40	30	45	37.00	24.79	49.21
	Price Points	150	150	120	120	120	125	127.00	85.09	168.91
Clean Space, Inc.	Proposer's Experience, Qualifications, and Past Performance	250	175	200	200	175	210	192.00	128.64	255.36
	Proposer's Key Personnel and Subcontractors Experience, Qualifications, and Past Performance	150	100	110	100	120	125	111.00	74.37	147.63
	Proposed Approach to Providing Services, including Staffing Structure and Work Plan	250	150	190	200	150	220	182.00	121.94	242.06
	Proposer's Quality Assurance and Training Programs	100	75	75	85	60	90	77.00	51.59	102.41
	Small and local business utilization and project labor requirements	50	40	35	35	40	40	38.00	25.46	50.54
	Proposer's Transition Plan	50	20	35	35	30	40	32.00	21.44	42.56
	Price Points	150	80	120	120	130	120	114.00	76.38	151.62
Diamond Shine Group	Proposer's Experience, Qualifications, and Past Performance	250	150	190	220	220	210	198.00	132.66	263.34
	Proposer's Key Personnel and Subcontractors Experience, Qualifications, and Past Performance	150	90	110	135	140	135	122.00	81.74	162.26
	Proposed Approach to Providing Services, including Staffing Structure and Work Plan	250	140	190	200	175	225	186.00	124.62	247.38
	Proposer's Quality Assurance and Training Programs	100	80	80	85	75	85	81.00	54.27	107.73
	Small and local business utilization and project labor requirements	50	35	35	40	25	30	33.00	22.11	43.89
	Proposer's Transition Plan	50	20	35	40	40	40	35.00	23.45	46.55
	Price Points	150	120	120	120	140	130	126.00	84.42	167.58
Dream Clean, Inc.	Proposer's Experience, Qualifications, and Past Performance	250	190	190	220	175	230	201.00	134.67	267.33
	Proposer's Key Personnel and Subcontractors Experience, Qualifications, and Past Performance	150	100	98	135	100	140	114.60	76.78	152.42
	Proposed Approach to Providing Services, including Staffing Structure and Work Plan	250	125	190	220	150	240	185.00	123.95	246.05
	Proposer's Quality Assurance and Training Programs	100	80	80	85	75	95	83.00	55.61	110.39
	Small and local business utilization and project labor requirements	50	40	40	40	30	40	38.00	25.46	50.54
	Proposer's Transition Plan	50	35	35	40	30	40	36.00	24.12	47.88
	Price Points	150	70	120	120	120	110	108.00	72.36	143.64
SFM Services, Inc.	Proposer's Experience, Qualifications, and Past Performance	250	225	220	235	200	225	221.00	148.07	293.93
	Proposer's Key Personnel and Subcontractors Experience, Qualifications, and Past Performance	150	140	115	145	140	150	138.00	92.46	183.54
	Proposed Approach to Providing Services, including Staffing Structure and Work Plan	250	190	200	225	175	250	208.00	139.36	276.64
	Proposer's Quality Assurance and Training Programs	100	85	85	95	85	95	89.00	59.63	118.37
	Small and local business utilization and project labor requirements	50	40	40	45	30	50	41.00	27.47	54.53
	Proposer's Transition Plan	50	20	40	45	40	45	38.00	25.46	50.54

RFP No. EVN0000201
RFP Title: Janitorial Services for MDAD
EVALUATION OF PROPOSALS - AREA C

Evaluation of scores (Variance)

			Committee Members							
FIRM'S NAME	EVALUATION CRITERIA AREA C	Maximum Points Per Member	Sergio San Miguel	Steven Albritton	Renessa Gordon	Daniel Barcia	Raysa Samper	Average	Low Disparity	High Disparity
	Price Points	150	90	130	140	130	120	122.00	81.74	162.26
She So Clean Cleaning Services LLC	Proposer's Experience, Qualifications, and Past Performance	250	5	0	0	0	0	1.00	0.67	1.33
	Proposer's Key Personnel and Subcontractors Experience, Qualifications, and Past Performance	150	5	0	0	0	0	1.00	0.67	1.33
	Proposed Approach to Providing Services, including Staffing Structure and Work Plan	250	5	0	0	0	0	1.00	0.67	1.33
	Proposer's Quality Assurance and Training Programs	100	5	0	0	0	0	1.00	0.67	1.33
	Small and local business utilization and project labor requirements	50	5	0	0	0	0	1.00	0.67	1.33
	Proposer's Transition Plan	50	5	0	0	0	0	1.00	0.67	1.33
	Price Points	150	110	110	90	50	130	98.00	65.66	130.34
Tryfacta, Inc.	Proposer's Experience, Qualifications, and Past Performance	250	175	200	225	200	240	208.00	139.36	276.64
	Proposer's Key Personnel and Subcontractors Experience, Qualifications, and Past Performance	150	95	120	140	145	145	129.00	86.43	171.57
	Proposed Approach to Providing Services, including Staffing Structure and Work Plan	250	95	110	210	125	140	136.00	91.12	180.88
	Proposer's Quality Assurance and Training Programs	100	70	85	85	75	95	82.00	54.94	109.06
	Small and local business utilization and project labor requirements	50	35	40	40	30	45	38.00	25.46	50.54
	Proposer's Transition Plan	50	35	35	40	30	35	35.00	23.45	46.55
	Price Points	150	100	120	120	120	140	120.00	80.40	159.60

MEMORANDUM

(Revised)

TO: Honorable Chairman Anthony Rodriguez
and Members, Board of County Commissioners

DATE: February 19, 2025

FROM: Geri Bonzon-Keenan
County Attorney

SUBJECT: Agenda Item No. 8(P)(3)

Please note any items checked.

_____ **"3-Day Rule" for committees applicable if raised**

_____ **6 weeks required between first reading and public hearing**

_____ **4 weeks notification to municipal officials required prior to public hearing**

_____ **Decreases revenues or increases expenditures without balancing budget**

_____ **Budget required**

_____ **Statement of fiscal impact required**

_____ **Statement of social equity required**

_____ **Ordinance creating a new board requires detailed County Mayor's report for public hearing**

_____ **No committee review**

_____ **Applicable legislation requires more than a majority vote (i.e., 2/3's present ____, 2/3 membership ____, 3/5's ____, unanimous ____, majority plus one ____, CDMP 7 vote requirement per 2-116.1(3)(h) or (4)(c) ____, CDMP 2/3 vote requirement per 2-116.1(3) (h) or (4)(c) ____, CDMP 9 vote requirement per 2-116.1(4)(c) (2) ____) to approve**

_____ **Current information regarding funding source, index code and available balance, and available capacity (if debt is contemplated) required**

Approved _____ Mayor
Veto _____
Override _____

Agenda Item No. 8(P)(3)
2-19-25

RESOLUTION NO. R-177-25

RESOLUTION REJECTING ALL BIDS RECEIVED IN CONNECTION WITH CONTRACT NO. EVN0000201, JANITORIAL SERVICES FOR MIAMI-DADE AVIATION DEPARTMENT (AREA A); DIRECTING THE COUNTY MAYOR OR COUNTY MAYOR'S DESIGNEE TO NEGOTIATE CONTRACTS WITH ABM AVIATION, INC FOR THE TERMINAL AND LANDSIDE AREAS, AND FLAGSHIP AVIATION SERVICES LLC FOR THE AIRSIDE AREAS, AND TO BRING RECOMMENDATION(S) BEFORE THE FULL BOARD OF COUNTY COMMISSIONERS WITHIN 30 DAYS

WHEREAS, this Board desires to accomplish the purposes outlined in the accompanying memorandum, a copy of which is incorporated herein by reference,

NOW, THEREFORE, BE IT RESOLVED BY THE BOARD OF COUNTY COMMISSIONERS OF MIAMI-DADE COUNTY, FLORIDA, that:

Section 1. >>All proposals received in connection with Contract No. EVN0000201, Janitorial Services for Miami-Dade Aviation Department (Area A) are rejected.<<[1] [[~~This Board approves award of Contract No. EVN0000201 to C&W Facility Services, Inc., in substantially the form attached and made a part hereof, for Janitorial Services for Miami-Dade Aviation Department (Area A) in a total amount not to exceed $261,381,966.00 for a five-year term for the Miami-Dade Aviation Department.~~]]

Section 2. >>The County Mayor or County Mayor's designee is directed to negotiate janitorial contracts with the two highest ranked proposers, ABM Aviation, Inc for the terminal and

[1] Committee amendments are indicated as follows: Words double stricken through and/or [[double bracketed]] are deleted, words double underlined and/or >>double arrowed<< are added.

landside areas, and Flagship Aviation Services LLC for the airside areas, and to bring non-competitive recommendations to award such contracts on such negotiated terms before the full Board of County Commissioners within 30 days. If, following negotiations, the County Mayor's recommendation is not to award through a non-competitive action, the County Mayor shall then provide a written recommendation including reasons why a non-competitive award is not in the County's best interest, and present a timeline for a new procurement process.<< [[~~This Board authorizes the County Mayor or County Mayor's designee to execute the agreement and exercise all provisions of the contract, including any cancellation or extensions, pursuant to section 2-8.1 of the Code of Miami-Dade County, Florida and Implementing Order 3-38.~~]]

The foregoing resolution was offered by Commissioner **Kevin Marino Cabrera** , who moved its adoption. The motion was seconded by Commissioner **Danielle Cohen Higgins** and upon being put to a vote, the vote was as follows:

Anthony Rodriguez, Chairman	**aye**		
Kionne L. McGhee, Vice Chairman	**absent**		
Marleine Bastien	**aye**	Juan Carlos Bermudez	**aye**
Kevin Marino Cabrera	**aye**	Sen. René García	**absent**
Oliver G. Gilbert, III	**aye**	Roberto J. Gonzalez	**aye**
Keon Hardemon	**aye**	Danielle Cohen Higgins	**aye**
Eileen Higgins	**nay**	Raquel A. Regalado	**aye**
Micky Steinberg	**aye**		

The Chairperson thereupon declared this resolution duly passed and adopted this 19th day of February, 2025. This resolution shall become effective upon the earlier of (1) 10 days after the date of its adoption unless vetoed by the County Mayor, and if vetoed, shall become effective only upon an override by this Board, or (2) approval by the County Mayor of this resolution and the filing of this approval with the Clerk of the Board.

MIAMI-DADE COUNTY, FLORIDA
BY ITS BOARD OF
COUNTY COMMISSIONERS

JUAN FERNANDEZ-BARQUIN, CLERK

By: **Basia Pruna**
Deputy Clerk

Approved by County Attorney as
to form and legal sufficiency.

David M. Murray

Janitorial Services for Miami-Dade Aviation Department (Area A)
Contract No. RFP EVN0000201

THIS AGREEMENT for the provision of Miami-Dade Aviation Department janitorial services for Area A, made and entered into as of this _____ day of _____ by and between **C & W Facility Services Inc.,** a corporation organized and existing under the laws of the State of Massachusetts, having its principal office at 117 Kendrick St., Suite 250, Needham, MA 02494 (the "Contractor"), and Miami-Dade County, a political subdivision of the State of Florida, having its principal office at 111 NW 1st Street, Miami, Florida 33128 (the "County") (collectively, the “Parties”).

WITNESSETH:

WHEREAS, the Contractor has offered to provide janitorial services at various MDAD facilities including Miami International Airport (MIA) and on a non-exclusive basis, that shall conform to the Scope of Services (Appendix A), Miami-Dade County's Request for Proposal (“RFP”) No. EVN0000201 and all associated addenda and attachments, and the requirements of this Agreement; and

WHEREAS, the Contractor has submitted a written proposal dated March 29, 2024 (the "Contractor’s Proposal") which is incorporated herein by reference; and

WHEREAS, the County desires to procure from the Contractor such janitorial services at various MDAD facilities including Miami International Airport (MIA) for the County, in accordance with the terms and conditions of this Agreement;

NOW, THEREFORE, in consideration of the mutual covenants and agreements herein contained, the Parties hereto agree as follows:

ARTICLE 1. DEFINITIONS

The following words and expressions used in this Agreement shall be construed as follows, except when it is clear from the context that another meaning is intended:

a) The word “Agreement” or "Contract" to mean collectively the (i) Articles, (ii) Scope of Services, (iii) Price Schedule, (iv) all other appendices and attachments hereto, and (v) all amendments issued hereto, and (vi) Contractor’s Proposal.

b) The word “Airport” or acronym “MIA” to mean Miami International Airport.

c) The words "Article" or "Articles" to mean the terms and conditions delineated in this Agreement.

d) The words “Common Carrier/Contracted Carrier” to mean a person, firm, or corporation that undertakes for hire, as a regular business, to transport persons or commodities from place to place, offering their services to all such as may choose to employ the common carrier and pay their charges.

e) The words "Contract Effective Date" to mean the date on which this Agreement is effective as listed on the Recitals page.

f) The words “Cybersecurity Products” to mean software and hardware that include technologies, processes, and practices designed to protect information technology networks, devices, programs, and data from attack, damage, or unauthorized access.

g) The word "Contract" or “Agreement” to mean collectively the (i) Articles, (ii) Scope of Services, (iii) Price Schedule, (iv) all other appendices and attachments hereto, and (v) all amendments issued hereto, and Contractor’s Proposal.

h) The words "Contract Manager" to mean the Chief Procurement Officer, Strategic Procurement Department, or the duly authorized representative designated to manage the Contract.

i) The word "Contractor" to mean C & W Facility Services, Inc. and its permitted successors.

j) The word "Days" to mean calendar days.

k) The word "Deliverables" to mean all documentation and any items of any nature submitted by the Contractor to the Project Manager for review and approval pursuant to the terms of this Agreement.

l) The words “Department” or acronym “MDAD” shall mean the Miami-Dade Aviation Department. Wherein in this Contract document, rights are reserved to the County, MDAD may exercise such rights.

m) The words "Developed Works" to mean all rights, title, and interest in and to certain inventions, ideas, designs and methods, specifications and other documentation related thereto developed by the Contractor and its Subcontractors specifically for the County.

n) The acronym “GAA” shall mean the General Aviation Airports managed by MDAD (Opa-Locka, Homestead, Kendall-Tamiami Executive and Training and Transition Airports).

o) The words “Heightened Security Review” to mean any and all security screening conducted on County employees with access to Cybersecurity Products or any other additional security screenings or reviews the County Mayor or County Mayor’s designee determines necessary to protect the security of the County’s information technology networks, devices, programs, and data.

p) The words “Janitorial Services” or “Janitorial Service Program” to mean the janitorial services as generally described in Appendix A – Scope of Service and Appendix C – Technical Specifications, in accordance Contract documents.

q) The words “Joint Venture” to mean shall mean an association of two or more persons, partnerships, corporations, or other business entities under a contractual agreement to conduct a specific business enterprise for a specified period with both sharing profits and losses.

r) The words "Licensed Software" to mean the software component(s) provided pursuant to the Contract.

s) The word “Neurodivergent” shall refer to the concept that certain developmental disorders are normal variations in the brain, and people who have these features also have certain strengths. Besides Attention Deficit Hyperactivity Disorder (ADHD), neurodiversity commonly refers to people with autism spectrum disorder, dyslexia, dyspraxia and other learning disabilities.

t) The words “Produced in the United States” to mean shall mean with respect to Cybersecurity Products, a product for which all development and production occurs in the United States.

u) The words "Project Manager" to mean the County Mayor or the duly authorized representative designated to manage the Project.

v) The words "Scope of Services" to mean the document appended hereto as Appendix A, which details the Work to be performed by the Contractor.

w) The words "Service" or "Services" to mean the provision of janitorial services at MIA in accordance with the Scope of Services.

x) The word "Subcontractor" or “Subconsultant” to mean any person, entity, firm, or corporation, other than the employees of the Contractor, who furnishes labor and/or materials, in connection with the Work, whether directly or indirectly, on behalf and/or under the direction of the Contractor and whether or not in privity of Contract with the Contractor.

y) The words "Work" "Services", "Program", or "Project” to mean all matters and things required to be done by the Contractor in accordance with the provisions of this Contract. This includes the services, functions, responsibilities, activities, tasks, work product and projects to be performed and developed by Contractor as set forth in this Agreement and any Statement of Work

ARTICLE 2. ORDER OF PRECEDENCE

If there is a conflict between or among the provisions of this Agreement, the order of precedence is as follows: 1) Articles 1 through 63, 2) Appendix A - Scope of Service including Appendices A1 and A2, 3) Appendix B – Price Schedule including Appendices A1 and A2, 4)

Appendix C - Technical Specifications, 5) Miami-Dade County's RFP No. EVN0000201 and any associated addenda and attachments thereof, and 6) the Contractor's Proposal.

ARTICLE 3. RULES OF INTERPRETATION

a) References to a specified Article, section or schedule shall be construed as reference to that specified Article, or section of, or schedule to this Agreement unless otherwise indicated.

b) Reference to any agreement or other instrument shall be deemed to include such agreement or other instrument as such agreement or other instrument may, from time to time, be modified, amended, supplemented, or restated in accordance with its terms.

c) The terms "hereof", "herein", "hereinafter", "hereby", "herewith", "hereto", and "hereunder" shall be deemed to refer to this Agreement.

d) The terms "directed", "required", "permitted", "ordered", "designated", "selected", "prescribed" or words of like import to mean respectively, the direction, requirement, permission, order, designation, selection or prescription of the Project Manager.

e) The terms "approved", acceptable", "satisfactory", "equal", "necessary", or words of like import to mean respectively, approved by, or acceptable or satisfactory to, equal or necessary in the opinion of the Project Manager.

f) The titles, headings, captions, and arrangements used in these Terms and Conditions are for convenience only and shall not be deemed to limit, amplify, or modify the terms of this Contract, nor affect the meaning thereof.

ARTICLE 4. NATURE OF THE AGREEMENT

a) This Agreement incorporates and includes all prior negotiations, correspondence, conversations, agreements, and understandings applicable to the matters contained in this Agreement. The Parties agree that there are no commitments, agreements, or understandings concerning the subject matter of this Agreement that are not contained in this Agreement, and that this Agreement contains the entire agreement between the Parties as to all matters contained herein. Accordingly, it is agreed that no deviation from the terms hereof shall be predicated upon any prior representations or agreements, whether oral or written. It is further agreed that any oral representations or modifications concerning this Agreement shall be of no force or effect, and that this Agreement may be modified, altered, or amended only by a written amendment duly executed by the Parties hereto or their authorized representatives.

b) The Contractor shall provide the services set forth in the Scope of Services and render full and prompt cooperation with the County in all aspects of the Work performed hereunder.

c) The Contractor acknowledges that this Agreement requires the performance of all things necessary for or incidental to the effective and complete performance of all Work under this Contract. All things not expressly mentioned in this Agreement but necessary to carrying out its intent are required by this Agreement, and the Contractor shall perform the same as though they were specifically mentioned, described, and delineated.

d) The Contractor shall furnish all labor, materials, tools, supplies, and other items required to perform the Work necessary for the completion of this Contract. All Work shall be accomplished at the direction of and to the satisfaction of the Project Manager.

e) The Contractor acknowledges that the County shall make all policy decisions regarding the Scope of Services. The Contractor agrees to provide input on policy issues in the form of recommendations. The Contractor shall implement all changes in providing services hereunder as a result of a policy change implemented by the County. The Contractor agrees to act in an expeditious and fiscally sound manner in providing the County with input regarding the time and cost to implement said changes and in executing the activities required to implement said changes.

ARTICLE 5. CONTRACT TERM

The Contract shall become effective on the date identified on the first page of this agreement, and shall continue through the last day of the 60th month, thereafter. The County may extend this Contract for up to an additional one hundred-eighty (180) calendar days beyond

the current Contract period and will notify the Contractor in writing of the extension. This Contract may be extended beyond the initial one hundred-eighty (180) calendar day extension period by mutual agreement between the County and the Contractor, upon approval by the Board of County Commissioners (the "Board").

ARTICLE 6. NOTICE REQUIREMENTS

All notices required or permitted under this Agreement shall be in writing and shall be deemed sufficiently served if delivered by: (i) Registered or Certified Mail, with return receipt requested; (ii) personally by a by courier service; (iii) Federal Express Corporation or other nationally recognized carrier to be delivered overnight; or (iv) via facsimile or e-mail (if provided below) with delivery of hard copy pursuant to (i), (ii), or (iii) in this paragraph. The addresses for such notice are as follows:

(1) To the County

a) to the Project Manager:

Miami-Dade County
Miami-Dade Aviation Department
Attention: Michael Simm, Division Director
Facility Maintenance/GA Airports
4300 NW 22 Street
Bldg. 3030, 1st Floor, Office #A107
Miami, FL 33166
Phone: (305) 876 8479
E-mail: msimm@flymia.com

With a copy to: Facility Maintenance Section Chief

and

b) to the Contract Manager:

Miami-Dade County
Strategic Procurement Department
Attention: Chief Procurement Officer
111 NW 1st Street, Suite 1300
Miami, FL 33128-1974
Phone: (305) 375-4900
Email: cpo@miamidade.gov

(2) To the Contractor

C&W Facility Services Inc.,
117 Kendrick St., Suite 250
Needham, MA 02494
Attention: Matt Noe, President
Phone: (312) 424-8290
E-mail: Matthew.Noe@cwservices.com

Either party may at any time designate a different address and/or contact person by giving notice as provided above to the other party. Such notices shall be deemed given upon receipt by the addressee.

ARTICLE 7. PAYMENT FOR SERVICES/AMOUNT OBLIGATED

The Contractor warrants that it has reviewed the County's requirements and has asked such questions and conducted such other

inquiries as the Contractor deemed necessary in order to determine the price the Contractor will charge to provide the Work to be performed under this Contract. The compensation for all Work/Services performed under this Contract, including all costs associated with such Work, shall be paid in accordance with **Appendix B – Price Schedule**. The County shall have no obligation to pay the Contractor any additional sum in excess of this amount, except for a change and/or modification to the Contract, which is approved and executed in writing by the County and the Contractor.

All Work undertaken by the Contractor before County's approval of this Contract shall be at the Contractor's risk and expense.

With respect to travel costs and travel-related expenses, the Contractor agrees to adhere to Section 112.061 of the Florida Statutes as they pertain to out-of-pocket expenses, including employee lodging, transportation, per diem, and all miscellaneous cost and fees. The County shall not be liable for any such expenses that have not been approved in advance, in writing, by the County.

ARTICLE 8. LIVING WAGE

The provisions of Section 2-8.9 of the Code of Miami-Dade County (Code), as amended by Ordinance [Governing Legislation], apply to this contract. By submitting a Proposal or executing a contract pursuant to Solicitation RFP EVN0000201, the Contractor is hereby agreeing to comply with the provisions of Section 2-8.9, and to acknowledge awareness of the penalties for non-compliance. For further details, access the following link: Miami-Dade County Living Wage

The labor portion of the Contractor's prices (as well as the fully burdened hourly rates for Additional Positions in Appendix B – Price Schedule) shall be adjusted Year 2 and each year thereafter based on the percentage change listed in the Living Wage Notice, which is published annually on October 1st. As such, the Contractor shall adjust the employees pay rate by the same percentage increase. All adjusted price(s) shall be memorialized by the County in writing through the issuance of a Supplemental Agreement to the Contract. See Appendix B2 for Sample Price Adjustment Calculation.

The Living Wage Rate Notice for the current fiscal year can be obtained via the following link: https://www.miamidade.gov/global/business/smallbusiness/living-wage.page.

The labor portion of the Contractor's prices is **87%**

ARTICLE 9. PRICING

Prices on this Contract, including any extension periods, shall be in accordance with **Appendix B – Price Schedule**; however, the Contractor may offer incentive discounts to the County at any time during the Contract term, including any extension thereof.

The County will adjust the non-labor portion of the Contractor's prices (excluding smart restroom technology) for October Year 2 and each October thereafter based on the percentage change in the value of the most recent Consumer Price Index (CPI), as amended or replaced by the U.S. Bureau of Labor Statistics, for the below index. The County reserves the right to apply any reduction in pricing for the one-year periods(s) based on the downward movement of the applicable index. See Appendix B2 for Sample Price Adjustment Calculation.

The non-labor portion of the Contractor's prices is **13%**

CPI Series Id: CUURS35BSA0, CUUSS35BSA0
Series Title: All items in Miami-Fort Lauderdale-West Palm Beach, FL, All Urban Consumers, Not Seasonally Adjusted
Area: Miami-Fort Lauderdale-West Palm Beach, FL
Item: All items

The adjustment will be applied by calculating the percentage change increase between the index values:

- Effective on the first day of the initial contract period for Year 1 and the most recent index available on the day of adjustment. Day of adjustment will be the last business day of the contract period for Year 1.
- Effective on the first day of the twelve (12) month period for Years 2 through 5 and the most recent index available on the day of adjustment. Day of adjustment will be the last business day of the twelve (12) month period

All adjusted price(s) shall be memorialized by the County in writing through the issuance of a Supplemental Agreement to the contract.

ARTICLE 10. METHOD AND TIMES OF PAYMENT

The Contractor may bill the County periodically, but not more than once per month, upon invoices certified by the Contractor pursuant to **Appendix B - Price Schedule**. All invoices shall be taken from the books of account kept by the Contractor, shall be supported by copies of payroll distribution, receipt bills or other documents reasonably required by the County, shall show the County's contract number, and shall have a unique invoice number assigned by the Contractor. It is the policy of Miami-Dade County that payment for all purchases by County agencies and the Public Health Trust (the "Trust"), shall be made in a timely manner and that interest payments be made on late payments. All firms, including Small Business Enterprises, providing goods and services to the County, shall receive payment to maintain sufficient cash flow. In accordance with Section 218.74 of the Florida Statutes, and Section 2-8.1.4 of the Code of Miami-Dade County (the "Code"), the time at which payment shall be due from the County or Trust shall be forty-five (45) calendar days from receipt of a proper invoice. Billings from prime contractors under services and goods contracts with the County or Trust, that are Small Business Enterprise contract set-aside, bid preference or contain a subcontractor goal, shall be promptly reviewed and payment made by the County or Trust on those amounts not under dispute within fourteen (14) calendar days of receipt of such billing by the County or the Trust pursuant to Sections 2-8.1.1.1.1 and 2-8.1.1.1.2 of the Code. All payments due from the County or Trust, and not made within the time specified by this section shall bear interest from thirty (30) days after the due date at the rate of one percent (1%) per month on the unpaid balance. Further, proceedings to resolve disputes for payment of obligations shall be concluded by final written decision of the County Mayor, or his or her designee(s), not later than sixty (60) days after the date on which the proper invoice was received by the County or Trust.

In accordance with Miami-Dade County Implementing Order No. 3-9, Accounts Receivable Adjustments, if money is owed by the Contractor to the County, whether under this Contract or for any other purpose, the County reserves the right to retain such amount from payment due by County to the Contractor under this Contract. Such retained amount shall be applied to the amount owed by the Contractor to the County. The Contractor shall have no further claim to such retained amounts which shall be deemed full accord and satisfaction of the amount due by the County to the Contractor for the applicable payment due herein.

Invoices and associated back-up documentation shall be submitted electronically or in hard copy format by the Contractor to the County as follows:

Miami-Dade County Aviation Department
PO Box 526624
Miami, FL 33152-6624
Attention: Accounts Payable
OR
Email to: payables@miami-airport.com

The County may at any time designate a different address and/or contact person by giving written notice to the other party.

ARTICLE 11. INDEMNIFICATION

The Contractor shall indemnify, defend, and hold harmless the County and its officers, employees, agents and instrumentalities from any and all liability, losses or damages, including reasonable attorneys' fees and costs of defense, which the County or its officers, employees, agents or instrumentalities may incur as a result of claims, demands, suits, causes of actions or proceedings of any kind or nature directly arising out of, or resulting from the negligence or reckless performance of this Agreement by the Contractor or its employees, agents, servants, partners principals or Subcontractors, except to the extent arising out of or relating to the sole negligent or reckless conduct of the County. The Contractor shall pay all claims and losses in connection therewith and shall investigate and defend all claims, suits or actions of any kind or nature in the name of the County, where applicable, including appellate proceedings, and shall pay all costs, judgments, and reasonable attorney's fees which may issue thereon. The Contractor expressly understands and agrees that any insurance protection required by this Agreement or otherwise provided by the Contractor shall in no way limit the responsibility to indemnify, keep and save harmless and defend the County or its officers, employees, agents, and instrumentalities as herein provided.

ARTICLE 12. INSURANCE

Upon County's notification, the Contractor shall furnish to the Strategic Procurement Department, certificate(s) of insurance that indicate that insurance coverage has been obtained, which meets the requirements as outlined below:

1. Worker's Compensation Insurance for all employees of the Contractor as required by Chapter 440, Florida Statutes.

2. Commercial General Liability Insurance in an amount not less than $1,000,000 with a $2,000,000 aggregate. **Miami-Dade County must be shown as an additional insured with respect to this coverage.**

3. Automobile Liability Insurance covering all owned, non-owned, and hired vehicles used in connection with the Services, in an amount not less than $1,000,000* per occurrence for bodily injury and property damage combined.

   *Under no circumstances is the Contractor or its Subcontractors allowed on the Airside Operation Area (AOA) without increasing automobile coverage to $5,000,000 as approved by the Risk Management Office.

All insurance policies required above shall be issued by companies authorized to do business under the laws of the State of Florida, with the following qualifications:

The company must be rated no less than "**A-**" as to management, and no less than "**Class VII**" as to financial strength, by Best's Insurance Guide, published by A.M. Best Company, Oldwick, New Jersey, or its equivalent, subject to the approval of the County Risk Management Division.

OR

The company must hold a valid Florida Certificate of Authority as shown in the latest "List of All Insurance Companies Authorized or Approved to Do Business in Florida", issued by the State of Florida Department of Financial Services and are a member of the Florida Guaranty Fund.

The mailing address of Miami-Dade County as the certificate holder must appear on the certificate of insurance as follows:

Miami-Dade County
111 NW 1st Street
Suite 2340
Miami, Florida 33128-1974

Compliance with the foregoing requirements shall not relieve the Contractor of this liability and obligation under this section or under any other section in this Agreement.

Award of this Contract is contingent upon the receipt of the insurance documents, as required, within ten (10) business days. If the certificate of insurance is received within the specified timeframe but not in the manner prescribed in this Agreement, the Contractor shall have an additional five business days to submit a corrected certificate to the County. If the Contractor fails to submit the required insurance documents in the manner prescribed in this Agreement within fifteen (15) business days, the Contractor shall be in default of the contractual terms and conditions and award of the Contract may be rescinded, unless such timeframe for submission has been extended by the County.

The Contractor shall assure that the certificate of insurance required in conjunction with this section remain in full force for the term of the Contract, including any renewal or extension periods that may be exercised by the County. If the certificate of insurance is scheduled to expire during the term of the Contract, the Contractor shall submit new or renewed certificate of insurance to the County before such expiration. If expired certificate of insurance is/are not replaced or renewed to cover the Contract period, the County may suspend the Contract until the new or renewed certificate is/are received by the County in the manner prescribed herein. If such suspension exceeds thirty (30) calendar days, the County may, at its sole discretion, terminate the Contract for cause and the Contractor shall be responsible for all direct and indirect costs associated with such termination.

ARTICLE 13. PERFORMANCE AND PAYMENT BOND

The Contractor shall provide the County within thirty (30) business days of the Contract Effective date, a performance and payment bond in an amount equal to twenty-five percent (25%) of the Contractor's annual compensation for the Service, plus any state sales taxes as may be applicable and required by law. The performance and payment bond form **supplied by MDAD** shall be the only acceptable form for these bonds. No other form will be accepted. If the Contractor fails to deliver the performance and payment bond within this specified time, including granted extensions, the County shall declare the bidder in default of the contractual terms and conditions, and the bidder shall surrender its offer guaranty/bid bond.

The following specifications shall apply to any bond provided:

A. All bonds shall be written through surety insurers authorized to do business in the State of Florida as surety, with the following qualifications as to management and financial strength according to the latest edition of Best's Insurance Guide, published by A.M. Best Company, Oldwick, New Jersey:

Bond Amount	Best Rating
500,001 to 1,500,000	B V
1,500,001 to 2,500,000	A VI
2,500,001 to 5,000,000	A VII
5,000,001 to 10,000,000	A VIII
Over 10,000,000	A IX

B. On contract amounts of $500,000 or less, the bond provisions of Section 287.0935, Florida Statutes (2007) shall be in effect and surety companies not otherwise qualifying with this paragraph may optionally qualify by:

1. Providing evidence that the surety has twice the minimum surplus and capital required by the Florida Insurance Code at the time the solicitation is issued;

2. Certifying that the surety is otherwise in compliance with the Florida Insurance Code; and

3. Providing a copy of the currently valid Certificate of Authority issued by the United States Department of the Treasury under SS. 31 USC 9304-9308.

Surety insurers shall be listed in the latest Circular 570 of the U.S. Department of the Treasury entitled "Surety Companies Acceptable on Federal Bonds", published annually. The bond amount shall not exceed the underwriting limitations as shown in this circular.

C. For contracts in excess of $500,000 the provisions of Section B will be adhered to plus the surety company must have been listed for at least three consecutive years or holding a valid Certificate of Authority of at least $1.5 million dollars and on the Treasury List.

D. Surety Bonds guaranteed through U.S. Government Small Business Administration or Contractors Training and Development Inc. will also be acceptable.

E. In lieu of a bond, an irrevocable letter of credit or a cash bond in the form of a certified cashier's check made out to the Board of County Commissioners will be acceptable. All interest will accrue to Miami-Dade County during the life of this Contract and/or as long as the funds are being held by Miami-Dade County.

F. The attorney-in-fact or other officer who signs a contract bond for a surety company must file with such bond a certified copy of power of attorney authorizing the officer to do so. The contract bond must be counter signed by the surety's resident Florida agent.

ARTICLE 14. MANNER OF PERFORMANCE

a) The Contractor shall provide the Work described herein in a competent and professional manner satisfactory to the County in accordance with the terms and conditions of this Agreement. The County shall be entitled to a satisfactory performance of all Work described herein and to full and prompt cooperation by the Contractor in all aspects of the Work. At the request of the County, the Contractor shall promptly remove from the Project any Contractor's employee, Subcontractor, or any other person performing Work hereunder. The Contractor agrees that such removal of any of its employees does not require the termination or demotion of any employee by the Contractor.

b) The Contractor agrees to defend, hold harmless and indemnify the County and shall be liable and responsible for all claims, suits, actions, damages, and costs (including attorneys' fees and court costs) made against the County, occurring on account of, arising from or in connection with the removal and replacement of any Contractor's personnel performing Services hereunder at the behest of the County. Removal and replacement of any Contractor's personnel as used in this Article shall not require the termination and/or demotion of such Contractor's personnel.

c) The Contractor always agrees that it will employ, maintain, and assign to the performance of the Work a sufficient number of competent and qualified professionals and other personnel to meet the requirements to which reference is hereinafter made. The Contractor agrees to adjust its personnel staffing levels or to replace any its personnel if so, directed upon reasonable request from the County, should the County make a determination, in its sole discretion, that said personnel staffing is inappropriate or that any individual is not performing in a manner consistent with the requirements for such a position.

d) The Contractor warrants and represents that its personnel have the proper skill, training, background, knowledge, experience, rights, authorizations, integrity, character, and licenses as necessary to perform the Work described herein, in a competent and professional manner.

e) The Contractor shall always cooperate with the County and coordinate its respective work efforts to maintain the progress most effectively and efficiently in performing the Work.

f) The Contractor shall comply with all provisions of all federal, state, and local laws, statutes, ordinances, and regulations that are applicable to the performance of this Agreement.

ARTICLE 15. LIQUIDATED DAMAGES

Janitorial Services

All Janitorial Services rendered, Work performed and materials furnished by Contractor shall be in strict compliance with Appendix A – Scope of Services, Work & Services Standards, Staffing Requirements and Deficiencies and, will be evaluated throughout the Workday to determine conformity with **Table 1-A - Contractor Performance Measurement (CPM)** requirements of the Agreement (listed directly below). For Area A: In the event the County determines that the Services rendered, Work performed and/or materials furnished by the Contractor are defective, the Department shall utilize the data from the smart restroom technology solution in and /or with a Contract Performance Report (CPR) issued by the Department of the requirement to correct/cure service defect, per Table 1-A below within the required response time.

Table 1-A
Contractor Performance Measurement (CPM) for Janitorial Services

	Service Defect	Defect Type*	Response Time
1.	**Failure to Carry out Work and Meet Service Levels Specified in the Technical Specification**	Cycle	Two (2) Hours After Notification
2.	**Failure to Maintain Staffing Level**	Patrolling	Thirty (30) Minutes After Notification
3.	**Failure to Maintain, Complete or Deliver Reports, Records or Forms**	Cycle	Two (2) Hours After Notification
4.	**Failure to Maintain Sufficient Stock of Supplies**	Cycle	Two (2) Hours After Notification
5.	**Failure to Respond to Emergency Services within the Required Timeframes established in Article 3.**	Patrolling	Thirty (30) Minutes After Notification

6.	**Failure to Maintain Emergency Standby Supply Inventory** as required by the Agreement	Cycle	Two (2) Hours After Notification
7.	**Failure to Maintain Janitorial Equipment On-Site, in Sufficient Quantities and Specified Condition**	Cycle	Two (2) Hours After Notification
8.	**Failure to Maintain EPA-Approved Labeling, Warnings and Antidote Requirements for Chemicals as required by the Agreement**	Cycle	Two (2) Hours After Notification
9.	**Complaints from MDAD Staff, Users/Tenants, or Customers Regarding the Responsiveness or Professionalism of the Contractor**	Patrolling	Thirty (30) Minutes After Notification

***Note:** **Patrolling Defect** requires immediate response or attention. **Cycle Defeat** identifies all daily and cycle cleaning as required by the Technical Specifications.

A. Initial Inspection: Each CPM notification of service defect per Table 1-A sent by the County via the smart restroom technology solution and/or CPR (for Area A) to the Contractor of the requirement to correct/cure a service defect per Table 1-A will result in the application of both a CPM deduction and Reevaluation fee, as specified in **Table 1-B, Contractor Performance Measurement Report Deduction Schedule**, listed directly below. The CPM deduction will be cumulative for all CPM notifications issued in a 24-Hour period. As such, the first (1st) CPM deduction in a 24-Hour period will result in a one hundred dollar ($100.00) deduction and shall accumulate in one hundred dollar ($100.00) increments for each CPM notification issued in a 24-hour period. For Area A: The Contractor shall respond to each County issued CPM notification utilizing CPR and the smart restroom technology solution by satisfactorily curing the service defect per Table 1-A within the response time allotted. Contractor may be required to provide picture of cured service defect per Table 1-A as part of their response to the County. Upon County's receipt of the Contractor's notification that service defect has been satisfactorily cured, the Department may reevaluate the service defect per Table 1-A to confirm satisfactory performance. Reevaluations will result in a reevaluation fee of one hundred dollars ($100.00) for each CPM notification issued. **CPM notifications of "service defect" per Table 1-A issued by the Department and satisfactorily completed by the Contractor within the allocated "response time" will <u>not</u> be assessed applicable CPM deduction, however, the reevaluation fee will be enforced for all CPM notifications issued by the County.**

Table 1-B
Contractor Performance Measurement Report Deduction Schedule For Janitorial Services

Number of Daily CPM Occurrence	CPM Deduction	Reevaluation Fee	Total Damages Assessed
1	$100.00	$100.00	$200.00
2	$200.00	$100.00	$300.00
3	$300.00	$100.00	$400.00
4	$400.00	$100.00	$500.00
5	$500.00	$100.00	$600.00
6	$600.00	$100.00	$700.00
7	$700.00	$100.00	$800.00
8	$800.00	$100.00	$900.00
9	$900.00	$100.00	$1,000.00
		Daily Total	$5,400.00

<u>Smart Restroom Solution</u>
In addition to the service level requirements shown in the Appendix A Scope of Services, Section 3 Smart Restroom Technology Solution, Contractor shall achieve the following performance standards for all Telecommunications needs:

Table 2-A
Contractor Service Levels for Smart Restroom Solution

Priority	Issue Severity	Description	Target Incident Response	Target Resolution Time	Resolution Target %
1	Critical	System Down: Business critical software component is inoperable or critical interface has failed. This indicates you are unable to use the Program resulting in a critical impact on operations.	1 hours	6 hours	95%
2	High	A software component is severely restricted in its use causing significant business impact. This indicates the Program is usable but is severely limited	2 hours	8 hours	95%
3	High	A software component is severely restricted in its use causing significant business impact. This indicates the Program is usable but is severely limited	2 hours	8 hours	95%
4	Medium	A noncritical software component or piece of vendor hardware is malfunctioning, causing moderate business impact. This indicates the Program is usable with less significant features.	4 hours	24 hours	95%
5	Low	Minor issue with minimal impact on users or system performance.	6 hours	48 hours	95%
6	Informational	General inquiries or requests for information.	8 hours	Next business day	95%

The County shall impose a monetary assessment in the form of Liquidated Damages for non-performance on the Contractor for failing to achieve the required service levels, response or timely completion within the designated time schedule, and other performance measurements as more fully described below:

Table 2-B
Contractor Performance Measurement Report Deduction Schedule

	Performance Measurement	Monetary Assessment for Non-Performance Summary
1	Failure of Contractor to meet the monthly service levels as stated in Table 2-A	Contractor shall credit back to the County if the overall average monthly service level performance falls below 95%. The average monthly service performance is calculated by summing the daily performance scores for all calendar days in the month and dividing that sum by the total number of calendar days in the month. The credit amount is determined by how many percentage points the average monthly performance falls below 95%. For service level performance between 90% and 94.99%, the credit is $250 for

		every percentage point below 95%. For service level performance between 85% and 89.99%, the credit is $500 for every percentage point below 95%. If service level performance falls below 85%, the credit is $1,000 for every percentage point below 95%.

The Parties recognize that the extent and calculation of damages may be difficult to ascertain, therefore, they agree that liquidated damages for non-performance in the amount stated are reasonable and is in lieu of all other remedies.

All performance measurement liquidated damages for non-performance shown above shall be cumulative and shall not exceed $25,000 per calendar year. Liquidated damages shall be deducted from the Contractor's monthly invoice amount for the month.

The Parties agree that the liquidated damages set forth in this Article shall not apply to the extent the Services rendered by Contractor are affected by any of the following (i) unauthorized actions of the County's personnel; (ii) unauthorized actions of third parties not an agent, Subcontractor, or supplier of the Contractor; (iii) failure of software or equipment not administered by Contractor; (iv) modification of the Work by the County, or third party not an agent, Subcontractor, or supplier of the Contractor; (v) damage or malfunction of hardware or software cause by the County, or third party not an agent, Subcontractor, or supplier of the Contractor; or (vi) the force majeure conditions set forth elsewhere in this Agreement.

ARTICLE 16. EXTRA WORK

a) Any Work that adds square footage beyond the square footage amount shown in Appendix B - Price Schedule or is outside of Appendix A - Scope of Services, shall be defined as "Extra Work."

b) The County will have the right to make changes to the Work specified herein and the character or quantity as may be considered necessary or desirable to complete the service in an acceptable manner.

c) The County will have the right to require the Contractor's personnel to perform other cleaning duties on the premises as the County deems necessary or desirable, and the Contractor shall promptly comply with the requirements. The County may authorize minor changes or alterations in the method or performance of the Services not involving additional cost and not inconsistent with the overall intent of this Agreement.

d) Changes in Work: Without invalidating the intent of the Agreement, the County may order any changes to the Work, in writing, signed by the County's representative. If the changes result in additions or deletions of square footage, the County will increase or reduce the compensation to the Contractor in accordance with fees per square footage pursuant to Appendix B – Price Schedule. In addition, Compensation for Extra Work or a reduction in work shall be determined at the time of need, and agreed to by the County and Contractor, in accordance with fees per square footage pursuant to Appendix B – Price Schedule.

ARTICLE 17. EMPLOYEES OF THE CONTRACTOR

All employees of the Contractor shall be, at all times, employees of the Contractor under its sole direction and not employees or agents of the County. The Contractor shall supply competent employees. Miami-Dade County may require the Contractor to remove an employee it deems careless, incompetent, insubordinate or otherwise objectionable and whose continued employment on County property is not in the best interest of the County. Each employee shall have and wear proper identification.

ARTICLE 18. INDEPENDENT CONTRACTOR RELATIONSHIP

The Contractor is, and shall be, in the performance of all Work and activities under this Agreement, an independent contractor, and not an employee, agent or servant of the County. All persons engaged in any of the Work performed or Services provided pursuant to this Agreement shall always, and in all places, be subject to the Contractor's sole direction, supervision, and control. The Contractor shall exercise control over the means and manner in which it and its employees perform the Work, and in all respects the Contractor's relationship and the relationship of its employees to the County shall be that of an independent contractor and not as employees and agents of the County.

The Contractor does not have the power or authority to bind the County in any promise, agreement, or representation other than specifically provided for in this Agreement.

ARTICLE 19. DISPUTE RESOLUTION PROCEDURE

a) The Contractor hereby acknowledges that the Project Manager will determine in the first instance all questions of any nature whatsoever arising out of, under, or in connection with, or in any way related to or on account of, this Agreement including without limitations: questions as to the value, acceptability and fitness of the Services; questions as to either party's fulfillment of its obligations under the Contract; negligence, fraud or misrepresentation before or subsequent to acceptance of the Contractor's Proposal; questions as to the interpretation of the Scope of Services; and claims for damages, compensation and losses.

b) The Contractor shall be bound by all determinations or orders and shall promptly comply with every order of the Project Manager, including the withdrawal or modification of any previous order and regardless of whether the Contractor agrees with the Project Manager's determination or order. Where orders are given orally, they will be issued in writing by the Project Manager as soon thereafter as is practicable.

c) The Contractor must, in the final instance, seek to resolve every difference concerning the Agreement with the Project Manager. In the event that the Contractor and the Project Manager are unable to resolve their difference, the Contractor may initiate a dispute in accordance with the procedures set forth in this Article. **Exhaustion of these procedures shall be a condition precedent to any lawsuit permitted hereunder.**

d) In the event of such dispute, the Parties authorize the County Mayor or designee, who may not be the Project Manager or anyone associated with this Project, acting personally, to decide all questions arising out of, under, or in connection with, or in any way related to or on account of the Agreement (including but not limited to claims in the nature of breach of contract, fraud or misrepresentation arising either before or subsequent to execution hereof) and the decision of each with respect to matters within the County Mayor's purview as set forth above shall be conclusive, final and binding on the Parties. Any such dispute shall be brought, if at all, before the County Mayor within ten (10) days of the occurrence, event or act out of which the dispute arises.

e) The County Mayor may base this decision on such assistance as may be desirable, including advice of experts, but in any event shall base the decision on an independent and objective determination of whether Contractor's performance or any Deliverable meets the requirements of this Agreement and any specifications with respect thereto set forth herein. The effect of any decision shall not be impaired or waived by any negotiations or settlements or offers made in connection with the dispute, whether or not the County Mayor participated therein, or by any prior decision of others, which prior decision shall be deemed subject to review, or by any termination or cancellation of the Agreement. All such disputes shall be submitted in writing by the Contractor to the County Mayor for a decision, together with all evidence and other pertinent information regarding such questions, in order that a fair and impartial decision may be made. Whenever the County Mayor is entitled to exercise discretion or judgement or to make a determination or form an opinion pursuant to the provisions of this Article, such action shall be fair and impartial when exercised or taken. The County Mayor, as appropriate, shall render a decision in writing and deliver a copy of the same to the Contractor. Except as such remedies may be limited or waived elsewhere in the Agreement, Contractor reserves the right to pursue any remedies available under law after exhausting the provisions of this Article.

f) This Article will survive the termination or expiration of this Agreement.

ARTICLE 20. MUTUAL OBLIGATIONS

a) This Agreement, including attachments and appendices to the Agreement, shall constitute the entire Agreement between the Parties with respect hereto and supersedes all previous communications and representations or agreements, whether written or oral, with respect to the subject matter hereto unless acknowledged in writing by the duly authorized representatives of the Parties.

b) Nothing in this Agreement shall be construed for the benefit, intended or otherwise, of any third party that is not a parent or subsidiary of a party or otherwise related (by virtue of ownership control or statutory control) to a party.

c) In those situations where this Agreement imposes an indemnity obligation on the Contractor, the County may, at its expense, elect to participate in the defense if the County should so choose. Furthermore, the County may at its own expense defend or settle any such claims if the Contractor fails to diligently defend such claims, and thereafter seek indemnity for such defense or settlement costs from the Contractor.

ARTICLE 21. QUALITY ASSURANCE/QUALITY ASSURANCE RECORD KEEPING

The Contractor shall maintain, and shall require that its Subcontractors and suppliers maintain, complete and accurate records to substantiate compliance with the requirements set forth in the Agreement. The Contractor and its Subcontractors and suppliers shall retain such records, and all other documents relevant to the Work furnished under this Agreement for a period of three years from the expiration date of this Agreement and any extension thereof.

ARTICLE 22. AUDITS

The County, or its duly authorized representatives and governmental agencies, shall until the expiration of three years after the expiration of this Agreement and any extension thereof, have access to and the right to examine and reproduce any of the Contractor's books, documents, papers and records and of its Subcontractors and suppliers which apply to all matters of the County. Such records shall subsequently conform to Generally Accepted Accounting Principles requirements, as applicable, and shall only address those transactions related to this Agreement.

Pursuant to Section 2-481 of the Code, the Contractor will grant access to the Commission Auditor to all financial and performance related records, property, and equipment purchased in whole or in part with government funds within five business days of the Commission Auditor's request. The Contractor agrees to maintain an accounting system that provides accounting records that are supported with adequate documentation, and adequate procedures for determining the allowability and allocability of costs.

ARTICLE 23. SUBSTITUTION OF PERSONNEL

In the event the Contractor needs to substitute personnel for the key personnel identified by the Contractor's Proposal, the Contractor must notify the County in writing and request written approval for the substitution at least ten (10) business days prior to effecting such substitution. However, such substitution shall not become effective until the County has approved said substitution.

ARTICLE 24. CONSENT OF THE COUNTY REQUIRED FOR ASSIGNMENT

The Contractor shall not assign, transfer, convey or otherwise dispose of this Agreement, including its rights, title, or interest in or to the same or any part thereof without the prior written consent of the County.

ARTICLE 25. SUBCONTRACTUAL RELATIONS

a) If the Contractor causes any part of this Agreement to be performed by a Subcontractor, the provisions of this Contract will apply to such Subcontractor and its officers, agents and employees in all respects as if it and they were employees of the Contractor; and the Contractor will not be in any manner thereby discharged from its obligations and liabilities hereunder, but will be liable hereunder for all acts, omissions, and negligence of the Subcontractor, its officers, agents, and employees, as if they were employees of the Contractor. The Services performed by the Subcontractor will be subject to the provisions hereof as if performed directly by the Contractor.

b) The Contractor, before making any subcontract for any portion of the Work, will state in writing to the County the name of the proposed Subcontractor, the portion of the Work which the Subcontractor is to do, the place of business of such Subcontractor, and such other information as the County may require. The County will have the right to require the Contractor not to award any subcontract to a person, firm or corporation disapproved by the County.

c) Before entering into any subcontract hereunder, the Contractor will inform the Subcontractor fully and completely of all provisions and requirements of this Agreement relating either directly or indirectly to the Work to be performed. Such Work performed by such Subcontractor will strictly comply with the requirements of this Contract.

d) In order to qualify as a Subcontractor satisfactory to the County, in addition to the other requirements herein provided, the

Subcontractor must be prepared to prove to the satisfaction of the County that it has the necessary facilities, skill and experience, and ample financial resources to perform the Work in a satisfactory manner. To be considered skilled and experienced, the Subcontractor must show to the satisfaction of the County that it has satisfactorily performed Work of the same general type which is required to be performed under this Agreement.

e) The County shall have the right to withdraw its consent to a subcontract if it appears to the County that the Subcontractor will delay, prevent, or otherwise impair the performance of the Contractor's obligations under this Agreement. All Subcontractors are required to protect the confidentiality of the County's and County's proprietary and confidential information. Contractor shall furnish to the County copies of all subcontracts between Contractor and Subcontractors and suppliers hereunder. Within each such subcontract, there shall be a clause for the benefit of the County in the event the County finds the Contractor in breach of this Contract, permitting the County to request completion by the Subcontractor of its performance obligations under the subcontract. The clause shall include an option for the County to pay the Subcontractor directly for the performance by such Subcontractor. Notwithstanding, the foregoing shall neither convey nor imply any obligation or liability on the part of the County to any Subcontractor hereunder as more fully described herein.

ARTICLE 26. ASSUMPTION, PARAMETERS, PROJECTIONS, ESTIMATES AND EXPLANATIONS

The Contractor understands and agrees that any assumptions, parameters, projections, estimates, and explanations presented by the County were provided to the Contractor for evaluation purposes only. However, since these assumptions, parameters, projections, estimates, and explanations represent predictions of future events the County makes no representations or guarantees; and the County shall not be responsible for the accuracy of the assumptions presented; and the County shall not be responsible for conclusions to be drawn therefrom; and any assumptions, parameters, projections, estimates and explanations shall not form the basis of any claim by the Contractor. The Contractor accepts all risk associated with using this information.

ARTICLE 27. SEVERABILITY

If this Agreement contains any provision found to be unlawful, the same shall be deemed to be of no effect and shall be deemed stricken from this Agreement without affecting the binding force of this Agreement as it shall remain after omitting such provision.

ARTICLE 28. TERMINATION AND SUSPENSION OF WORK

a) This Agreement may be terminated for cause by the County for reasons including, but not limited to, (i) the Contractor commits an Event of Default (as defined below in Article 29) and fails to cure said Event of Default (as delineated below in Article 30), or (ii) Contractor attempts to meet its contractual obligations with the County through fraud, misrepresentation, or material misstatement.

b) This Agreement may also be terminated for convenience by the County. Termination for convenience is effective on the termination date stated in the written notice provided by the County.

c) If County terminates this Agreement for cause under Article 28(a) above, the County may, in its sole discretion, also terminate or cancel any other contract(s) that such individual or corporation or other entity has with the County and that such individual, corporation or other entity shall pay all direct or indirect costs associated with such termination or cancellation, including attorneys' fees.

d) The foregoing notwithstanding, if the Contractors attempts to meet its contractual obligations with the County through fraud, misrepresentation, or material misstatement, the Contractor may be debarred from County contracting in accordance with the County debarment procedures. The Contractor may be subject to debarment for failure to perform and all other reasons set forth in Section 10-38 of the Code.

e) In the event that the County exercises its right to terminate this Agreement, the Contractor shall, upon receipt of such notice, unless otherwise directed by the County:

i. stop Work on the date specified in the notice (the "Effective Termination Date");

ii. take such action as may be necessary for the protection and preservation of the County's materials and property;

iii. cancel orders;

iv. assign to the County and deliver to any location designated by the County any non-cancelable orders for Deliverables that are not capable of use except in the performance of this Agreement and has been specifically developed for the sole purpose of this Agreement and not incorporated in the Services;

v. take no action which will increase the amounts payable by the County under this Agreement; and

vi. reimburse the County a proration of the fees paid annually based on the remaining months of the term per the compensation listed in Appendix B.

f) In the event that the County exercises its right to terminate this Agreement, the Contractor will be compensated as stated in the payment Articles herein for the:

i. portion of the Services completed in accordance with the Agreement up to the Effective Termination Date; and

ii. non-cancelable Deliverables that are not capable of use except in the performance of this Agreement and has been specifically developed for the sole purpose of this Agreement, but not incorporated in the Services.

g) All compensation pursuant to this Article are subject to audit.

h) In the event the Contractor fails to cure an Event of Default timely, the County may terminate this Agreement, and the County or its designated representatives may immediately take possession of all applicable equipment, materials, products, documentation, reports, and data.

ARTICLE 29. EVENT OF DEFAULT

a) An Event of Default is a material breach of this Agreement by the Contractor, and includes but is not limited to the following:

i. the Contractor has not delivered Deliverables and/or Services on a timely basis;

ii. the Contractor has refused or failed to supply enough properly skilled staff personnel;

iii. the Contractor has failed to make prompt payment to Subcontractors or suppliers for any Services;

iv. the Contractor has become insolvent (other than as interdicted by the bankruptcy laws), or has assigned the proceeds received for the benefit of the Contractor's creditors, or the Contractor has taken advantage of any insolvency statute or debtor/creditor law or if the Contractor's affairs have been put in the hands of a receiver;

v. the Contractor has failed to obtain the approval of the County where required by this Agreement;

vi. the Contractor has failed to provide "adequate assurances" as required under subsection b below;

vii. the Contractor has failed in the representation of any warranties stated herein; or

viii. the Contractor fails to comply with Article 45.

b) When, in the opinion of the County, reasonable grounds for uncertainty exist with respect to the Contractor's ability to perform the Work or any portion thereof, the County may request that the Contractor, within the timeframe set forth in the County's request, provide adequate assurances to the County, in writing, of the Contractor's ability to perform in accordance with the terms of this Agreement. Until the County receives such assurances, the County may request an adjustment to the compensation received by the Contractor for portions of the Work which the Contractor has not performed. In the event that the Contractor fails to provide to the County the requested assurances within the prescribed timeframe, the County may:

i. treat such failure as a repudiation and/or material breach of this Agreement; and

ii. resort to any remedy for breach provided herein or at law, including but not limited to, taking over the performance of the Work or any part thereof either by itself or through others.

ARTICLE 30. NOTICE OF DEFAULT - OPPORTUNITY TO CURE

If an Event of Default occurs in the determination of the County, the County shall notify the Contractor (the "Default Notice"), specifying the basis for such default, and advising the Contractor that such default must be cured immediately, or this Agreement with the County may be terminated. Notwithstanding, the County shall allow the Contractor to rectify the default to the County's reasonable satisfaction within a thirty (30) day period from the Default Notice. The County may grant an additional period of such duration as the County shall deem appropriate without waiver of any of the County's rights hereunder, so long as the Contractor has commenced curing such default and is effectuating a cure with diligence and continuity during such thirty (30) day period or any other period which the County prescribes. The Default Notice shall specify the date the Contractor shall discontinue the Work upon the Effective Termination Date.

ARTICLE 31. REMEDIES IN THE EVENT OF DEFAULT

If an Event of Default occurs, whether or not the County elects to terminate this Agreement as a result thereof, the Contractor shall be liable for all damages resulting from the default, irrespective of whether the County elects to terminate the Agreement, including but not limited to:

a) lost revenues:

b) the difference between the cost associated with procuring Services hereunder and the amount actually expended by the County for re-procurement of Services, including procurement and administrative costs; and

c) such other direct damages.

The Contractor shall also remain liable for any liabilities and claims related to the Contractor's default, provided, however, without limiting the County's rights pursuant to Article 11, that neither party shall be liable to the other for any special, incidental, or consequential damages arising under this Agreement. The County may also bring any suit or proceeding for specific performance or for an injunction.

ARTICLE 32. PATENT AND COPYRIGHT INDEMNIFICATION

a) The Contractor shall not infringe on any copyrights, trademarks, service marks, trade secrets, patent rights, other intellectual property rights or any other third-party proprietary rights in the performance of the Work.

b) The Contractor warrants that all Deliverables furnished hereunder, including but not limited to equipment, programs, documentation, software, analyses, applications, methods, ways, processes, and the like, do not infringe upon or violate any copyrights, trademarks, service marks, trade secrets, patent rights, other intellectual property rights or any other third party proprietary rights.

c) The Contractor shall be liable and responsible for any and all claims made against the County for infringement of patents, copyrights, service marks, trade secrets or any other third party proprietary rights, by the use or supplying of any programs, documentation, software, analyses, applications, methods, ways, processes, and the like, in the course of performance or completion of, or in any way connected with, the Work, or the County's continued use of the Deliverables furnished hereunder. Accordingly, the Contractor at its own expense, including the payment of attorney's fees, shall indemnify, and hold harmless the County and defend any action brought against the County with respect to any claim, demand, cause of action, debt, or liability.

d) In the event any Deliverable or anything provided to the County hereunder, or portion thereof is held to constitute an infringement and its use is or may be enjoined, the Contractor shall have the obligation to, at the County's option to (i) modify, or require that the applicable Subcontractor or supplier modify, the alleged infringing item(s) at its own expense, without impairing in any respect the functionality or performance of the item(s), or (ii) procure for the County, at the Contractor's expense, the rights provided under this Agreement to use the item(s).

e) The Contractor shall be solely responsible for determining and informing the County whether a prospective supplier or Subcontractor is a party to any litigation involving patent or copyright infringement, service mark, trademark, violation, or proprietary rights claims or is subject to any injunction which may prohibit it from providing any Deliverable hereunder. The Contractor shall enter into agreements with all suppliers and Subcontractors at the Contractor's own risk. The County may reject any Deliverable that it believes to be the subject of any such litigation or injunction, or if, in the County's judgment, use thereof would delay the Work or be unlawful.

ARTICLE 33. CONFIDENTIALITY

a) All Developed Works and other materials, data, transactions of all forms, financial information, documentation, inventions, designs and methods obtained from the County in connection with the Services performed under this Agreement, made or developed by the Contractor or its Subcontractors in the course of the performance of such Services, or the results of such Services, or for which the County holds the proprietary rights, constitute Confidential Information and may not, without the prior written consent of the County, be used by the Contractor or its employees, agents, Subcontractors or suppliers for any purpose other than for the benefit of the County, unless required by law. In addition to the foregoing, all County employee information and County financial information shall be considered Confidential Information and shall be subject to all the requirements stated herein. Neither the Contractor nor its employees, agents, Subcontractors, or suppliers may sell, transfer, publish, disclose, display, license or otherwise make available to others any part of such Confidential Information without the prior written consent of the County. Additionally, the Contractor expressly agrees to be bound by and to defend, indemnify and hold harmless the County, and their officers and employees from the breach of any federal, state, or local law in regard to the privacy of individuals.

b) The Contractor shall advise each of its employees, agents, Subcontractors, and suppliers who may be exposed to such Confidential Information of their obligation to keep such information confidential and shall promptly advise the County in writing if it learns of any unauthorized use or disclosure of the Confidential Information by any of its employees or agents, or Subcontractor's or supplier's employees, present or former. In addition, the Contractor agrees to cooperate fully and provide any assistance necessary to ensure the confidentiality of the Confidential Information.

c) In the event of a breach of this Article damages may not be an adequate remedy and the County shall be entitled to injunctive relief to restrain any such breach or threatened breach. Unless otherwise requested by the County, upon the completion of the Services performed hereunder, the Contractor shall immediately turn over to the County all such Confidential Information existing in tangible form, and no copies thereof shall be retained by the Contractor or its employees, agents, Subcontractors, or suppliers without the prior written consent of the County. A certificate evidencing compliance with this provision and signed by an officer of the Contractor shall accompany such materials.

ARTICLE 34. PROPRIETARY INFORMATION

As a political subdivision of the State of Florida, Miami-Dade County is subject to the stipulations of the public records laws of the State of Florida (the "Public Records Law").

The Contractor acknowledges that all computer software in the County's possession may constitute or contain information or materials which the County has agreed to protect as proprietary information from disclosure or unauthorized use and may also constitute or contain information or materials which the County has developed at its own expense, the disclosure of which could harm the County's proprietary interest therein.

During the term of the Contract, the Contractor will not use directly or indirectly for itself or for others, or publish or disclose to any third party, or remove from the County's property, any computer programs, data compilations, or other software which the County has developed, has used, or is using, is holding for use, or which are otherwise in the possession of the County (the "Computer Software"). All third-party license agreements must also be honored by the Contractor and its employees, except as authorized by the County and, if the Computer Software has been leased or purchased by the County, all hired party license agreements must also be honored by the contractors' employees with the approval of the lessor or Contractors thereof. This includes mainframe, minis, telecommunications, personal computers, and all information technology software.

The Contractor will report to the County any information discovered or which is disclosed to the Contractor which may relate to the improper use, publication, disclosure, or removal from the County's property of any information technology software and hardware and will take such steps as are within the Contractor's authority to prevent improper use, disclosure, or removal.

ARTICLE 35. PROPRIETARY RIGHTS

a) The Contractor hereby acknowledges and agrees that the County retains all rights, title and interests in and to all materials, data, documentation and copies thereof furnished by the County to the Contractor hereunder or furnished by the Contractor to the County and/or created by the Contractor for delivery to the County, even if unfinished or in process, as a result of the Services the Contractor performs in connection with this Agreement, including all copyright and other proprietary rights therein, which the Contractor as well as its employees, agents, Subcontractors and suppliers may use only in connection with the performance of Services under this Agreement. The Contractor shall not, without the prior written consent of the County, use such documentation on any other project in which the Contractor or its employees, agents, Subcontractors, or suppliers are or may become engaged. Submission or distribution by the Contractor to meet official regulatory requirements or for other purposes in connection with the performance of Services under this Agreement shall not be construed as publication in derogation of the County's copyrights or other proprietary rights.

b) All Developed Works shall become the property of the County.

c) Accordingly, neither the Contractor nor its employees, agents, Subcontractors, or suppliers shall have any proprietary interest in such Developed Works. The Developed Works may not be utilized, reproduced, or distributed by or on behalf of the Contractor, or any employee, agent, Subcontractor or supplier thereof, without the prior written consent of the County, except as required for the Contractor's performance hereunder.

d) Except as otherwise provided in subsections a, b, and c above, or elsewhere herein, the Contractor and its Subcontractors and suppliers hereunder shall retain all proprietary rights in and to all Licensed Software provided hereunder, that have not been customized to satisfy the performance criteria set forth in the Scope of Services. Notwithstanding the foregoing, the Contractor hereby grants, and shall require that its Subcontractors and suppliers grant, if the County so desires, a perpetual, irrevocable and unrestricted right and license to use, duplicate, disclose and/or permit any other person(s) or entity(ies) to use all such technical data and other Documentation for the operations of the County or entities controlling, controlled by, under common control with, or affiliated with the County, or organizations which may hereafter be formed by or become affiliated with the County. Such license specifically includes, but is not limited to, the right of the County to use and/or disclose, in whole or in part, the technical documentation, , to any person or entity outside the County for such person's or entity's use in furnishing any and/or all of the Deliverables provided hereunder exclusively for the County or entities controlling, controlled by, under common control with, or affiliated with the County, or organizations which may hereafter be formed by or become affiliated with the County. No such License Software, specifications, data, documentation, or related information shall be deemed to have been given in confidence and any statement or legend to the contrary shall be void and of no effect.

ARTICLE 36. SUPPLIER/VENDOR REGISTRATION/CONFLICT OF INTEREST

a) Supplier/Vendor Registration

The Contractor shall be a registered vendor with the County – Strategic Procurement Department, for the duration of this Agreement. In becoming a registered vendor with Miami-Dade County, the vendor's Federal Employer Identification Number (FEIN) must be provided, via submission of Form W-9 and 147c Letter, as required by the Internal Revenue Service (IRS). If no FEIN exists, the Social Security Number of the owner must be provided as the legal entity identifier. This number becomes Contractor's "County Vendor Number." To comply with Section 119.071(5) of the Florida Statutes relating to the collection of an individual's Social Security Number, be aware that the County requests the Social Security Number for the following purposes:

- **Identification of individual account records**
- **Payments to individual/Contractor for goods and services provided to Miami-Dade County**
- **Tax reporting purposes**
- **Provision of unique identifier in the vendor database used for searching and sorting departmental records**

The Contractor confirms its commitment to comply with the vendor registration requirements and the associated affidavits available in INFORMS at https://supplier.miamidade.gov.

b) Conflict of Interest and Code of Ethics
Sections 2-11.1 (c) and (d) of the Code require that any County official, agency/board member or employee, or any member of his or her immediate family who, through a firm, corporation, partnership or business entity, has a financial interest, direct or indirect, with Miami-Dade County or any person or agency acting for Miami-Dade County, competing or applying for a contract, must first obtain and submit a written conflict of interest opinion from the County's Ethics Commission prior to the official, agency/board member or employee, or his or her immediate family member entering into any contract or transacting any business with Miami-Dade County or any person or agency acting for Miami-Dade County. Any such contract or business transaction entered in violation of these subsections, as amended, shall be rendered voidable. All County officials, autonomous personnel, quasi-judicial personnel, advisory personnel, and employees wishing to do business with the County are hereby advised they must comply with the applicable provisions of Section 2-11.1 of the Conflict of Interest and Code of Ethics Ordinance.

ARTICLE 37. INSPECTOR GENERAL REVIEWS

Independent Private Sector Inspector General Reviews
Pursuant to Miami-Dade County Administrative Order No. 3-20, the County has the right to retain the services of an Independent Private Sector Inspector General (the "IPSIG"), whenever the County deems it appropriate to do so. Upon written notice from the County, the Contractor shall make available to the IPSIG retained by the County, all requested records and documentation pertaining to this Agreement for inspection and reproduction. The County shall be responsible for the payment of these IPSIG services, and under no circumstance shall the Contractor's prices and any changes thereto approved by the County, be inclusive of any charges relating to these IPSIG services. The terms of this provision apply to the Contractor, its officers, agents, employees, Subcontractors, and assignees. Nothing contained in this provision shall impair any independent right of the County to conduct an audit or investigate the operations, activities, and performance of the Contractor in connection with this Agreement. The terms of this Article shall not impose any liability on the County by the Contractor or any third party.

Miami-Dade County Inspector General Review
According to Section 2-1076 of the Code, Miami-Dade County has established the Office of the Inspector General which may, on a random basis, perform audits on all County contracts, throughout the duration of said contracts. The cost of the audit for this Contract shall be one quarter of one percent (0.25%) of the total Contract amount which cost shall be included in the total Contract amount. The audit cost will be deducted by the County from progress payments to the Contractor. The audit cost shall also be included in all change orders and all Contract renewals and extensions.

Exception: The above application of one quarter of one percent (0.25%) fee assessment shall not apply to the following contracts: (a) IPSIG contracts; (b) contracts for legal services; (c) contracts for financial advisory services; (d) auditing contracts; (e) facility rentals and lease agreements; (f) concessions and other rental agreements; (g) insurance contracts; (h) revenue-generating contracts; (i) contracts where an IPSIG is assigned at the time the contract is approved by the Board; (j) professional service agreements under $1,000; (k) management agreements; (l) small purchase orders as defined in Miami-Dade County Implementing Order No. 3-38; (m) federal, state and local government-funded grants; and (n) interlocal agreements. ***Notwithstanding the foregoing, the Miami-Dade County Board of County Commissioners may authorize the inclusion of the fee assessment of one quarter of one percent (0.25%) in any exempted contract at the time of award.***

Nothing contained above shall in any way limit the powers of the Inspector General to perform audits on all County contracts including, but not limited to, those contracts specifically exempted above. The Miami-Dade County Inspector General is authorized and empowered to review past, present, and proposed County and Trust contracts, transactions, accounts, records, and programs. In addition, the Inspector General has the power to subpoena witnesses, administer oaths, require the production of records, and monitor existing projects and programs. Monitoring of an existing project or program may include a report concerning whether the project is on time, within budget and in conformance with plans, specifications, and applicable law. The Inspector General is empowered to analyze the necessity of and reasonableness of proposed change orders to the Contract. The Inspector General is empowered to retain the services of IPSIGs to audit, investigate, monitor, oversee, inspect, and review operations, activities, performance and procurement process,

including but not limited to project design, specifications, proposal submittals, activities of the Contractor, its officers, agents and employees, lobbyists, County staff and elected officials to ensure compliance with contract specifications and to detect fraud and corruption.

Upon written notice to the Contractor from the Inspector General or IPSIG retained by the Inspector General, the Contractor shall make all requested records and documents available to the Inspector General or IPSIG for inspection and copying. The Inspector General and IPSIG shall have the right to inspect and copy all documents and records in the Contractor's possession, custody or control which, in the Inspector General's or IPSIG's sole judgment, pertain to performance of the Contract, including, but not limited to original estimate files, change order estimate files, worksheets, proposals and agreements form and which successful and unsuccessful Subcontractors and suppliers, all project-related correspondence, memoranda, instructions, financial documents, construction documents, proposal and contract documents, back-charge documents, all documents and records which involve cash, trade or volume discounts, insurance proceeds, rebates, or dividends received, payroll and personnel records, and supporting documentation for the aforesaid documents and records.

ARTICLE 38. FEDERAL, STATE, AND LOCAL COMPLIANCE REQUIREMENTS

As applicable, Contractor shall comply, subject to applicable professional standards, with the provisions of all applicable federal, state and the County orders, statutes, ordinances, rules and regulations which may pertain to the Services required under this Agreement, including, but not limited to:

a) Equal Employment Opportunity clause provided under 41 C.F.R. Part 60-1.3 in accordance with Executive Order 11246, "Equal Employment Opportunity", as amended by Executive Order 11375, and, implementing regulations at 41 C.F.R. Part 60.

b) Miami-Dade County Small Business Enterprises Development Participation Provisions.

c) The Clean Air Act of 1955, as amended, (42 U.S.C. §§ 7401-7671q.) and the Federal Water Pollution Control Act (33 U.S.C. §§ 1251-1387), as amended.

d) The Davis-Bacon Act, as amended(40 U.S.C. §3141-3144 and 3146-3148) as supplemented by the Department of Labor regulations (29 C.F.R. Part 5).

e) The Copeland "Anti-Kickback" Act (40 U.S.C. § 3145) as supplemented by the Department of Labor regulations (29 C.F.R. Part 2).

f) Section 2-11.1 of the Code of Miami-Dade County, "Conflict of Interest and Code of Ethics Ordinance".

g) Section 10-38 of the Code of Miami-Dade County, "Debarment of Contractors from County Work".

h) Section 11A-60 - 11A-67 of the Code of Miami-Dade County, "Domestic Leave".

i) Section 21-255 of the Code of Miami-Dade County, prohibiting the presentation, maintenance, or prosecution of false or fraudulent claims against Miami-Dade County.

j) The Equal Pay Act of 1963, as amended (29 U.S.C. § 206(d)).

k) The prohibitions against discrimination on the basis of age under the Age Discrimination Act of 1975 (42 U.S.C. §§ 6101-07) and regulations issued pursuant thereto (24 C.F.R. Part 146).

l) Section 448.07 of the Florida Statutes "Wage Rate Discrimination Based on Sex Prohibited".

m) Chapter 11A of the Code of Miami-Dade County (§ 11A-1 *et seq.*) "Discrimination".

n) Chapter 22 of the Code of Miami-Dade County (§ 22-1 *et seq.*) "Wage Theft".

o) Any other laws prohibiting wage rate discrimination based on sex.

p) Chapter 8A, Article XIX, of the Code of Miami-Dade County (§ 8A-400 *et seq.*) "Business Regulations".

q) Byrd Anti-Lobbying Amendment (31 U.S.C. § 1352).

r) Executive Order 12549 "Debarment and Suspension", which stipulates that no contract(s) are “to be awarded at any tier or to any party which is debarred or suspended or is otherwise excluded from or ineligible for participation in Federal assistance programs”.

Pursuant to Resolution No. R-1072-17, by entering into this Contract, the Contractor is certifying that the Contractor is in compliance with, and will continue to comply with, the provisions of items "j" through "o" above.

The Contractor shall hold all licenses and/or certifications, obtain and pay for all permits and/or inspections, and comply with all laws, ordinances, regulations and building code requirements applicable to the work required herein. Damages, penalties, and/or fines imposed on the County or Contractor for failure to obtain and maintain required licenses, certifications, permits and/or inspections shall be borne by the Contractor. The Project Manager shall verify the certification(s), license(s), and permit(s) for the Contractor prior to authorizing Work and as needed.

Notwithstanding any other provision of this Agreement, Contractor shall not be required pursuant to this Agreement to take any action or abstain from taking any action if such action or abstention would, in the good faith determination of the Contractor, constitute a violation of any law or regulation to which Contractor is subject, including but not limited to laws and regulations requiring that Contractor conduct its operations in a safe and sound manner.

ARTICLE 39. FEDERAL AGENCIES RIGHT TO CONSENT

The Contractor shall understand and agree that all persons entering and working in or around arriving international aircraft and facilities used by various Federal Inspection Services agencies may be subject to the consent and approval of such agencies and any bonding that may be imposed by such agencies. Persons not approved or authorized by the Federal Inspection Services agencies may not be employed by the Contractor in areas under the jurisdiction or control of such Federal Inspection Agencies.

The Department has security rules and policies in place that each company and their personnel must be in compliance with when performing duties at Miami International Airport. These policies include provisions of the Miami-Dade County Code for Aviation Department Rules and Regulations Chapter 25, MDAD Security Directives and Notices, and Transportation Security Administration (TSA) requirements under Title 49, CFR, Parts 1540, 1542, and 1544.

ARTICLE 40. NONDISCRIMINATION

During the performance of this Contract, Contractor agrees to not discriminate unlawfully against any employee or applicant for employment on the basis of race, color, religion, ancestry, national origin, sex, pregnancy, age, disability, marital status, familial status, sexual orientation, gender identity or gender expression, status as victim of domestic violence, dating violence or stalking, or veteran status, and on housing related contracts the source of income, and will take affirmative action to ensure that employees and applicants are afforded equal employment opportunities without discrimination. Such action shall be taken with reference to, but not limited to recruitment, employment, termination, rates of pay or other forms of compensation, and selection for training or retraining, including apprenticeship and on the job training.

By entering into this Contract, the Contractor attests that it is not in violation of the Americans with Disabilities Act of 1990 (and related Acts) or Miami-Dade County Resolution No. R-385-95. If the Contractor or any owner, subsidiary or other firm affiliated with or related to the Contractor is found by the responsible enforcement agency or the County to be in violation of the Act or the Resolution, such violation shall render this Contract void. This Contract shall be void if the Contractor submits a false affidavit pursuant to this Resolution or the Contractor violates the Act or the Resolution during the term of this Contract, even if the Contractor was not in violation at the time it submitted its affidavit.

ARTICLE 41. CONFLICT OF INTEREST

The Contractor represents that:

a) No officer, director, employee, agent, or other consultant of the County or a member of the immediate family or household of the aforesaid has directly or indirectly received or been promised any form of benefit, payment, or compensation, whether tangible or intangible, in connection with the award of this Agreement.

b) There are no undisclosed persons or entities interested with the Contractor in this Agreement. This Agreement is entered into by the Contractor without any connection with any other entity or person making a proposal for the same purpose, and without

collusion, fraud or conflict of interest. No elected or appointed officer or official, director, employee, agent, or other consultant of the County, or of the State of Florida (including elected and appointed members of the legislative and executive branches of government), or a member of the immediate family or household of any of the aforesaid:

i) is interested on behalf of or through the Contractor directly or indirectly in any manner whatsoever in the execution or the performance of this Agreement, or in the Services, Deliverables or Work, to which this Agreement relates or in any portion of the revenues; or

ii) is an employee, agent, advisor, or consultant to the Contractor or to the best of the Contractor's knowledge any Subcontractor or supplier to the Contractor.

c) Neither the Contractor nor any officer, director, employee, agency, parent, subsidiary, or affiliate of the Contractor shall have an interest which is in conflict with the Contractor's faithful performance of its obligation under this Agreement; provided that the County, in its sole discretion, may consent in writing to such a relationship, provided the Contractor provides the County with a written notice, in advance, which identifies all the individuals and entities involved and sets forth in detail the nature of the relationship and why it is in the County's best interest to consent to such relationship.

d) The provisions of this Article are supplemental to, not in lieu of, all applicable laws with respect to conflict of interest. In the event there is a difference between the standards applicable under this Agreement and those provided by statute, the stricter standard shall apply.

e) In the event Contractor has no prior knowledge of a conflict of interest as set forth above and acquires information which may indicate that there may be an actual or apparent violation of any of the above, Contractor shall promptly bring such information to the attention of the Project Manager. Contractor shall thereafter cooperate with the County's review and investigation of such information and comply with the instructions Contractor receives from the Project Manager regarding remedying the situation.

ARTICLE 42. PRESS RELEASE OR OTHER PUBLIC COMMUNICATION

Under no circumstances shall the Contractor without the express written consent of the County:

a) Issue or permit to be issued any press release, advertisement or literature of any kind which refers to the County, or the Work being performed hereunder, unless the Contractor first obtains the written approval of the County. Such approval may be withheld if for any reason the County believes that the publication of such information would be harmful to the public interest or is in any way undesirable; and

b) Communicate in any way with any contractor, department, board, agency, commission or other organization or any person whether governmental or private in connection with the Work to be performed hereunder except upon prior written approval and instruction of the County; and

c) Except as may be required by law, the Contractor and its employees, agents, Subcontractors, and suppliers will not represent, directly or indirectly, that any Work, Deliverables or Services provided by the Contractor or such parties has been approved or endorsed by the County.

ARTICLE 43. BANKRUPTCY

The County may terminate this Contract, if, during the term of any contract the Contractor has with the County, the Contractor becomes involved as a debtor in a bankruptcy proceeding, or becomes involved in a reorganization, dissolution, or liquidation proceeding, or if a trustee or receiver is appointed over all or a substantial portion of the property of the Contractor under federal bankruptcy law or any state insolvency law.

ARTICLE 44. GOVERNING LAW

This Contract, including appendices, and all matters relating to this Contract (whether in contract, statute, tort (such as negligence), or otherwise) shall be governed by, and construed in accordance with, the laws of the State of Florida. Venue shall be in Miami-Dade County.

ARTICLE 45. COUNTY USER ACCESS PROGRAM (UAP)

Not applicable.

ARTICLE 46. INTEREST OF MEMBERS, OFFICERS OR EMPLOYEES AND FORMER MEMBERS, OFFICERS OR EMPLOYEES

No member, officer, or employee of the County, no member of the governing body of the locality in which the Project is situated, no member of the governing body in which the County was activated, and no other public official of such locality or localities who exercises any functions or responsibilities with respect to the project, shall, during his or her tenure, or for one year thereafter, have any interest, direct or indirect, in this Contract or the proceeds thereof.

ARTICLE 47. LIENS

The Contractor is prohibited from placing a lien on County property. This prohibition shall apply to all Subcontractors.

ARTICLE 48. FIRST SOURCE HIRING REFERRAL PROGRAM

Pursuant to Section 2-2113 of the Code, for all contracts for goods and services, the Contractor, prior to hiring to fill each vacancy arising under a County contract shall (1) first notify Career Source South Florida ("CSSF"), the designated Referral Agency, of the vacancy and list the vacancy with CSSF according to the Code, and (2) make good faith efforts as determined by the County to fill a minimum of fifty percent (50%) of its employment needs under the County contract through the CSSF. If no suitable candidates can be employed after a Referral Period of three to five days, the Contractor is free to fill its vacancies from other sources. Contractor will be required to provide quarterly reports to the CSSF indicating the name and number of employees hired in the previous quarter, or why referred candidates were rejected. Sanctions for non-compliance shall include, but not be limited to: (i) suspension of Contract until Contractor performs obligations, if appropriate; (ii) default and/or termination; and (iii) payment of $1,500/employee, or the value of the wages that would have been earned given the noncompliance, whichever is less. Registration procedures and additional information regarding the First Source Hiring Referral Program are available at https://iapps.careersourcesfl.com/firstsource/.

ARTICLE 49. PUBLIC RECORDS AND CONTRACTS FOR SERVICES PERFORMED ON BEHALF OF MIAMI-DADE COUNTY

The Contractor shall comply with the Public Records Laws, including by not limited to, (1) keeping and maintaining all public records that ordinarily and necessarily would be required by the County in order to perform the service; (2) providing the public with access to public records on the same terms and conditions that the County would provide the records and at a cost that does not exceed the cost provided in Chapter 119, Florida Statutes, or as otherwise provided by law; (3) ensuring that public records that are exempt or confidential and exempt from public records disclosure requirements are not disclosed except as authorized by law; and (4) meeting all requirements for retaining public records and transferring, at no cost, to the County all public records in possession of the Contractor upon termination of the Contract and destroying any duplicate public records that are exempt or confidential and exempt from public records disclosure requirements upon such transfer. In addition, all records stored electronically must be provided to the County in a format that is compatible with the information technology systems of the County. Failure to meet any of these provisions or to comply with Florida's Public Records Laws as applicable shall be a material breach of this Agreement and shall be enforced in accordance with the terms and conditions of the Agreement.

IF THE CONTRACTOR HAS QUESTIONS REGARDING THE APPLICATION OF CHAPTER 119, FLORIDA STATUTES, TO THE CONTRACTOR'S DUTY TO PROVIDE PUBLIC RECORDS RELATING TO THIS CONTRACT, CONTACT THE CUSTODIAN OF PUBLIC RECORDS AT (305) 375-5773, ISD-VSS@MIAMIDADE.GOV, 111 NW 1st STREET, SUITE 1300, MIAMI, FLORIDA 33128.

ARTICLE 50. VERIFICATION OF EMPLOYMENT ELIGIBILITY (E-VERIFY)

By entering into this Contract, the Contractor and its Subcontractors are jointly and severally obligated to comply with the provisions of Section 448.095, Florida Statutes, as amended, titled "Employment Eligibility." The Contractor affirms that (a) it has registered and uses the U.S. Department of Homeland Security's E-Verify system to verify the work authorization status of all new employees of the Contractor; (b) it has required all Subcontractors to this Contract to register and use the E-Verify system to verify the work authorization status of all new employees of the Subcontractor; (c) it has an affidavit from all Subcontractors to this Contract attesting that the Subcontractor does not employ, contract with, or subcontract with, unauthorized aliens; and (d) it shall maintain copies of any such affidavits for duration of the Contract. Registration information is available at: (http://www.uscis.gov/e-verify)

If County has a good faith belief that Contractor has knowingly violated Section 448.09(1), Florida Statutes, then County shall terminate this contract in accordance with Section 448.095(5)(c), Florida Statutes. In the event of such termination the Contractor agrees and

acknowledges that it may not be awarded a public contract for at least one (1) year from the date of such termination and that Contractor shall be liable for any additional costs incurred by the County because of such termination.

In addition, if County has a good faith belief that a Subcontractor has knowingly violated any provisions of Sections 448.09(1) or 448.095, Florida Statutes, but Contractor has otherwise complied with its requirements under those statutes, then Contractor agrees that it shall terminate its contract with the Subcontractor upon receipt of notice from the County of such violation by Subcontractor in accordance with Section 448.095(5)(c), Florida Statutes.

Any challenge to termination under this provision must be filed in the Circuit or County Court by the County, Contractor, or Subcontractor no later than twenty (20) calendar days after the date of contract termination.

ARTICLE 51. PROHIBITION AGAINST GOVERNMENTAL ENTITY CONTRACTS WITH COMMON CARRIER or CONTRACTED CARRIER

By entering into, amending, or renewing this Contract, including, without limitation a grant agreement or economic incentive program payment agreement (all referred to as "Contract"), as applicable, the common carrier or contracted carrier (collectively referred to as "Carrier" or "Contractor") is obligated to comply with the provisions of Section 908.111, Florida Statutes ("F.S."), "Prohibition against governmental entity contracts with common carriers," etc. as amended, which is deemed as being incorporated by reference in this Contract. All definitions and requirements from Section 908.111, F.S. apply to this Contract.

This compliance includes Contractor providing an attestation that it is not willfully providing, nor will it willfully provide, any service during the Contract term in furtherance of transporting a person into the State of Florida knowing that the person is an unauthorized alien, except to facilitate the detention, removal, or departure of the person from the State of Florida or the United States. This attention by the Contractor shall be in the form attached to this Contract as **Exhibit A - Common Carrier or Contracted Carrier Attestation Form** and must be executed by Contractor and provided County when entering, amending, or renewing this Contract. **This Contract shall not be effective unless and until Contractor executes and provides such attestation.**

Additionally, the Contractor acknowledges and agrees that this subsection and the corresponding compliance with the requirements of Section 908.111, F.S., are deemed added to Section 33 of the Contract (**FEDERAL, STATE, AND LOCAL COMPLIANCE REQUIREMENTS**). The Contractor further affirms that if it is found in violation of the required attestation, or of any requirement of the Contractor set forth in Section 908.111, F.S., such violation shall be just cause for immediate termination of the Contract by the County, without opportunity to cure, and exclusive of any procedures to cure set forth in elsewhere in the Contract for other events of default. Such termination shall be effective on the termination date stated in the written notice provided by the County and Contractor shall take all actions provided in Section 23(e) of this Contract. If County terminates this Agreement for cause under this subsection, County shall retain its rights under Section 23(c)-(d) of the Contract to (1) terminate or cancel any other contract(s) that such individual or corporation or other entity has with the County and that such individual, corporation or other entity shall pay all direct or indirect costs associated with such termination or cancellation, including attorneys' fees, and (2) debar Contractor from County contracting in accordance with the County debarment procedures.

ARTICLE 52. PAYMENT CARD INDUSTRY DATA SECURITY REQUIREMENTS

Not applicable.

ARTICLE 53. PAYMENT CARD INDUSTRY DATA SECURITY COMPLIANCE

Not applicable.

ARTICLE 54. CYBERSECURITY AND INFORMATION TECHNOLOGY PROCUREMENT AND PROTECTION PROGRAM

All purchases of Cybersecurity Products shall abide by Sec. 2-8.2.6.2 of the Code of Miami-Dade County, *titled* Cybersecurity and Information Technology Procurement and Protection Program. The proposed software and/or hardware shall be produced in the United States, with the following exceptions:

(a) the required Cybersecurity Product is not produced in the United States, or if such required Cybersecurity Product is produced in the United States and it is not of a satisfactory quality to meet the needs of Miami-Dade County;

(b) upon a written recommendation of the County Mayor and approved by a majority vote of the Board of County Commission members present, compliance with the procurement and contracting requirements of Sec. 2-8.2.6.2 of the Code of Miami-Dade County, is not consistent with the best interests of the public; or,

(c) the Cybersecurity Product is purchased from a company or subsidiary that is not on the list of prohibited telecommunications companies in the John S. McCain National Defense Authorization Act for Fiscal Year 2019, Public Law 115-232, as that list may be amended from time.

Contractor's employees who have access to County owned, licensed, or operated Cybersecurity Products shall be subject to Heightened Security Review prior to such employees being granted access to County Cybersecurity Products.

ARTICLE 55. POURING RIGHTS

Not applicable.

ARTICLE 56. SURVIVAL

The Parties acknowledge that any of the obligations in this Agreement will survive the term, termination, and cancellation hereof. Accordingly, the respective obligations of the Contractor and the County under this Agreement, which by nature would continue beyond the termination, cancellation, or expiration thereof, shall survive termination, cancellation or expiration hereof.

ARTICLE 57. ADDITIONAL POSITIONS

At MDAD's sole discretion, additional positions may be required during the term of the Contract. In the event the County deems it necessary to acquire such additional positions, compensation shall be in accordance with Appendix B – Price Schedule.

ARTICLE 58. GENERAL ALLOWANCE ACCOUNT

Pursuant to Section 2-8.1 of the Code, an allowance of ten percent (10%) of the project base estimate amount, not exceeding the total amount of $23,761,997 has been established for the following contingencies:

a) To pay for Living Wage price adjustments in accordance with Article 8 herein.
b) To pay for CPI price adjustments in accordance with Article 9 herein.
c) To pay for as-needed Additional Positions in accordance with Article 57 herein.
d) To pay for parts and equipment in accordance with Appendix A – Scope of Services, Section 15.1.

Any General Allowance Account expenses shall be approved by the County in advance and authorized by a Purchase Order. Any portion of the aforementioned not-to-exceed amount for which payment is not authorized in writing by the Project Manager shall remain the property of the County. The Contractor shall have no entitlement to any of these funds. The County retains all rights to these funds, may expend these funds at its sole discretion, and any funds not expended from this account remain the property of the County. When Service is to be performed under the General Allowance Account, if any, it shall be integrated into the Agreement as a part of the Agreement as awarded.

ARTICLE 59. MIAMI-DADE COUNTY UNITED STATES SOCCER FEDERATION 2026 WORLD CUP

The terms of this Agreement are subordinate to the terms of the Airport Agreement submitted by Miami-Dade County to the United States Soccer Federation on February 21, 2018. In carrying out its obligations under this Agreement, the Consultant shall not take or omit any action which is inconsistent with, or in derogation of, the County's obligations under the Airport Agreement. Where the Consultant's rights or obligations under this Agreement are in conflict with the County's obligations under the Airport Agreement, and upon notice by the County to Consultant, the terms of this Agreement shall be deemed conformed to the County's obligations under the Airport Agreement. Where such conformance would cause a material change in this Agreement, Consultant shall have the right, upon written notice to the County within five (5) days of receipt of notice of such a conflict, to terminate this Agreement for convenience; in such termination, the Consultant shall have no cause of action for money damages of any kind, including but not limited to direct damages, unamortized costs or debt, stored or ordered materials, indirect damages, lost profits, loss of opportunity, loss of goodwill, or otherwise. In the event that the Agreement does not elect to terminate this Agreement within the time specified herein, this Agreement shall be deemed to have been amended via consent of the parties to conform its terms to the requirements of the Airport Agreement, but only to the extent needed to avoid conflict with same.

NOTE: The Agreement between Miami-Dade County and the U.S. Soccer Federation is available at: http://www.miamidade.gov/govaction/legistarfiles/MinMatters/Y2018/180129min.pdf

ARTICLE 60. FEDERAL AVIATION ADMINISTRATION (FAA) PROVISIONS

Compliance with Nondiscrimination Requirements:

During the performance of this Agreement, the Contractor, for itself, its assignees, and successors in interest (hereinafter referred to as the "Contractor") agrees as follows:

1. Compliance with Regulations: The Contractor (hereinafter includes consultants) will comply with the Title VI List of Pertinent Nondiscrimination Acts And Authorities, as they may be amended from time to time, which are herein incorporated by reference and made a part of this Agreement.

2. Non-discrimination: The Contractor, with regard to the work performed by it during the contract, will not discriminate on the grounds of race, color, or national origin in the selection and retention of subcontractors, including procurements of materials and leases of equipment. The contractor will not participate directly or indirectly in the discrimination prohibited by the Nondiscrimination Acts and Authorities, including employment practices when the contract covers any activity, project, or program set forth in Attachment B of 49 CFR part 21.

3. Solicitations for Subcontracts, Including Procurements of Materials and Equipment: In all solicitations, either by competitive bidding, or negotiation made by the Contractor for work to be performed under a subcontract, including procurements of materials, or leases of equipment, each potential subcontractor or supplier will be notified by the Contractor of the Contractor's obligations under this contract and the Nondiscrimination Acts And Authorities on the grounds of race, color, or national origin.

4. Information and Reports: The Contractor will provide all information and reports required by the Acts, the Regulations, and directives issued pursuant thereto and will permit access to its books, records, accounts, other sources of information, and its facilities as may be determined by the sponsor or the Federal Aviation Administration to be pertinent to ascertain compliance with such Nondiscrimination Acts And Authorities and instructions.

Where any information required of a contractor is in the exclusive possession of another who fails or refuses to furnish the information, the contractor will so certify to the sponsor or the Federal Aviation Administration, as appropriate, and will set forth what efforts it has made to obtain the information.

5. Sanctions for Noncompliance: In the event of a Contractor's noncompliance with the Nondiscrimination provisions of this Contract, the sponsor will impose such contract sanctions as it or the Federal Aviation Administration may determine to be appropriate, including, but not limited to:

    i. Withholding payments to the Contractor under the Agreement until the contractor complies; and/or

    ii. Cancelling, terminating, or suspending a contract, in whole or in part.

6. Incorporation of Provisions: The Contractor will include the provisions of paragraphs one through six in every subcontract, including procurements of materials and leases of equipment, Required Contact Provisions Issued on January 29, 2016 Page 19 AIP Grants and Obligated Sponsors Airports (ARP) unless exempt by the Acts, the Regulations and directives issued pursuant thereto. The Contractor will take action with respect to any subcontract or procurement as the sponsor or the Federal Aviation Administration may direct as a means of enforcing such provisions including sanctions for noncompliance. Provided, that if the contractor becomes involved in, or is threatened with litigation by a subcontractor, or supplier because of such direction, the contractor may request the sponsor to enter into any litigation to protect the interests of the sponsor. In addition, the contractor may request the United States to enter into the litigation to protect the interests of the United States.

7. During the performance of this Agreement, the Contractor, for itself, its assignees, and successors in interest (hereinafter referred to as the "Contractor") agrees to comply with the following nondiscrimination statutes and authorities; including but not limited to:

i. Title VI of the Civil Rights Act of 1964 (42 U.S.C. § 2000d *et seq*., 78 stat. 252), (prohibits discrimination on the basis of race, color, national origin);

ii. 49 CFR part 21 (Non-discrimination In Federally-Assisted Programs of The Department of Transportation—Effectuation of Title VI of The Civil Rights Act of 1964);

iii. The Uniform Relocation Assistance and Real Property Acquisition Policies Act of 1970, (42 U.S.C. § 4601), (prohibits unfair treatment of persons displaced or whose property has been acquired because of Federal or Federal-aid programs and projects);

iv. Section 504 of the Rehabilitation Act of 1973, (29 U.S.C. § 794 *et seq*.), as amended, (prohibits discrimination on the basis of disability); and 49 CFR part 27;

v. The Age Discrimination Act of 1975, as amended, (42 U.S.C. § 6101 *et seq*.), (prohibits discrimination on the basis of age);

vi. Airport and Airway Improvement Act of 1982, (49 USC § 471, Section 47123), as amended, (prohibits discrimination based on race, creed, color, national origin, or sex);

vii. The Civil Rights Restoration Act of 1987, (PL 100-209), (Broadened the scope, coverage and applicability of Title VI of the Civil Rights Act of 1964, The Age Discrimination Act of 1975 and Section 504 of the Rehabilitation Act of 1973, by expanding the definition of the terms "programs or activities" to include all of the programs or activities of the Federal-aid recipients, sub-recipients and Contractors, whether such programs or activities are Federally funded or not);

viii. Titles II and III of the Americans with Disabilities Act of 1990, which prohibit discrimination on the basis of disability in the operation of public entities, public and private transportation systems, places of public accommodation, and certain testing entities (42 U.S.C. §§ 12131 – 12189) as implemented by Department of Transportation regulations at 49 CFR parts 37 and 38;

ix. The Federal Aviation Administration's Non-discrimination statute (49 U.S.C. § 47123 (prohibits discrimination on the basis of race, color, national origin, and sex);

x. Executive Order 12898, Federal Actions to Address Environmental Justice in Minority Populations and Low-Income Populations, which ensures nondiscrimination against minority populations by discouraging programs, policies, and activities with disproportionately high and adverse human health or environmental effects on minority and low-income populations;

xi. Executive Order 13166, Improving Access to Services for Persons with Limited English Proficiency, and resulting agency guidance, national origin discrimination includes discrimination because of limited English proficiency (LEP). To ensure compliance with Title VI, you must take reasonable steps to ensure that LEP persons have meaningful access to your programs (70 Fed. Reg. at 74087 to 74100);

xii. Title IX of the Education Amendments of 1972, as amended, which prohibits you from discriminating because of sex in education programs or activities (20 U.S.C. 1681 et seq).

- All contracts and subcontracts that result from this solicitation incorporate by reference the provisions of 29 CFR Part 201, the Federal Fair Labor Standards Act (FLSA), with the same force and effect as if given in full text. The FLSA sets minimum wage, overtime pay, recordkeeping, and child labor standards for full and part time workers. The Contractor/Consultant has full responsibility to monitor compliance to the referenced statute or regulation. The Contractor/Consultant must address any claims or disputes that arise from this requirement directly with the U.S. Department of Labor – Wage and Hour Division.

- All contracts and subcontracts that result from this solicitation incorporate by reference the requirements of 29 CFR Part 1910 with the same force and effect as if given in full text. Contractor must provide a work environment that is free from recognized hazards that may cause death or serious physical harm to the employee. The Contractor retains full responsibility to monitor its compliance and their subcontractor's compliance with the applicable requirements of the Occupational Safety and Health Act of

1970 (20 CFR Part 1910). Contractor must address any claims or disputes that pertain to a referenced requirement directly with the U.S. Department of Labor – Occupational Safety and Health Administration.

ARTICLE 61. FORCE MAJEURE

Performance by each party shall be pursued with commercially reasonable efforts in all requirements under this Agreement; however, except as otherwise expressly provided herein, neither party shall be liable to the other for any loss or damage for delay due to causes that (i) were beyond the reasonable control and (ii) were not caused by the negligence or lack of commercially reasonable efforts of the affected party or its subcontractors or suppliers. The parties agree that, provided the conditions stated in (i) and (ii) above apply, the following are causes or events of force majeure: acts of civil or military authority (including courts and regulatory agencies), acts of God (excluding normal or seasonal weather conditions), riot or insurrection, inability to obtain required permits or licenses, blockades, embargoes, sabotage, epidemics and unusually severe floods, or acts or decisions of the Federal Aviation Administration, the Department of Transportation, the Transportation Security Administration, or the Environmental Protection Agency. The party affected shall provide written notice to the other party indicating the nature, cause, date of commencement thereof, the anticipated extent of such delay and whether it is anticipated that any completion or delivery dates will be affected thereby, and shall exercise due diligence to mitigate the effect of the delay. The parties agree that the commercial impacts of COVID-19 are currently known to the parties, and that commercial impacts related to COVID-19 shall not constitute force majeure events.

In the event of any delay resulting from such causes, and provided the affected party has promptly notified the other and exercised commercially reasonable efforts as provided in subsection a) above the time for performance under this Agreement (including the payment of monies) shall be extended for a period of time reasonably necessary to overcome the effect of such delay.

ARTICLE 62. TRUST AGREEMENT

a) Incorporation of Trust Agreement by Reference: Notwithstanding any of the terms, provisions and conditions of this Agreement, it is understood and agreed by the Parties hereto that the provisions of the Amended and Restated Trust Agreement (link below) dated as of the 15th day of December, 2002 as amended from time to time, by and between the County and the JP Morgan Chase Bank as Trustee and Wachovia Bank, National Association as Co-trustee ("the Trust Agreement"), which Trust Agreement is incorporated herein by reference, shall prevail and govern in the event of any inconsistency with or ambiguity relating to the terms and conditions of this Agreement, including the rents, fees or charges required herein, and their modification or adjustment. Copies of the Trust Agreement are available for inspection in the offices of the Department during normal working hours.

The Amended and Restated Trust Agreement link:
https://www.miami-airport.com/library/pdfdoc/Propertise/Amended%20and%20Restated%20Trust%20Agreement%202002.pdf

b) Adjustment of Terms and Conditions: If, at any time during the term or any extension thereto, as applicable, of this Agreement, a court of competent jurisdiction shall determine that any of the terms and conditions of this Agreement, including the rentals, fees and charges required to be paid hereunder to the County by the Lessee or by other Lessees under other Agreements of the County for the lease or use of facilities used for similar purposes, are unjustly discriminatory, the County shall have the right to modify such terms and conditions and to increase or otherwise adjust the rentals, fees and charges required to be paid under this Agreement in such a manner as the County shall determine is necessary and reasonable so that the rentals, fees and charges payable by the Lessee and others shall not thereafter be unjustly discriminatory to any user of like facilities and shall not result in any violation of the Trust Agreement or in any deficiency in revenues necessary to comply with the covenants of the Trust Agreement. In the event the County has modified the terms and conditions of this Agreement, including any adjustment of the rentals, fees and charges required to be paid to the County pursuant to this provision, this Agreement shall be amended to incorporate such modification of the terms and conditions including the adjustment of rentals, fees and charges upon the issuance of written notice from the Department to the Lessee.

ARTICLE 63. KIDNAPPING, CUSTODY OFFENSES, HUMAN TRAFFICKING AND RELATED OFFENSES AFFIDAVIT

By entering into, amending, or renewing this Contract, including, without limitation, a grant agreement or economic incentive program payment agreement (all referred to as the "Contract"), as applicable, the Contractor is obligated to comply with the provisions of Section

787.06, Florida Statutes ("F.S."), "Human Trafficking," as amended, which is deemed as being incorporated by reference in this Contract. All definitions and requirements from Section 787.06, F.S., apply to this Contract.

This compliance includes the Contractor providing an affidavit that it does not use coercion for labor or services. This attestation by the Contractor shall be in the form attached to this Contract as the Kidnapping, Custody Offenses, Human Trafficking and Related Offenses Affidavit (the "Affidavit") and must be executed by the Contractor and provided to the County when entering, amending, or renewing this Contract.

This Contract shall be void if the Contractor submits a false Affidavit pursuant to Section 787.06, F.S., or the Contractor violates Section 787.06, F.S., during the term of this Contract, even if the Contractor was not in violation at the time it submitted its Affidavit.

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IN WITNESS WHEREOF, the Parties have executed this Agreement effective as of the date shown on the first page of the Agreement,

Contractor	Miami-Dade County
By: _____	By: _____ for
Name: Mia Mends	Name: Daniella Levine Cava
Title: CEO	Title: Mayor
Date: November 8, 2024	Date: _____
Attest: _____ Corporate Secretary/Notary Public	Attest: _____ Juan Fernandez-Barquin Clerk of the Court and Comptroller
Corporate Seal/Notary Seal	Approved as to form and legal sufficiency
JANIERO HUNTER MY COMMISSION EXPIRES 07/07/2026 NOTARY ID: 129876062	_____ Assistant County Attorney

APPENDIX A – SCOPE OF SERVICES

1. BACKGROUND

The Contractor shall provide management, resources, and regular oversight to maintain a world-class uniform Standard of Appearance, through the development and execution of an effective Janitorial Service Program for the Department. The Contractor is expected to provide all janitorial services identified within Area A unless specifically designated on **Exhibit 1 - Area Map** as **NOT** requiring janitorial services. Area A is further defined in Section 6 herein.

2. OVERVIEW OF JANITORIAL SERVICES

The Contractor shall provide an on-site management team, supported by corporate management, resources and regular oversight that will provide a uniform Standard of Appearance and infection/bacterial control.

The Contractor shall furnish all supplies, materials, equipment, machinery, tools, supervision, labor and Services necessary to perform the Work described in these specifications. These responsibilities shall be carried out by the Contractor through planning, assignment, coordination, inspections, quality control, field operations, reporting, and other forms of administrative management required for optimizing compliance with Services and support.

3. SMART RESTROOM TECHNOLOGY SOLUTION

3.1 System Requirements

The Trax Analytics Smart Restroom Monitoring System (see Appendix A2 incorporated as an attachment to this Contract) shall have a user-friendly interface with a centralized real-time monitoring and management dashboard. It will also include a mobile application and customizable alerts for maintenance staff. The contractor will integrate occupancy sensors to detect restroom usage patterns and supply sensors to monitor soap levels, paper towels, and toilet paper supplies. The system will also feature smart soap and towel dispensers, smart trashcan sensors, air quality sensors, presence sensors, and guest feedback tablets. The contractor will ensure data collection and storage by aggregating data from all sensors and devices. The contractor will provide secure cloud storage for historical data and analytics and ensure compliance with data privacy regulations. Additionally, the system will include smart stall lighting and latches. The detailed list of capabilities is provided in Table B below. The detailed list of equipment is provided in Table C below.

The Contractor shall ensure wireless communication capability utilizing Cellular LoraWan Gateways for network connectivity. The Contractor shall also implement robust security protocols to safeguard data transmission and protect against unauthorized access or breaches.

The Contractor shall provide a comprehensive analytics and reporting platform capable of delivering real-time insights into system performance and operational trends, customizable reports for historical data analysis and decision-making, and predictive maintenance capabilities to anticipate and address potential equipment issues before they impact operations.
The Contractor shall provide Trax Analytics Smart Monitoring System Application Programming Interfaces (APIs) to enable seamless integration with the MDAD current facility management systems. The Contractor shall further provide APIs to facilitate integration with third-party services as required to enhance overall system functionality and expand capabilities.

3.2 Planning

The Contractor shall define clear objectives and goals for the Trax Analytics Smart Restroom Monitoring System, ensuring alignment with the overall project vision and user needs. The Contractor shall identify all stakeholders, including project sponsors, maintenance staff, and IT personnel, and clearly define their roles and responsibilities in the project. Additionally, the Contractor shall establish a detailed project timeline with key milestones, deliverables, and deadlines. This project schedule shall be delivered to and accepted by MDAD within 30 calendar days of contract award. The project shall be divided into distinct phases, including Design, Development, Testing, and Deployment. The Contractor will develop detailed design specifications in the Design phase, including hardware and software architecture, user interface design, and system integration requirements. During the Development phase, the Contractor will implement the design specifications, including coding, hardware assembly, and system configuration. The Testing phase will involve comprehensive testing of all system components, including unit testing, integration testing, and user acceptance testing. Finally, in the Deployment phase, the Contractor will roll out the system to the designated locations, ensuring minimal disruption to existing operations.

3.3 Resource Allocation

The Contractor shall allocate sufficient budget for hardware, software, and personnel, ensuring that all necessary resources are available for the successful completion of the project. The Contractor shall also plan for essential resources, including staff and equipment. Qualified personnel with expertise in software development, hardware installation, project management, and quality assurance will be assigned. Necessary hardware components, such as sensors, gateways, software licenses, and development tools, shall be procured and allocated.

3.4 Risk Management

The Contractor shall identify potential risks, including technical challenges, resource constraints, and develop corresponding mitigation strategies. The Contractor shall also develop contingency plans to address unforeseen issues, ensuring that the implementation project can continue in the event of disruptions.

3.5 Testing and Quality Assurance

The Contractor shall develop a comprehensive testing plan encompassing unit integration, and user acceptance testing. This plan will verify component functionality, integration, and system performance from the end-user perspective. Additionally, the Contractor shall implement quality assurance processes such as code reviews, performance testing, and security assessments to ensure system reliability and adherence to industry standards.

3.6 Deployment and Training

The Contractor shall develop a detailed deployment plan for system implementation, including a deployment schedule outlining the timeline for deploying the system to each location, installation procedures providing step-by-step instructions for installing hardware and software components, and user training materials and sessions for contractors and MDAD personnel as required to ensure they are proficient in using and maintaining the system. All documentation on the system, as-builts, O & M manuals, and training documentation must be provided at project closeout as shown in Appendix B1.

3.7 Maintenance and Support

The Contractor shall establish and provide MDAD with a regular maintenance schedule, including routine inspections, software updates, and hardware replacements, to ensure the system remains operational and efficient. The Contractor shall also offer ongoing support and troubleshooting services, including a helpdesk that provides remote support, and on-site assistance, to address any issues that may arise.

3.8 Response Times

The Contractor shall implement a structured Incident, Problem, and Change Management process that aligns with MDAD event management requirements and response specifications detailed in Table A.

Table A.

Service Level Chart					
Priority	Issue Severity	Description	Target Incident Response	Target Resolution Time	Resolution Target %
1	Critical	System Down: Business critical software component is inoperable or critical interface has failed. This indicates you are unable to use the Program resulting in a critical impact on operations.	1 hour	6 hours	95%
2	High	A software component is severely restricted in its use causing significant business impact. This indicates the Program is usable but is severely limited	2 hours	8 hours	95%

3	Medium	A noncritical software component or piece of vendor hardware is malfunctioning, causing moderate business impact. This indicates the Program is usable with less significant features.	4 hours	24 hours	95%
4	Low	Minor issue with minimal impact on users or system performance.	6 hours	48 hours	95%
5	Informational	General inquiries or requests for information.	8 hours	Next business day	95%

Table B.

Smart Restroom Technology Solution Requirements
Software Solution
Ability to integrate with multiple inputs/sensors, in field reports, and other external inputs to provide a singular web-based user interface/dashboard. The successful Proposer is responsible for the integration. The County reserves the right to integrate this data into any platforms deemed necessary by the County at no additional cost to the County.
Ability to view dashboard and receive dispatch notifications on mobile devices for managers, custodians, Quality Assurance/Quality Control team (phone, tablet, etc.).
Ability for MDAD to create and customize standards/criteria based on inputs that the system will monitor in real time and determine pass/fail (Change Agility).
Ability to run both canned and custom reports based on monitoring standards.
Ability for automated tracking, Key Performance Indicator (KPI) threshold triggers, close-outs, and varied alerts (text, email, dashboard).
Ability to monitor and track custodian accountability in at least two (2) ways: 1. Ability to track restroom cleanliness frequency (custodian check in/ check out). 2. Ability to track the lifecycle of reported incidents by any of the inputs/sensors or inspection reports.
Input / Sensors
People Count – Entry
Accurately detect/count the number of people who will enter and utilize each restroom.
Trash bin fill detection – restrooms only
Monitor incremental fill levels for all restroom trash bins
Customer Feedback Collection
Gather and transmit real time feedback from customers on satisfaction of restroom cleanliness and availability as well as parameters for negative or unsatisfactory responses.
Supply Management Monitoring
Monitor supply levels for all consumables: paper towels, toilet paper, and soap.
People Counting
Accurately detect/count the number of people who utilize each stall, urinal, and sink.
Occupancy indicator at each stall.
Overall restroom usage display must be added to each restroom entry that contains current restroom availability and adjacent restroom availability.
Calculate the duration of usage for each of the above fixtures.
Surface Cleanliness Detection (sensor or non-intrusive detection) No Cameras
Detect a surface and establish a baseline for cleanliness. (floor, counter, toilet, sink)
Periodically check the surfaces to identify variances from clean and trigger cleaning alerts.
Trash bin fill detection – throughout terminal
Monitor incremental fill levels for all trash bins through all terminals.

The Contractor shall provide all equipment required to provide a fully functional smart restroom installation. Such equipment shall vary by manufacturer and specific system requirements. Equipment includes, but is not limited to, the following:

1. Equipment Cabinets:
2. Provide equipment cabinets dimensioned as required for the specific equipment to be supplied in each restroom.
3. Cabinets used to house Wi-Fi/Cellular equipment; cabinets shall be constructed of molded fiberglass polyester to not interfere with wireless signals.
4. Provide keyed latches for hinged access doors.
5. All cabinets are to be keyed alike. Submit a total of five (5) keys for each cabinet door to MDAD.
6. Provide all parts needed for wall mounting.
7. Modems/Routers: Provide any modem and wireless routers to support proposed solution.
8. Antennas: Provide remote antennas, mounts, and interconnecting cables to locate antennas outside of equipment cabinet, if needed to support communications for the proposed solution.
9. Specialty Cables: Provide any specialty cable required to interconnect system components.

Table C.
The Contractor and TRAX have included the following equipment and quantity in the Smart Restroom Technology Solution pricing outlined in Appendix B – Pricing Schedule. During the detailed planning phase if quantity or equipment changes are requested, The Contractor will provide additional cost estimates or a credit for unused equipment.

	QTY	***DESCRIPTION***
TRAX ANALYTICS SOFTWARE - Yearly		
	1	(1) Year Subscription – TRAX Smart Restroom Portal iOS Mobile Application (Airport Wide)
	1	Enterprise Customer Discount – Site License (Annually)
	1	TRAX Data Service Fee (176 Restrooms)
	1	TRAX – IQ (Business Intelligence)
	1	TRAX On-Site Technical Support III
	1	TRAX Gate Monitoring (130 Gates)
	1	TRAX User Yearly Subscription
	1	Enterprise Customer Discount – Subscription Users (Annually)
	1	API Monitoring and Maintenance
	1	TRAX Touchless Feedback Solution (176 Restrooms)
TRAX HARDWARE & 3rd Party IoT		
	176	Kontakt.IO Beacons (36-month agreement for beacons data bundled) *Restrooms*
	130	Kontakt.IO Beacons (36-month agreement for beacons data bundled) *Passenger Gates*
	372	Haitian Beam Sensor (Paper Towel Dispensers)

883	Haitian Beam Sensor (Toilet Tissue Dispensers)
713	Haitian Beam Sessor (Soap Dispensers)
1	Pilot Program (Zan Project)
1	OAG Flight Data Setup (Entire Airport)
1	OAG Feed
1	Whiffaway Stall Occupancy Drawings
1	Whiffaway Stall Occupancy Site Survey and Training (MDAD, C&W Services, Contractors)
37	Digital Signage
37	DNPS 2200 NUC
37	Digital Signage Mounts
1	LTE Routers with LTE Charge (37 Routers)
450	Stall Occupancy Lights (Whiffaway)
450	Stall Occupancy Lights *AUX Parts*
1	Stall Occupancy Data Package (450 Lights)
352	Thingsee Gateway (Global) Lights + Beam
88	Media Case Leviton SMC-420
105	Thingsee Beam Sensor (Trash Bins)
1	Thingsee Beam Sensor Data (Trash Bins + Consumables) 12 months
1	Shipping

TRAX

SERVICES

1	TRAX Smart Restroom Setup (Mapping and Configuration)
1	Project Management / Implementation
1	TRAX Development (Digital Signage – Flight Alerts, + API Setup)
1	Travel Per Diem for on-site Installation and Implementation.
1	Client Success Training – On Site
1	TRAX Accounting Processing + Account Setup Cloud System Setup

4. PERFORMANCE OF JANITORIAL SERVICES

The Contractor shall coordinate and deploy all staff and equipment to maintain facility operations, and always protect the safety of the public and MDAD personnel as described below:

a. Provide the required janitorial personnel and complete all janitorial duties. Assigned personnel shall be completely trained, properly supervised, and shall be technically qualified to safely and efficiently provide the Services as further detailed in **Appendix C – Technical Specifications**. The Contractor shall make every effort to retain the same janitorial personnel on daily job assignments to ensure familiarity with the areas and procedures for accomplishment of the Work. MDAD shall have the right to adjust the quantities and cycles of Work along with a minimum number of employees by areas, based on volume of traffic, operational and other essential needs. MDAD's Project Manager will work with the Contractor to plan Work schedules and cleaning in such a way, it achieves maximum coverage and the highest quality of Service.

b. Dispose of all collected waste in accordance with MDAD's instructions at specific sites designated for this purpose. The County may institute a comprehensive recycling plan for the Department. If such plan is adopted, the Contractor's personnel shall cooperate in every respect with the program at no additional cost to the County.

c. Ensure that all articles found by its employees are promptly turned in to the Department's Lost and Found Office, located on the 4th floor of MIA Terminal D. The Contractor shall be responsible for ensuring these policies are thoroughly understood by each employee and strictly enforced at all times.

d. Respond immediately to all emergency notifications identified by MDAD. All emergency responses shall be completed by assigned staff on duty at no additional cost to the County. The Contractor shall report all emergency services in writing to MDAD's Project Manager. Refer to Section 21 herein for additional information.

The Contractor shall provide fully qualified maintenance workers for the performance of light maintenance as described in Section 15 herein. The Contractor shall always support and comply with the Department's maintenance requirements by promptly notifying the Department of any needed repairs or damages to fixtures, building and appurtenances that are outside the scope of the Contractor's light maintenance requirements.

5. PERFORMANCE AND QUALITY EXPECTATIONS FOR JANITORAL SERVICES

The Contractor shall provide, facilitate, and maintain cleanliness and safety as follows:

a. Clean and safe physical environments that are free from loose, adhered or impregnated soil, gum or debris.
b. Floors free from spots, spills, liquids, leaks, all substances, and stains; and
c. Proper sanitation of highly regulated service areas, such as in public restrooms and any perimeter of food serving areas.

Notwithstanding the preceding, the Contractor shall be responsible for cleaning all liquids which have leaked through the roof and into the facilities, and that such cleaning is not considered Extra Work as described in Article 16 of this Agreement

6. AREAS OF RESPONSIBILITY AND SPECIFICATIONS

The Contractor shall provide janitorial services as follows:

a. Cleaning of common-use areas; including but not limited to lobbies, ticketing areas (excluding leased ticket counters), gate counters, hallways, carousels, passenger hold rooms, jet bridges, stairwells, elevators, escalators, moving walkways; restrooms (with or without the service of stationed restroom attendant); and windows (inside and out, including curtain walls), unless specifically set forth in **Appendix C - Technical Specifications**.
b. Cleaning of shadow areas surrounding the concourses such as areas between the outer walls of the terminal building and the tarmac (e.g., ramp areas, including matrices -matrix operators shall broom sweep under the matrix and push the trash toward the rail or to open areas), to include pressure washing of these areas, as specified in the Schedule for Pressure Washing Frequency in **Appendix C - Technical Specifications**.
c. Cleaning offices, lounges, and conference rooms that are not under exclusive lease to tenants.
d. Cleaning of common-use areas such as lobbies, hallways, restrooms, stairwells, elevators, escalators, moving walkways, windows (inside and out, including curtain walls), loading bridges, public sidewalks and outside areas excluding areas under

exclusive lease to tenants shall encompass all parameters and facilities from the floor to the ceiling to maintain a uniform Standard of Appearance.

The table below provides the summary of Area A:

	AREA A Square Feet
Restrooms	138,869
Carpet	1,524,804
Terrazzo	1,528,232
Tile – Ceramic	26,794
Tile – Vinyl	104,301
Concrete	6,333,431
Steel	134
Wood	350
Rubber	0
Bldg 701	0
MIC Total	0
	9,656,915
	COUNT
Elevators	206
Carousels	58
Escalators	182
Stairs	271
Powerwalks	82
Loading Bridges	143
Restrooms	361
Toilets	1,386
Urinals	443
Sinks	1,285
Showers	63

6.1 Area A: Terminal (estimated at 9,656,915 square feet)

As set forth in **Exhibit 1 - Area Map**, the Work areas include concourses D, E, F, G, H, and J of the main terminal building at MIA, including the areas of the landside, airside and terminal buildings controlled by the County; the Federal Inspection Services (FIS) (U.S. Government office areas); U.S. Customs and Border Protection (CBP) facilities; Transportation Security Administration (TSA) checkpoint and screening areas (including TSA office areas); Miami-Dade Fire Station; Tunnel Gate, common-use areas; including but not limited to lobbies, ticketing areas (excluding leased ticket counters), gate counters, hallways, carousels, restrooms, windows (inside and out, including curtain walls), elevators, escalators, and moving walkways; passenger hold rooms; loading bridges; the County's administrative offices, all other spaces assigned to the County; all spaces assigned to and occupied by the government agencies identified above; shadow areas surrounding the concourses such as areas between the outer walls of the terminal building and the tarmac (ramp areas) and unless specifically set forth in the Appendix C **- Technical Specifications**, exclude areas under exclusive leases to the airlines, car rental agencies, concessionaires, the hotel, other tenants, or other areas, except those operated and controlled by the County for the common use of all MIA operators. The Contractor shall clean all areas leading to the Sky Train doors.

7. MODIFICATION IN SITE/SERVICES/POSITIONS:

A. In addition to the designated Service areas outlined in Section 6 herein and **Exhibit 1 – Area Map**, MDAD reserves the right to add or remove a designated area and/or specific facility within area. In the event a designated Service area and/or specific

facility is added, a quote shall be obtained from the Contractor. Upon removal of a designated area and/or specific facility, MDAD will reduce the compensation to the Contractor by pro-rating the square footage for that designated area and/or specific facility. The square footage will be prorated if the removal of the designated area or specific facility meet the below criteria:

i. Location is a minimum of 50 square feet and,
ii. Area will remain un-serviced for a minimum of 72 hours consecutively.

B. Additions and/or deletions of Services (including additional technology solutions and its maintenance and support) shall be negotiated and be memorialized in writing through the issuance of a modification to the Contract.

C. At MDAD's sole discretion, additional positions may be required during the term of the Contract. In the event the County deems it necessary to acquire such additional positions, compensation shall be in accordance with **Appendix B - Price Schedule** . Refer to Article 57 of this Agreement for additional information.

8. WORK & SERVICE STANDARDS

The Contractor shall use its best efforts to coordinate and adjust its activities to meet the Janitorial Services Program requirements listed in **Appendix C – Technical Specifications** as well as provide the highest quality of Services in a manner that does not impede, disturb, endanger, unreasonably interfere with, or delay operations and activities of operators, through its consistent provision of minimum staffing levels as proposed. MDAD reserves the right to modify staffing levels and assignment of positions as deemed necessary in the best interest of the County.

1. The Services provided by the Contractor shall include, but is not limited to, supplying all labor, supervision, materials, supplies, equipment, and all other items necessary or proper for, or incidental to, such Janitorial Services as described throughout this Solicitation. All material, workmanship, and equipment shall be subject to the inspection and approval of MDAD.
2. The Contractor shall maintain a clean and safe physical environment that is free from loose, adhered or impregnated soil, gum or debris. Floors shall be free from spots, spills, liquids, leaks, all substances, and stains; and proper sanitation of highly regulated Service areas, such as in public restrooms.
3. The County will have the right to require the Contractor's personnel to perform other cleaning duties on the premises as the County deems necessary or desirable and, the Contractor shall promptly comply with those requirements. The County may authorize minor changes or alterations in the Services not involving additional cost that are not inconsistent with the overall intent of the Contract.
4. The Contractor shall perform both Routine and Project Cleaning as described in **Appendix C – Technical Specifications**. The Contractor shall perform all Services to the highest standard of performance recognized by custom and usage in the industry.

9. CONTRACTOR'S PERSONNEL

A. The Contractor shall abide by all County, State and Federal regulations on the wages and hours of its employees to include, but not be limited to the Florida Human Relations Act, the Federal National Relations Act, the Federal Fair Labor Standards Act, the Federal Civil Rights Act of 1964, as amended, and the Americans with Disabilities Act.

B. The County requires that all of the Contractor's personnel be security badged. Prospective personnel shall be subject to a ten (10) year background check and subject to satisfactory results, before being badged by the Department. Refer to Section 9.6 herein for additional information.

C. A valid Florida driver's license is required of all personnel operating motor vehicles on roadways in or around the airport. Each of the Contractor's vehicles used in the performance of the Work shall have the Contractor's business name and/or logo prominently displayed on its doors.

D. The Contractor shall maintain a list, available to the Department upon request, showing the names, addresses and telephone numbers of all employees and the positions of said employees who perform the Work.

E. The Contractor's staff shall communicate via radio equipment or cellular phones and smart restroom technology software to all appropriate parties including designated Department staff.

9.1 STAFFING REQUIREMENTS

The Contractor shall provide staffing levels required to perform Work on this Contract as described in this Agreement. Such staffing levels are the contractual minimum staffing levels and are incorporated into this Agreement as a requirement (Appendix A1). The Contractor shall provide MDAD with a monthly report listing all the staff per position. The report listing will be used by MDAD to verify compliance with the contractual minimum staffing levels of this Agreement. The Contractor shall be responsible for all staffing costs associated with performing the Work herein. The County does not warrant or guarantee that the performance of Work can be maintained with the staffing proposed by the Contractor. The Contractor shall be solely responsible for maintaining sufficient staffing that ensures Service compliance and performance requirements are met. The Contractor acknowledges that it has been given the opportunity to inspect the facilities and pertinent documents prior to entering into an agreement.

9.2 STAFFING POSITIONS

The Contractor shall assign, at a minimum, the following personnel:

1. **Project Manager:** Full time-executive, qualified, and experienced person, to be responsible for overseeing and directing the Services described herein. The "Project Manager" shall be fluent in speaking, reading and writing the English language. The "Project Manager" shall be always available on site during normal business hours, during emergencies and, must attend all regularly scheduled or on-demand meetings set by MDAD. The "Project Manager" shall oversee and have overall responsibility for the Work to be carried out under this Agreement and as such, shall devote their time exclusively to this task. The "Project Manager" shall be available for periodic tours or inspections of the premises to be made with MDAD. The Contractor shall be responsible for providing equal level replacement when the "Project Manager" is absent due to disability or vacation.

2. **Administrative Support**: The "Administrative Support" position shall always be available on site during normal business hours to support the operations of this Agreement, specifically with time sheets, parts, reports, daily operations and all other duties as required by the Contractor's Project Manager.

3. **Shift Supervisor:** Person holding such position shall have worked as a Custodian for a minimum of two (2) years or have the equivalent experience as well as be experienced in all phases of janitorial services including assignment of jobs and supervision of custodial personnel for maximum productivity. "Shift Supervisor" is responsible for on-the-job training of custodial personnel, the day-to-day inspection and coordination of shift cleaning efforts in their assigned facility to ensure the highest standard of performance as detailed in Appendix C **– Technical Specifications, under Section II Standard of Appearance**. "Shift Supervisor" distributes chemicals and cleaning supplies to Custodians to ensure proper chemicals are used for specific tasks. They also ensure containers are properly labeled in accordance with OSHA Standards and that all Work is performed in a safe manner. Responds to janitorial calls and emergencies in a timely manner.

4. **Custodians/Restroom Custodians:** This is an entry level position, responsible for general janitorial work, including but not limited to: vacuuming of carpet, cleaning of restrooms, and maintaining restrooms fully stocked with supplies as detailed in Appendix C **-Technical Specifications, under Section II Standard of Appearance**.

5. **Restroom Attendant:** Employees in this classification are permanently assigned to a specific restroom location and are required to perform continuous restroom cleaning functions to ensure the restroom is maintained always cleaned and sanitized. Responsibilities include the removal of trash, high and low dusting, cleaning and disinfecting surfaces, spot washing walls, cleaning mirrors, polishing stainless steel, restocking supplies, sweeping floors, wet mopping floors and emptying sanitary napkin receptacles.

6. **Specialist:** Employees in this classification are assigned to perform a variety of cleaning tasks including but not limited to: dusting, mopping, vacuuming, trash collection and removal, restroom and break area cleaning, carpet extraction, stripping, waxing and buffing floors and stairwells. The employee must possess the ability to operate a variety of heavy cleaning equipment including floor waxing machines, strippers, buffers, carpet cleaners and forklifts.

7. **General Cleaner:** Employees in this class are assigned to a specific area of the terminal and are responsible for performing the day-to-day periodic cleaning activities in assigned work areas. Basic responsibilities include the

following tasks: policing, restroom cleaning, spot cleaning (including wall washing), trash removal, dusting, mopping, vacuuming, spot buffing, sweeping, dust mopping, carpet spotting, metal cleaning and window glass cleaning.

8. **Relief:** Employees in this class are primarily used to support the seven (7) day work week by filling in for days off. Reliefs may be assigned to work in all areas and are required to perform all custodial cleaning functions.

9.3 STAFF DEFICIENCIES

A. The Contractor shall issue monthly and on-demand staff allocation reports to MDAD detailing all the hours provided under this Agreement, itemized by staff position.

B. Staff deficiencies shall be covered by personnel with the same or higher qualification/classification, at the Contractor's expense.

C. The Contractor shall inform MDAD when they are unable to provide the staffing levels (Appendix A1) at any time during the duration of the term of this Agreement. Should the Contractor fail to correct staffing deficiencies within thirty (30) calendar days, the County may at its sole discretion deduct the assessed Liquidated Damages as further detailed in Article 15 of this Agreement from the monthly fee.

9.4 PERSONNEL APPEARANCE STANDARDS

All personnel shall present a clean, neat and professional appearance at all times and discharge their duties in a cooperative, safe, courteous and efficient manner. Satisfactory maintenance of these requirements shall be a standard in performance of the Work. The Contractor shall require all personnel, except non-public contact and managerial employees, to wear visibly on their person, always while on duty, a distinctive name tag identifying the individual by name as an employee of the Contractor and, if appropriate, displaying an employee number and/or title. The name tag must be approved by the County. The Contractor shall also require all its personnel, except non-public contact and managerial employees, to be properly uniformed. Refer to Section 9.5 herein for additional information.

9.5 UNIFORMS

A. All uniforms shall be submitted to the Department for approval before commencement of Work under this Agreement and are subject to the continuing approval by the County throughout the term of the Contract and, any extensions thereof. The Contractor shall be specifically prohibited from utilizing any uniform style that resembles the approved uniform(s) of any other Contractor or County staff at the Department.

B. The uniform shall have identification insignia and a name badge of a type and style that must be approved by the Department. The Contractor's employees must wear only the approved uniform while on site performing the Work.

C. Failure of the employee to wear the approved uniform in a proper manner during Work hours shall be cause for the Department to require removal of said employee from the site.

D. Employees assigned to Work at the curbside, along the street, and on the Airport Operations Area (AOA) shall wear a reflective vest issued by the Contractor. This vest shall be worn on the outside of any other clothing and always worn by the employee while working in these areas. Such vests shall be at no additional cost to the Department.

E. Employees assigned to work outdoors shall wear a winter jacket (when required) of a color to be approved by the Department and conforming to the identification requirements of the uniform shirts. Such jacket shall be at no additional cost to the Department.

9.6 RESTRICTED AREAS, IDENTIFICATION BADGES AND AOA

All of the Contractor's employees requiring access to federally regulated secure areas including, but not limited to, the AOA, the FIS areas, and areas beyond security checkpoints, MUST undergo individual background screening (e.g., 10-year employment history verification, fingerprinting, etc.) and comply with all security rules and regulations mandated by CBP, TSA, and the Federal Aviation Administration (FAA).

The Contractor shall request from the Department identification badges for all employees and other personnel under its management who require access to restricted areas as part of their regularly assigned duties. The Contractor shall

also be responsible for the return of the identification badges of all personnel transferred or terminated from the employment of the Contractor or assignment and, upon expiration or termination of the resultant Contract. The Department shall have the right to require the Contractor to conduct background investigations and to furnish certain data of such employees before the issuance of such Department identification badges, which shall include the fingerprinting of employee applicants for such badges. At the Contractor's expense, the fee for ID badges/background checks is approximately $58.00 per employee at the time of this Contract and is subject to change.

The Contractor shall be held responsible for any violation by its employees or other personnel under its control, of the MDAD's security program, Miami-Dade County Code of Ordinances, Chapter 25, Department Rules and Regulations, Transportation Security Administration Title 49 Code of Federal Regulation (CFR) 1520 and 1542, or Customs and Border Protection Title 19 CFR Part 122, Subpart S.

The Contractor shall:

a. Be responsible for their employees, including Subcontractors and their employees, and material suppliers.
b. Be responsible for any fine levied against the Department caused by the Contractor's employees' conduct.
c. The Contractor shall promptly report to the Department the names of all persons who were employed by the Contractor from whom they were unable to obtain the return of Department issued identification badges. If an identification badge is not returned, the Contractor shall pay, from its own funds, the Department's established charge for lost or stolen identification badges as follows: A non-refundable fee of $75.00 will be assessed for the first replacement and $100.00 for the second replacement within twenty-four (24) months of original issuance. Replacements will not be issued for a third (3rd) time within twenty-four (24) months of original issuance. Fees must be paid to the MDAD Security Credentialing Section before replacement ID badges are issued. Furthermore, a replacement ID badge may only be issued if declared in writing that the ID badge has been lost, stolen, or destroyed. ID badges are the property of MDAD; therefore, ID badges must be immediately returned to MDAD Credentialing Section at the end of personnel employment, upon receiving notification from MDAD that the ID badge is being revoked, and/or Contract expiration or termination. The MDAD ID Office will issue a receipt as proof of ID badge return. Failure to comply within twenty-four (24) hours will be in direct violation of the Airport Security Program (ASP), and subject to a potential $10,000 Civil Penalty Fine assessed by TSA under title 49 of the Code of Federal Regulations CFR Part 1540.105; 49 USC 46301.
d. **Federal Agencies Right to Consent:** The Contractor shall understand and agree that all persons entering and working in or around arriving international aircrafts and facilities used by the various FIS agencies may be subject to the consent and approval of such agencies and any bonding requirements as may be imposed by such agencies (refer to Article 39 of this Agreement). Persons not approved or consented to by FIS agencies may not be employed by the Contractor at MIA or GAAs.

9.7 KEYS

A. Prior to commencement of Work under this Agreement, the Department will issue the Contractor keys needed to accomplish the Work, exclusive of keys for access to federally restricted areas.

B. The Contractor shall be always responsible for security of such keys and shall:

1. Not permit keys to be taken off property.
2. Keep keys not in use in a locked box.
3. Restrict access to keys to essential personnel only; and
4. Maintain a key inventory and perform audits of the issuance of keys as directed by County or Federal Agencies.

C. The Department will have the right to determine which of the Contractor's employees shall service MDAD-controlled sensitive areas within MIA and GAAs complex.

D. The Contractor shall promptly report any lost or missing keys to the Department and shall be responsible for all costs to install new locks or to replace keys.

9.8 RELATIONSHIP OF PARTIES

Officers, agents, and employees of the Contractor shall not be deemed to be employees of the County for any purpose whatsoever nor shall officers, agents and employees of the Contractor be deemed to be third party beneficiaries of this Agreement.

9.9 ALCOHOL AND DRUG TESTING

The Contractor shall acknowledge that the County, as a public agency, has the obligation to establish a drug free workplace and to establish policies and programs to ensure safety and security. The Contractor shall also acknowledge that the Department, on behalf of the County, has the right to require users of MIA and GAAs (Lessees, Permittee, Licensee, Management Companies, etc.) to establish reasonable programs to further the achievement of the obligations described herein. Accordingly, the Contractor shall establish programs for pre-employment alcohol and drug screening for all candidates for employment at MIA and GAAs and for the same or similar screening, based upon reasonable suspicion that an employee, while on duty, may be under the influence of alcohol or drugs. Further, to the extent permitted by law/and or Contract, the Contractor shall establish a program for the random alcohol and drug screening of all employees who are authorized, pursuant to other provisions of the resultant Contract t, to operate any type or kind of vehicle on the AOA. The Contractor shall make reasonable good faith efforts to try to negotiate amendments to any existing contract(s), which may serve as a bar to the Contractor's implementation of its obligation under the Agreement. Notwithstanding the above, the Contractor specifically acknowledges that the County, acting through the Department, has the right and obligation to deny access to the AOA and to withdraw AOA driving privileges from any person who it has a reasonable suspicion to believe is under the influence of alcohol or drugs. The Contractor shall maintain a drug-free workplace within the meaning of the Drug-Free Workplace Act. The Contractor's employees shall be subject to drug testing by the Contractor, upon reasonable suspicion of drug use.

9.10 PARKING

Parking for the Contractor, its staff and any Subcontractors shall be provided at the expense of the Contractor. Current parking fees per decal are as follows and are subject to change at the discretion of the County:

i. Four (4) months – Fee of $120
ii. Eight (8) months – Fee of $240
iii. Twelve (12) months – Fee of $360

10. LOST AND FOUND POLICY

All items of value found by the Contractor personnel or any Subcontractor during the performance of duties under this Contract shall be immediately turned into the Department's Lost and Found Office, located on the fourth (4th) floor of MIA Terminal D. The Contractor shall be responsible for ensuring these policies are thoroughly understood by each employee and strictly enforced at all times.

11. PROTECTION OF PHYSICAL PROPERTY

The Contractor shall employ procedures that protect and enhance physical surfaces to achieve their expected or specified look. The Contractor shall be responsible for costs associated with repair of damages caused by the Contractor or Subcontractor personnel through abuse, neglect, or misuse of equipment or supplies, considered other than normal wear and tear. The Contractor shall be responsible for claims to repair or replace physical property because of the actions of its staff or those of its Subcontractor that result in damage to physical property.

A. REPAIR OF DAMAGE

The Contractor shall repair all damage to the facilities that may be caused by any of its employees, its actions, or omissions. Repairs must return the facility to "like new" conditions, matching adjacent areas. Repairs will be subject to approval of MDAD. The Contractor shall complete said repairs within seven (7) days of receipt of a written letter. Upon failure of the Contractor to comply, MDAD shall have the authority to complete the repair by other means, including the use of a third party the Contractor or claims against the Contractor's insurance policy. The costs of the action taken by MDAD to remedy the damage as determined by MDAD shall be deducted from any monies due or to become due to the Contractor under this Contract.

12. INJURY OR DAMAGE REPORTING

A. The Contractor shall promptly notify the Department of any incidents or accidents arising out of the performance of this Contract involving property damage or injury. Notice must include an assessment of any damage or injury which may result from such action.
B. The Contractor's personnel shall immediately report all accidents or incidents to the Department's Operations Control Room, and shall, within 24 hours, complete any forms required by MDAD to document and describe the incident or accident.
C. Unusual or catastrophic events involving personnel or equipment shall be followed by a written report to MDAD detailing the circumstances surrounding the event and the actions taken or to be taken by the Contractor, within twenty-four (24) hours.
D. The Contractor shall be responsible for all claims arising out of any such incident or accident as provided in Attachment D – Draft Form of Agreement

13. ACCIDENT PREVENTION AND BARRICADES

Precautions shall be exercised at all times for the protection of persons and property. The Contractor performing Services under this Contract shall conform to all relevant Occupational Safety and Health Administration (OSHA), State and County regulations during the course of such effort. Any fines levied by the above-mentioned authorities for failure to comply with these requirements shall be borne solely by the Contractor. Barricades shall be provided by the Contractor when Services are performed in areas traversed by persons, or when deemed necessary by MDAD.

14. HOURS OF OPERATIONS

The Contractor shall be responsible for services and timely response to emergency and non-emergency conditions, 24 hours a day, 7 days a week. The Contractor shall perform the Work in shifts of 8-hour time frames within a 24-hour period, as described below:

Day Shift:	Daily work period from 6:00 AM to 2:30 PM
Afternoon Shift:	Daily work period from 2:00 PM to 10:30 PM
Night Shift:	Daily work period from 10:00 PM to 6:30 AM

15. LIGHT MAINTENANCE

The Contractor shall provide fully qualified maintenance worker(s) to complete restroom inspections and maintenance repairs on the night shift but may be done on the day or afternoon shifts at the sole discretion of the County's Project Manager. Restrooms shall be fully clean and operational at the end of the maintenance worker(s)'s shift. The Contractor shall fully document daily, all maintenance and repair work accomplished, and all parts used. Personnel in this maintenance worker position are responsible for maintenance, replacement, and repairs shall include but not be limited to: day-to-day repairs including but not limited to changing light bulbs, removal of graffiti, repairs and adjustments to doors, locks, coat hangers, paper towel dispensers, napkin dispensers, toilet paper dispensers, partitions, sinks, toilet seats, soap dispensers, opening clogged drains, repairing traps and wash bowls, and other items as noted.

The Contractor must notify the Department via the vendor's electronic monitoring system and by creating a Work Order in EAMS (system used by the MDAD Work Order Center which is responsible for logging and distributing requests for maintenance services). The Contractor shall complete and document each facility and restroom inspection evaluation form at the end of each shift or duty period including before and after pictures. These reports shall be sent via email to the MDAD PM and always be available for review by the Department staff if requested.

15.1 SPARE PARTS AND EQUIPMENT

The Contractor shall maintain the appropriate inventory of spare parts at their on-site leased area in order to perform daily light maintenance described under this Section and shall provide monthly reports identifying spare part utilization and number of spare parts available as compared to the minimum stocking levels as mutually agreed to by the Contractor and the County. Refer to **Attachment E – Current Parts Inventory List (See Appendix 10)**.

For the purchase of spare parts and equipment (including supplies and fixtures), the Contractor shall:

A. Obtain competitive written quotes from at least three (3) suppliers for all parts not identified by MDAD as "sole source." Parts must be purchased from the supplier providing lowest cost for parts that meet the Original Equipment Manufacturer's specifications.

1. MDAD will provide the Contractor all part numbers and manufacturer information currently utilized in the various restrooms across all Areas.
2. The Contractor shall not use any other manufacturer/brand of fixture without the prior written request and approval of the MDAD PM.
3. When deemed necessary, MDAD will have the right to provide the Contractor the parts to complete a repair.

B. Assume full responsibility for accurately recording the spare parts purchases as required to obtain reimbursement from MDAD.
C. Provide all sales receipts for spare parts and supplies with suppliers' invoices in order to document costs incurred. No mark ups on supplier's invoices are allowed.
D. Properly store spare parts and maintain a clean and organized setting within the allocated spare parts storage spaces.
E. Ensure any credits or deductions provided by the supplier to the Contractor shall be netted against monies due to the Contractor from the County under the General Allowance Account.

The cost for any spare parts and/or equipment necessary to be purchased by the Contractor to perform light maintenance as defined under this Section, shall be reimbursed through the General Allowance Account, as further described in Article 58 of this Agreement. The Contractor shall submit one (1) monthly invoice with an itemized list of any parts and/or equipment purchased by the Contractor. Fees for labor hours for performing light maintenance under this Section shall be included within the total fees stated in Appendix B – Price Schedule, and NOT included in the monthly invoices that will be paid from the General Allowance Account.

16. POLICY AND PROCEDURES MANUALS

The Contractor shall develop policy and procedures manuals. Said manuals shall be submitted to the Department for its review and approval, and shall become the property of the County, as necessary and appropriate to govern the operations hereunder. Such manuals, without limiting the scope thereof, shall cover, at a minimum, the following:

A. All policies and procedures manuals related to operations requirements, back office support, integration with the Contractor's corporate systems and procedures, chemical and material specifications and requirements, cleaning standards, safety programs, security and restricted access control, quality assurance, drug-free workplace policy, equal employment opportunity and diversified workplace program, tips and gratuities, lost and found, and other programs or policies required to faithfully execute these Services;
B. Training Programs per Section 17 herein; and
C. Receiving and Inventory procedures.

17. TRAINING PROGRAMS

The Contractor shall establish, provide, administer, and maintain effective training programs (as described below) which shall be approved by the Department. The Contractor, subject to approval by the County, may revise the training programs, following prior written notice specifying the details of the changes, which the Contractor deems necessary to maintain an effective level of quality control.

The Contractor shall maintain, as part of the employee's personnel records, a log of trainings attended. Each employee shall complete an initial training program and, at a minimum, complete annual refresher training on the duties, responsibilities, and technical aspects of the job requirements. The log shall show, at a minimum, employee's name, date of employment, and the type and date of each training class attended. The Contractor shall keep accurate records of each employee's initial, retraining, and on-going training. A transcript of training records shall be made available to the County upon request.

Training program should include the following subjects:

17.1 QUALITY CONTROL PROGRAM

Covering the following competencies:

i. General orientation areas of responsibility.
ii. Quality performance standards.
iii. Testing methods and procedures; and
iv. Investigation and reporting.

17.2 SAFETY PROGRAM

Covering the following competencies:

i. General orientation areas of responsibility.
ii. Chemical usage and availability of Material Safety Data Sheets (MSDS) and how to use them.
iii. Safe operation of tools
iv. Safety issues, compliance with OSHA Act of 1970; and
v. Blood-borne pathogen safety program.

17.3 RECYCLING PROGRAM AND ENVIRONMENTAL COMPLIANCE

The Department is committed to conducting its operations in an environmentally responsible manner. Our goal is to provide efficient aviation services while striving to achieve the highest environmental quality for air, soil, and water. As such, the Contractor must comply with all County environmental ordinances including but not limited to, the use and purchase of "green" or environmentally friendly products.

The Department may choose to develop a recycling program for office paper, corrugated paper, newsprint, glass, plastics, and aluminum individually or as part of a comprehensive recycling program.

Should a Recycling Program be implemented, the Contractor shall at no additional cost to the County:

A. Support such program by ensuring that all its employees are trained on how to identify recyclable products, and how such products must be placed in the appropriate recycling containers or balers.
B. Be required to collect, sort, and package recyclable products or materials in coordination with the County's Project Manager.

17.4 HUMAN RESOURCES PROGRAM

Covering the following competencies:

i. General orientation areas of responsibility.
ii. Promotion and management of a diversified work force.
iii. Promotion of workplace fairness and equal opportunity.
iv. Prevention and awareness of sexual harassment; and
v. Establishment of employee motivation via tangible programs and career development opportunities.

17.5 CUSTOMER SERVICE TRAINING

The Contractor shall:

a) Coordinate and implement regular employee customer service training programs, to include employees from Concessionaire. The Contractor shall submit its Customer Service Training Program within thirty (30) days of execution of this Contract, for the Department's review and approval.
    1. Customer service training shall be administered to all personnel having public contact using corporate developed programs on an ongoing basis. The Customer Service Program shall include the following competencies:
        i. Courtesy policies governing the treatment of the public and the handling of complaints.
        ii. Communication.
        iii. Protocol to address customer feedback, including complaints.
        iv. Testing methods and procedures; and
        v. Investigation and reporting.

b) Participate in any customer service program implemented by the Department.
    1. To support MIA's commitment to world-class customer service, a program was created with the Greater Miami Convention & Visitors Bureau (GMCVB) to enhance the customer service skills of MIA employees and vendors. MIA vendors who interact directly with the public (passengers, customers, etc.) shall be required to complete the **Miami Begins with Me Customer Service Champion Program**, provided by the GMCVB, through Miami Dade College School of Continuing Education & Professional Development (details can be made available by contacting 305-237-7494 or at npineda@mdc.edu). This service is provided at no cost to the Contractor.

17.6 AIRFIELD OPERATIONS AREA DRIVER TRAINING

Before the Contractor shall permit any employee and any Subcontractor to operate a motor vehicle on the Airfield Operations Area (AOA), the Contractor shall require such employee to have a current valid, appropriate Florida Driver's License and to attend and successfully complete the AOA Driver Training Course conducted periodically by the

Department. AOA Driver Training Course shall be provided at the expense of the Contractor. Current AOA Driver Training Course fee is $15.00 and is subject to change at the discretion of the County.

The privilege of a person to operate a motor vehicle on the AOA may be withdrawn by the Department because of violation of AOA driving rules or loss of Florida Driver's License.

At any time during the term of this Contract and, any extensions thereof, at the County's sole discretion, the Contractor 's training programs are not effective in that some or all of the Services provided by the Contractor fail to conform to the Department's cleanliness standards, the Department, at its sole discretion and in addition to any other remedies that may be provided under this Contract, may require the Contractor to suspend any part or all of its operations hereunder until the Contractor takes appropriate corrective action.

18. INSPECTIONS AND MONITORING

A. The Department will conduct audits including the data collected from the smart restroom technology solution to inspect and evaluate the quality of the Contractor's Work performance for Area A. The Department will inspect Area A to confirm that the Contractor's Work complies with the requirements set forth in this Contract.

B. The Department, either directly or through a third party, shall have the right to examine the Work, materials and equipment used by the Contractor and to observe the operations of the Contractor, its agents, and employees.

C. In the event the Department requests or conducts inspections or tests directly or through a third party, the Contractor shall immediately correct any life-safety issues and correct or respond in writing to all comments or recommendations within thirty (30) days of receipt of the written inspection or test report. If the Contractor does not agree with the findings of the Department or independent third party, the Contractor shall provide specific evidence to substantiate its disagreement.

D. The Department will monitor the proposed smart restroom technology solution to track the Contractor's performance through customer feedback ratings of facility cleanliness and customer service for Area A. Said customer feedback ratings may be utilized to evaluate liquidated damages for non-performance. See Section 19 herein for additional information.

E. The purpose of the inspections is to monitor the Contractor's performance with respect to the objective of maintaining a clean and safe environment for the MIA and GAA patrons and tenants. The Department intends for the inspection process to be a collaborative effort between the Department and the Contractor. The Contractor shall be encouraged to make available its management or supervisory personnel in conducting inspections, however, the Department reserves the right to make inspections as it determines are required to monitor the Work under this Contract. Inspections will be conducted at any time and on any shift.

19. LIQUIDATED DAMAGES INFORMATION

All Work performed and all materials furnished shall be in conformity with these Contract requirements. In the event the County determines that the Services performed or materials furnished by the Contractor are defective, not in conformity with the Contract requirements, or have resulted in an inferior or unsatisfactory level of service, assessments of nonconformance/non-performance will be enforced as described in Article 15 of this Agreement.

20. JANITORIAL COMMODITIES

The Contractor shall provide and maintain a sufficient supply of cleaning chemicals, materials and supplies, and provide all furnishings, fixtures and equipment required to perform the services as outlined throughout this Solicitation and in **Appendix C - Technical Specifications** included therein. The Department reserves the right to specify the types, quality and/or chemical compositions. The Contractor shall be required to modify or change any equipment as recommended or required by insurance companies or government authorities at no cost to the County.

The Contractor shall establish appropriate controls, subject to review and approval by the Department, to prevent pilferage, thefts, disappearances, or other losses of property from inventory. The Contractor, throughout the term of this Contract and any extensions, shall maintain a sufficient inventory and up-to-date inventory tracking of all cleaning chemicals, materials, supplies, furnishings, fixtures, and equipment, and promptly advise the Department, in writing, of all variances, as per Section 20.2 herein.

20.1 CLEANING CHEMICALS

A. The Contractor shall be responsible for providing and maintaining an adequate supply of cleaning chemicals necessary to complete the Work.

B. All cleaning products used in performance of the Work shall meet the **Exhibit 2 - Technical Specifications** included therein and shall conform to and be used in strict compliance with all federal, state and local environmental and safety laws and regulations.

C. All approved cleaning chemicals shall have:

1. A label which contains instructions for use and antidotes for misuse.
2. A Material Safety Data sheet on file and accessible to the Department and the Contractor's employees.

D. The Contractor shall be restricted from use of chemicals containing ammonia, chlorine, bleach or powdered abrasive cleaners without permission from the County.

20.2 MATERIALS, EQUIPMENT, AND SUPPLIES

Materials, equipment, and supplies required for the accomplishment of the Work shall be furnished by Contractor at their expense (excluding parts and equipment as detailed in Section 15 herein). At a minimum, the materials, equipment, and supplies used for the Work shall conform to the requirements of **Appendix C - Technical Specifications** included therein. Unless otherwise specified, all materials, equipment, and supplies utilized at the inception of this Contract must be new. Any materials, equipment, and supplies or assembly that does not conform to the requirements of the resultant Contract shall be considered unacceptable and shall be rejected. The Contractor shall remove any rejected materials, equipment, supplies or assembly from the Work site, unless otherwise instructed by the Department.

The Contractor shall adhere to the following requirements:

A. Furnish all equipment, tools, materials, and supplies, including but not limited to, toilet tissue, toilet seat covers, colored transparent plastic liners, paper towels, and hand soap. Minimum specifications for certain items are listed in **Appendix C - Technical Specifications** included therein.

B. Submit to the Department thirty (30) days prior to the execution of this Contract, a complete list of cleaning materials, supplies, and equipment to be used by the Contractor. The list must show generic type, brand name, model number (if applicable), product name (if applicable), and catalog number. In the case of cleaning chemicals, a copy of the Material Safety Data Sheet must be provided.

C. Maintain an emergency standby supply inventory on site. This inventory is in addition to any day-to-day inventories required to service this Contract and shall be subject to "no notice" audits and verification by the County at any time. The Contractor shall be assessed a fee as described in Article 15 of this Agreement for failure to always maintain the emergency standby supply inventory.

D. Purchase new equipment at the inception of this Contract and shall be maintained in good, clean, totally functional operating condition at all times throughout the term of the resultant Contract and any extensions. The County shall periodically complete an evaluation of all other equipment. Any equipment judged as unsatisfactory shall be replaced by the Contractor at their expense. The Contractor shall be assessed a fee as described in Article 15 of this Agreement for failing to maintain equipment on-site in specified quantities and condition.

E. Be responsible for the safety of its employees, MIA and GAA employees, the public, and the protection of property regarding any claims related to the equipment and supplies furnished under the terms of this Contract.

EQUIPMENT: The Contractor proposed the equipment required to perform the Work on this contract as described in this Solicitation. The County does not warrant or guarantee that the performance of Work can be maintained with the equipment proposed by the Contractor.

a. The proposed equipment will become the contractual equipment counts and will be incorporated into the resultant Contract as a requirement.
b. All equipment is to be new or in optimal working condition at the beginning of the Contract.
c. The Contractor is solely responsible for maintaining sufficient equipment that ensures Service compliance and performance requirements are met.
d. During the term of the Contract, the Contractor may request equal or better substitutes for equipment in writing to MDAD, and will include the make and model number of the requested substitution and a copy of the manufacturer's catalog cut sheet.

21. EMERGENCY SERVICES

The Contractor shall provide the County with emergency Services, upon request. Emergency response time shall be within thirty (30) minutes after verbal or written notification, by MDAD. In instances of emergencies, the Contractor shall perform the necessary Work to correct the issue, however, the Contractor shall immediately report all emergency services in writing to the MDAD Project Manager. Notification must include before and after photographs of the incidents. Timely response to emergency conditions, 24 hours a day, 7 days a week, shall involve the coordination and deployment of the Contractor's staff and current equipment to maintain facility operations and protect the safety of the public and MIA and GAA personnel and, shall be required at all times and in all specified areas within the Area. If additional equipment is needed to tend to the emergency, then the County will reimburse or pay for such equipment.

No additional cost shall be charged to the County for the diversion of personnel from their normal Work to the emergency work; however, the Contractor will not be penalized if normal Work has been impacted. Under emergency conditions, personnel normally assigned to one (1) location can be temporarily assigned to another location. When the employees are no longer needed for the emergency Work, they shall be directed by the Contractor to return to their normal Work.

A. **Water Damage -** In case of any emergency condition involving water leakage or flooding in a building or other occurrences requiring immediate correction, or what is of such magnitude that it cannot be addressed with its normal workforce, the Contractor shall coordinate with the County's project manager to perform the Services no later than two (2) hours after emergency has been reported.

The County may pay for equipment rental and any specialized products used to mitigate the specific emergency that are not normally used during the day-to-day Services provided. MDAD will determine what products and/or equipment are necessary that fall outside of the standard required for day-to-day Services.

22. BIO-HAZARDOUS WASTE DISPOSAL

The Contractor shall be required, as part of its routine daily Work, to clean, disinfect, decontaminate, and dispose of potentially infectious blood borne pathogen.

23. RIGHT OF FIRST REFUSAL OF EMPLOYMENT

The Contractor and its Subcontractors shall, except as otherwise provided herein, in good faith, offer employees employed under the predecessor janitorial contracts whose employment will be terminated due to this Contract or the expiration of the contract under which the employees were hired, a right of first refusal of employment under this Contract, in positions for which employees are qualified.

24. TRANSITION PERIOD

It is in the County's best interests to ensure that MDAD's operations are not interrupted or hindered by changes in its workforce. As such, Contractor shall provide a Transition Plan, including a transition schedule commencing post Contract award with specific tasks and timelines. The Contractor shall work closely and cooperate with MDAD and the existing Contractor to ensure seamless transition of the Services. The Contractor shall also describe how it plans to start operations with a smooth transition of work from the existing Contractor. The Transition Plan will be reviewed and finalized upon MDAD's approval.

25. INVOICING

On the first (1st) day of each month, unless otherwise authorized by MDAD, the Contractor shall submit to the Department's representative for review, an invoice for the Services performed during the previous month that shall be reviewed in conjunction with the inspection reports and/or any resulting "service defects" for that month as described in Article 15 of this Agreement. MDAD will verify the accuracy of the invoice as submitted, and subsequent to verification, will issue payment to the Contractor in the verified amount.

26. SUBCONTRACTOR USAGE

The Contractor shall be permitted to use Subcontractors, with prior approval from MDAD. All Subcontractors are required to obtain MDAD Security Clearance prior to commencement of Work, which shall remain the responsibility of the Contractor.

1. The Contractor's right to subcontract shall be governed by the provisions of this Contract as described herein.
2. The Contractor shall be fully responsible to MDAD for the acts and omissions of a Subcontractor and of its personnel, as the Contractor is responsible for acts and omissions of persons directly employed by it.

27. LEASING OF SPACE

If available, MDAD will provide support (janitor's closet) at the Airport for janitorial usage. Any such spaces for office, administrative functions, storage of goods and materials, prep areas, break rooms, etc. shall be leased by the Contractor as they deem necessary for their operation. The referenced leased areas will be used and occupied by the Contractor at the prevailing rate via a lease agreement to be arranged and executed through the Office of Real Estate Management & Development with the Contractor.

28. CONTRACTING WITH AN AIRLINE(S)

Should the Contractor have an existing contract or enter into a contract with an airline(s) at MIA during the life of this agreement, the Contractor must disclose it to the County. The Contractor must ensure that its employees that are working on such an airline(s) contract are separate employees than those that are working on this County contract. The Contractor shall also ensure a clear distinction between its employees in this regard (i.e. different uniform).

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APPENDIX A1 – STAFFING LEVELS

Shift Managers & Supervisors	Employees Shift 1 6:00am-2:30pm	Employees Shift 2 2:00pm-10:30pm	Employees Shift 3 10:00pm-6:30am	Total in 7 Day Operation
Shift Manager North Terminal	1	1	1	4.2
Shift Manager South Terminal	1	1	1	4.2
Shift Manager Projects			1	1.4
Supervisors				
CCD	1	1	1	4.2
CCD	1	1	1	4.2
CCD	1	1	1	4.2
E Connector & CCE	1	1	1	4.2
CCD International	1	1	1	4.2
CCE International	1	1	1	4.2
CCF	1	1	1	4.2
CCG	1	1	1	4.2
CCH	1	1	1	4.2
CCJ & J International	1	1	1	4.2
Lobby North	1	1	1	4.2
Lobby South	1	1	1	4.2
Curbside and Ramp	1	1		2.8
Projects North			1	1.4
Projects North			1	1.4
				65.8

Custodians	Employees Shift 1 6:00am-2:30pm	Employees Shift 2 2:00pm-10:30pm	Employees Shift 3 10:00pm-6:30am	Total in 7 Day Operation
Restroom Attendant	28	28		78.4
Dedicated Restrooms	20	20		56
Area Cleaner	56	52	70	249.2
Trash and Recycle	6	6	5	23.8
Glass and Metal	14	14		39.2
Floorcare			34	47.6
Carpet			18	25.2
RR Deep Cleaning			32	44.8
Project Specialist			31	43.4
PTO Coverage				14
Maintenance Techs	1	1	1	4.2
				625.8

Support Positions	Employees Shift 1 6:00am-2:30pm	Employees Shift 2 2:00pm-10:30pm	Employees Shift 3 10:00pm-6:30am	Total in 7 Day Operation
Project Manager	1			1
Operations Manager	1			1
Operations Manager				1
Payroll Manager	1			1
HR/Credentialing	1			1
Safety Manager	1			1
Inventory Manager	1			1
Technology Manager	1			1
Command Center	1	1	1	4
Finance Manager	1			1
				13
Grand Total				704.6

APPENDIX A2 – SMART RESTROOM TECHNOLOGY SOLUTION

17. Provide a detailed description of the smart restroom solution proposed as described in Section 2.3 of the Solicitation. Provide system requirements and solution capabilities specifically for MDAD Custodial Services staff as well as passengers and operators.

A HOLISTIC, MULTIPRONGED SOLUTION

How a passenger experiences facility cleanliness is a critical factor in their overall travel experience. A dirty seat in the gate area, soiled floor, unclean toilet, overflowing trash bin, or empty soap dispenser can add even more frustration to a journey that is potentially already stressful. The goal is to ensure that MDAD passengers and guests enjoy the cleanliness of the MDAD facilities, leading to a more positive overall experience.

To achieve this goal, we have designed an end-to-end custodial program powered by our people AND by cutting-edge technology, including smart restroom, gate control, task automation, QA tools, and communication systems delivered through **TRAX** and **Relay**. This technology ecosystem facilitates real-time tracking, reporting, and communication, and is brought into a single view - together with our inventory, safety, and workforce management data - via our **Command Center** architecture.

TRAX ANALYTICS

To ensure the quality of cleanliness throughout the airport, CWS is positioning TRAX Analytics as our facility cleanliness solution. The TRAX suite of facility cleanliness solutions provides the most advanced smart restroom technology on the market, with a host of innovative features and integration capabilities.

With the use of a mobile application and beacon installation, TRAX ensures optimal quality and cleanliness while also providing real-time proof of service. With it, we can quickly monitor things like consumable usage, trash bin status, and work completion status, as well as quality control cleaning work. TRAX also facilitates the scheduling, assignment, and dispatch of work, and execution of facility inspections, during which the user can take videos and images of performance.

To further ensure cleanliness excellence and service quality in highly trafficked restrooms, we will add sensors and IoT to create a data-driven cleaning operation. Throughput counters provide guest counts that can be analyzed and, especially when combined with flight arrival and departure data, flag restrooms that will need a higher level of service at specific times, enabling efficient resource assignment. Consumable sensors monitor supply levels, allowing us to proactively replenish them *before* they are depleted and to anticipate future supply needs.

The seamlessly integrated, multilingual TRAX platform provides insight through dynamic dashboards and customized reporting ensuring all work and data is monitored and utilized to effectively streamline operations, improve quality, and enhance the passenger experience.

WHY TRAX?

There is a plethora of vendors in the market offering smart restroom solutions. What separates TRAX from the competition is the extensive and flexible sensor integration capabilities it offers. TRAX is hardware, software, and product agonistic, which means we are not tied to specific technology or consumables. With TRAX we can pick and choose any sensor, any provider, and add them at any time for a range of monitoring capabilities such as throughput counters, dispensers, stall occupancy, waste bins, passenger feedback and more. From

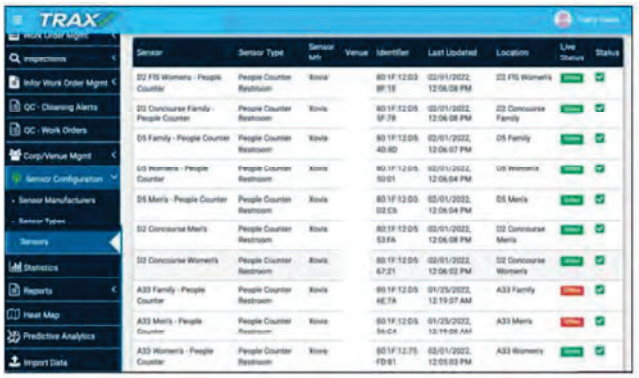
occupancy tracking to consumable monitoring to customer feedback – no other company provides this level of detailed information. Additionally, TRAX remains unrivaled with its smart restroom expertise in the aviation industry and currently operates at multiple airports across the country:

KEY FEATURES INCLUDE:

- Airline flight data integration
- Gate monitoring
- Ability to use other vendor sensors
- Standalone wi-fi
- Quality inspection platform
- Spill sensing technology
- Monitor trash levels
- Occupancy indicators per stall
- Detect real-time utilization of sinks, stalls, urinals
- Monitor real-time consumable usage
- Automated KPI trigger alert
- Restroom experience surveys
- Touchless feedback
- View dashboard & receive dispatch
- Standard & customized reports

SOLUTION CAPABILITIES FOR OPERATORS (COMMAND CENTER MANAGER & DISPATCHERS)

DYNAMIC DASHBOARD



Dynamic and customizable dashboards provide a high-level overview of all locations with the most recent inspection and feedback scores, cleaning history, sensor data, traffic data, and predictive analytics of priority cleaning and areas of focus based on airport traffic. The facility's complete status can be accessed from anywhere using an app via phone, tablet, or computer.

ADVANCED REPORTING

Advanced reporting provides insights for CWS to proactively manage custodial services and include current and historical cleaning alert logs, inventory logs, task completion logs, schedules, attendance records, and project and equipment work orders. Historical records by user and location also provide insight into location and employee demand and efficiency.

TRAX supports quality inspections and is customized by CWS to meet our rigorous standards with features such as single and joint inspection logging, photo and video attachments, and customized scoring. Detailed reporting allows CWS greater insight into passenger trends, peak times of use, and enables us to attend to predictive needs, ensuring the passengers are greeted with a clean and disinfected environment on their journey.

SOLUTION CAPABILITIES FOR CUSTODIAL SERVICES STAFF

Indicators located at every stall show individual availability and discreetly track usage of each stall for traffic reporting. Sensors are placed on all consumables including toilet paper holders, soap, and paper towel dispensers. Restroom trash receptacles also have sensors to track fill levels and send alerts when nearing full. As the passenger leaves the restroom, they are encouraged by an electronic display to provide feedback and notify staff if immediate attention is needed.

Sensors coupled with the IoT and data analytics enable proactive scheduling, automated dispatch, reduce the amount of water and cleaning chemicals used, and create efficiencies to optimize resource allocation based on real-time conditions. This in turn reduces the excess waste of consumables, minimizing environmental impact.

TRAX IN PRACTICE: THE CUSTODIAN EXPERIENCE

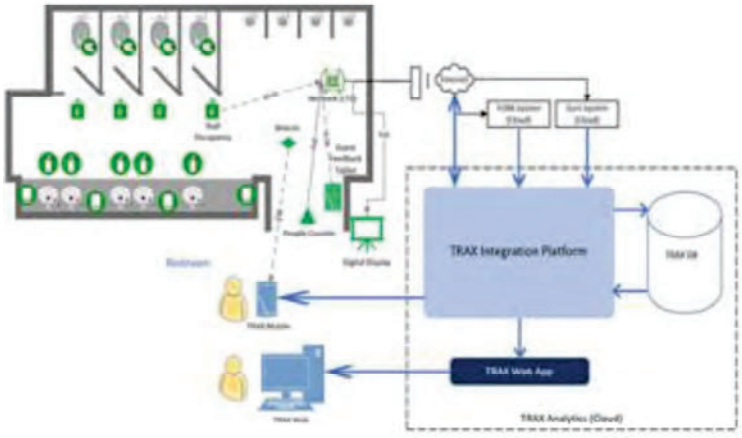
TRAX provides the custodial front line with the right information at the right time through the TRAX mobile application. The throughput counters installed at the entrance of every restroom will be used to count passengers as they enter and exit. Each restroom will have the ability to have its own unique threshold, and once that threshold is met (EX: 200 Guests), it will trigger an alert and open a work order within our system. This work order will be sent out to the custodian on staff who is assigned to the location/restroom(s).

The custodian will receive this alert, and check if any dispensers (soap, paper) are low or empty.

The custodian will arrive at the restroom and the TRAX beacons (Location Sensors) that are installed inside the restroom will tell the TRAX platform that the custodian has arrived, logs the

time/date, and then allows the custodian to enter the work order process. The custodian cannot start the work order until they are physically at the restroom.

The custodian will then be prompted to input in their feedback of cleanliness as they arrived, check off the tasks that they accomplished, input in any inventory (soap, paper, cleaning supplies, etc.) that they utilized during the process, and any comments needed. Smart dispensers will also be provided as a part of this project which will alert our system if the paper products and soap products are low or empty. Maps of each restroom will be provided so that the custodian can see the exact dispenser and location in the restroom that needs to be refilled.

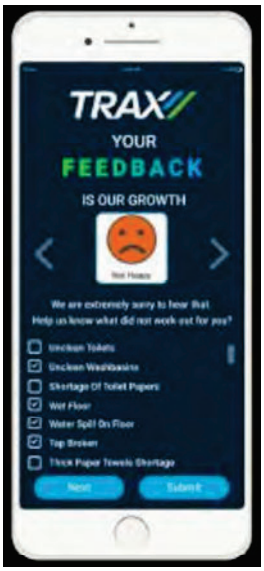


Once the custodian finishes their work order, they will then be guided to the next restroom that needs service. The supervisor on duty will then receive an alert that the custodian has completed the work and asked if they would like to conduct an optional Quality Control check at the location. If selected, the supervisor will then be able to see the feedback and work completed by the custodian, rate the work, take any pictures or videos needed and either accept it, or reject it. If they reject it, they will have the option of sending the custodian back to the location through the mobile app.

SOLUTION CAPABILITIES FOR PASSENGERS

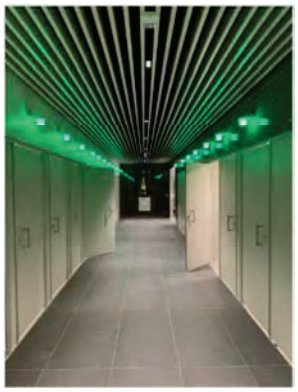
CUSTOMER FEEDBACK

Passengers are encouraged to provide touchless feedback by scanning a QR code using a personal mobile device. They are able to report overall cleanliness and elaborate using prompts that provide multiple options to select. If happy with service, they are presented with reasoning (i.e., pleasant smell, ample paper, low trash cans fill etc.) If they are unhappy with the state of the restroom, they are able to send alerts reporting the location and reason of dissatisfied service (i.e., unclean toilet, shortage of toilet paper, wet floor, etc.) to the custodial staff.



OCCUPANCY INDICATORS

Individual occupancy indicators located at every stall provide the passenger with immediate awareness of which stalls are vacant. This data is reflected in real-time through our restroom mapping and can be utilized for reporting purposes.



TRAX IN PRACTICE: THE PASSENGER EXPERIENCE

CWS is confident that our solution with TRAX Analytics stands at the forefront of smart restroom technology, offering an array of features, data insights, and cutting-edge technology. We are proud to partner with them knowing we are providing MIA with cutting-edge technology to provide your travelers with a world-class experience.

TRAX ANALYTICS SYSTEM REQUIREMENTS

CWS has provided the following software, hardware, 3rd party IoT and one-time implementation requirements for our smart restroom solution:

ONE TIME IMPLEMENTATION REQUIREMENTS

- TRAX Smart Restroom Setup (Mapping and Configuration)
- Project Management / Implementation
- TRAX Development
- Travel Per Diem for on-site Installation and Implementation
- Client Success Training – On Site
- TRAX Accounting Processing + Account Setup Cloud System Setup

TRAX SOFTWARE

- Subscription – TRAX Clean Connect
- Subscription – TRAX Smart Restroom Portal, iOS Mobile Application
- TRAX Data Service
- TRAX – Touchless Feedback
- TRAX Remote Technical Support
- API Monitoring and Maintenance
- TRAX Hardware & 3rd Party IoT
- TRAX Gate Monitoring (130 Gates)

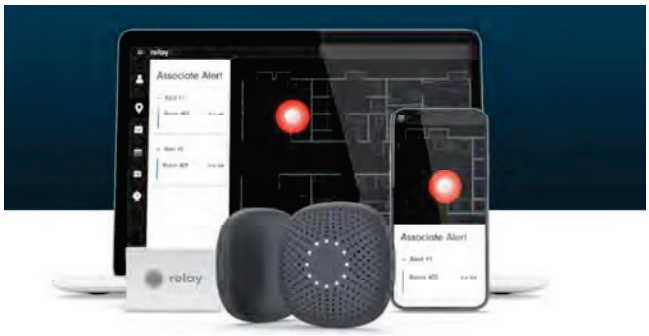
TRAX HARDWARE & 3RD PARTY IOT

COUNT	ITEM
156	Kontakt.IO Beacons Restrooms
130	Kontakt.IO Beacons Passenger Gates
78	LTE - M Gateway Connectivity Fee
156	People Counter Data Fee
156	683140 Power Kit for People Counter
1	Tork Setup

1	OAG Feed
780	Coreless Bath Tissue Dispenser Annual Data Fee
624	PeakServe Towel Dispenser Annual Data Fee
900	Wall/ Mirror Mounted Soap Dispenser Annual Data Fee
1	OAG Flight Data Setup
780	Occupancy Sensor
780	Occupancy Sensor Cap
1	Thingsee Occupancy Data Package
1	Thingsee Gateway (Global) LTE
72	Media Case Leviton SMC-420
234	Thingsee Beam Sensor (Trash Bins)
1	Thingsee Beam Sensor (Trans Bins Data Fee) *234 Sensors*
312	Surface wet cleanness sensors
75	Tablets

View our detailed Smart Restroom transition plan which highlights the timeline of integrating key system requirements prior to Go Live.

RELAY RADIO TECHNOLOGY



In an era where seamless communication is the cornerstone of operational success, CWS has taken a significant stride forward by incorporating Relay Radio technology into our aviation janitorial operations. In 2023, we introduced Relay technology into our aviation portfolio clients to improve response time and enhance security measures. We are happy to invest into this technology at MIA in Q1 2024 and introduced this program at no additional cost to our current contract with MIA. This technology investment has demonstrated that Relay not only improves response time among the janitorial staff but has also strengthened the connection between frontline employees and leadership, marking a notable shift in operational dynamics.

The improved response time facilitated by Relay has translated into enhanced efficiency across various aspects of CWS' janitorial operations. The combination of the TRAX application on smart devices and Relay radios for bi-directional communication ensures that all dispatch opportunities are covered, mitigating the risk of service gaps. Whether it's responding to spillages, coordinating cleaning schedules, or addressing urgent matters and emergencies, **all communication is filtered through earpieces to minimize noise and disruption to the passenger experience and allow for a high-end hospitality experience.**

Additionally, by utilizing Relay in conjunction with our UKG Pro time tracking application, we can utilize location tracking and geofencing capabilities, which creates insight beyond just monitoring the clock in clock out. This data provides transparency to where employees are spending their time and creates opportunities to analyze and implement efficiencies and/or adjust placement based on need.

APPENDIX B – PRICE SCHEDULE

A. PRICING:

1. The pricing provided below encompasses all costs to complete all work as described in this Solicitation. Prices are annual lump sum not to exceed amounts, inclusive of all fees, including but not limited to, labor, overhead, indirect costs, equipment, materials, consumables and expenses.

DESCRIPTION	YEAR 1 PRICE
Common Areas (estimated 9,503,754 square feet)	$ 32,469,786.84
Restrooms (estimated 138,869 square feet)	$ 6,590,666.98
Restrooms with Attendant (estimated 14,292)	$ 7,331,417.16
Smart Restroom Technology Solution	$1,510,967.56
Total Area A (estimated at 9,656,915 square feet)	**TOTAL PRICE YEAR 1**
	$ 47,902,838,54

2. The pricing provided below encompass all costs for maintenance and support of the above smart restroom technology solution. Prices are annual lump sum not to exceed amounts, inclusive of all fees, including but not limited to, labor, overhead, indirect costs, equipment, materials, consumables and expenses.

DESCRIPTION	TOTAL PRICE
Maintenance and support (Year 2)	$659,669.62
Maintenance and support (Year 3)	$659,669.62
Maintenance and support (Year 4)	$659,669.62
Maintenance and support (Year 5)	$659,669.62
Maintenance and support Total for life of the Contract (Years 2 – 5)	$2,638,678.48

B. ADDITIONAL POSITIONS:

Hourly Rates by Classification for Additional Positions

Additional positions may be required during the term of the resultant contract as specified in Section 7.C of the Contract. The hourly rates by job classifications for providing work on this contract are:

Classification	Rate Per Hour
Project Manager	$ 68.00
Administrative Support	$ 27.90
Shift Supervisor	$ 28.44
Custodian/Restroom Custodian	$ 25.60
Restroom Attendant	$ 25.60
Specialist	$ 27.15
General Cleaner	$ 25.60
Relief	$ 25.60
Light Maintenance	$ 31.87

C. Smart Restroom Milestone Payments Schedule

YEAR 1

Site	Phase 1 – Refer to Appendix B1	%	Price
Concourse D	Initiation: Day 1 of Phase 1 (Upon Notice-to-Proceed)	20%	$302,193.51
	Implementation (Upon System Activation), in accordance with Section 3 of the contract.		
	Completion: 120 Calendar Days after Phase 1 starts (Closeout)	20%	$302,193.51
		Phase 1 Total	$604,387.02

Site	Phase 2 – Refer to Appendix B1	%	Price
Concourse E & Satellite, Lobby & Baggage Claim	Initiation: Day 1 of Phase 2 (Upon Notice-to-Proceed)	15%	$226,645.13
	Implementation (Upon System Activation), in accordance with Section 3 of the contract.		
	Completion: 120 Calendar Days after Phase 2 starts (Closeout)	15%	$226,645.13
		Phase 2 Total	$453,290.27

Site	Phase 3 – Refer to Appendix B1	%	Price
Concourses F, G, H, and J	Initiation: Day 1 of Phase 3 (Upon Notice-to-Proceed)	15%	$226,645.13
	Implementation (Upon System Activation), in accordance with Section 3 of the contract.		
	Completion: 120 Calendar Days after Phase 3 starts (Closeout)	15%	$226,645.13
		Phase 3 Total	$453,290.27

YEAR 1 TOTAL	$1,510,967.56

YEARS 2 through 5

Maintenance and Support, per Section 3.7 of the contract	%
The County will pay the Contractor's total annual price for Maintenance and Support in an annual installment each year starting at the beginning of the Year 2 Anniversary Date.	100%

Notes:

1. Miami-Dade County is exempt from all taxes (Federal, State, and Local). Tax Exemption Certificate furnished upon request.
2. Prices and rates shall include all out-of-pocket expenses, including but not limited to materials, employee travel, per diem, and miscellaneous costs and fees, as such expenses shall not be reimbursed separately by the County.
3. In the event that hourly rates are omitted, the County shall impute that the rate shall be the minimum as may be allowed pursuant to the Living Wage Ordinance.
4. Refer to Articles 8 and 9 for applicable price adjustments.

APPENDIX B1 – PROJECT SCHEDULE

(Actual dates to be finalized post-award)

Task Name
Project Initiation
Notice to Proceed Received
Internal Kick Off Meeting
Ensure Sales Order matches Purchase Order
Client External Kick Off Meeting
Define Roles and Responsibilities with Client
Confirm wired or cellular network
Determine any on-site badging requirements for installation (How long is the process to get badged in Miami)
Confirm restroom drawings (if already provided)
Send spec documents, submittal packages and or wire diagrams if needed
Complete Project Scope Document with Client Assistance
Software Configuration (Clean + Inspect)
Discovery Call
Meet with the operations team to review roles and understand current workflow. Ongoing meetings to finalize and learn how the team currently operates and how to mimic existing operations in TRAX
Complete the list of locations and organizational breakdown (Building, Venue and Level) with Client Assistance (56 Bathrooms and 88 Gates)
Venue Setup
Server Setup
Mobile App Configured
Avlus Surveys Configured
Web Apps Configured
Beacons Configured
Business Intelligence / Dashboards
Venue Configurations
Set up Alerts and Reports
APIs Setup - Integration with different vendors included in project scope
Clean + Inspect Software Build Out First
Complete Project Configuration document with Client Assistance
Determine which user roles will be added and create users
TRAX Software Implementation Team to configure system based on Project Configuration Document
Software Testing
QA/QC Testing by Software Implementation Team
UAT Testing with Miami Teams to Ensure Software Configured Properly
Software Training
Conduct Training with Leadership and Custodial Supervisors
Vendor Management
Initial Meetings with vendors to review scope, installation, requirements, etc
Verify Shipping Address with the Client
Ordering Equipment (During Holidays)
Hardware Configuration
Infrastructure Installation (If needed - Client will need to provide timeline)
Electrical Power Pulled
Network Cabling Pulled
Hardware Shipped to Client
Ship Hardware
Hardware Installation
Install All Equipment to Completion
Smart Restroom Equipment Testing
QA/QC Testing of Equipment by Software Implementation Team
UAT Testing with Miami Teams to Ensure Equipment Configured Properly in TRAX
Smart Restroom Equipment Training
Conduct Training with Leadership and Custodial Supervisors of the Equipment
Project Close Out
Provide Close-out Document
Client Sign-Off and Final Invoice

APPENDIX B2 – SAMPLE PRICE ADJUSTMENT CALCULATION

APPENDIX B2 – SAMPLE PRICE ADJUSTMENT CALCULATION

LW Adjustment:
Contract's Effective Date: February 1, 2025

Adjustment Effective Date**:** February 1, 2026

Living Wage Adjustment Calculation

Total Area Price :	$10,000.00
Multiplied by Percentage of Price Applicable to Living Wage:	77%
Equals Portion of Price Applicable to Living Wage:	$7,700.00
Multiplied by Applicable LW Adjustment (As of 10/1/2025):	5%
Equals Applicable LW Increase:	**$385.00**
Adjustment Price after applying Living Wage Adjustment:	**$10,385**

CPI Adjustment:
Contract's Effective Date: February 1, 2025

Adjustment Effective Date**:** October 1, 2026

CPI Adjustment Calculation

CPI Adjustment

Index Point Change Calculation:	
Current CPI Index (September 2026)	301.458
Less: initial CPI Index (February 2025)	280.390
Equals: Index Point Change	21.068
Percentage Change Calculation:	
Index Point Change	21.068
Divided by: initial CPI Index	280.390
Equals:	0.07514
Multiplied by 100:	7.514
Equals: Percent Change	7.514%
CPI Price Calculation:	
Percent Change:	7.514%
Multiplied by Portion of Price Applicable to CPI (100-77):	23%
Equals Portion of Price Applicable to CPI ($10,000 x 23%):	$2300.00
Equals: Applicable CPI Increase:	$172.82

Current Price on September 30, 2026 (See LW Adjustment Calculation):	$**10,385.00**
Plus Applicable CPI Increase:	$172.82
Equals Price Effective October 1, 2026:	**$10,557.82**

The following is an example of how to calculate a <u>subsequent</u> CPI adjustment:

<u>Index Point Change Calculation</u>:	
Current CPI Index (September 2027)	340.100
Less: prior CPI Index (September 2026)	301.458
Equals: Index Point Change	38.642
<u>Percentage Change Calculation</u>:	
Index Point Change	38.642
Divided by: prior CPI Index	301.458
Equals:	0.1281
Multiplied by 100:	12.82
Equals: Percent Change to be applied October 1, 2027	12.82%

APPENDIX C – TECHNICAL SPECIFICATIONS

AREA A

EQUIPMENT LIST

~~Contractor shall furnish, at a minimum, the following equipment for use in performing the work required by this Contract. MDAD reserves the right to increase the amount of required equipment as it deems necessary. All equipment is to be new or optimal working condition at the beginning of the Contract. Equipment marked with an asterisk (*) shall be replaced with new equipment, at Contractor's expense, at the Contract midpoint and at the start of any subsequent extensions of the Contract, if so directed by the Department. The Contractor may request equal or better substitutes for equipment. Contractor shall request the substitution in writing and will include, the make and model number of the requested substitution and a copy of the manufacturer's catalog cut sheet.~~

BURNISHERS	~~28~~	Nilfisk Advance Advolution Ride on Burnisher
	~~16~~	Ultra VS20 UHS Nilfisk Advance Cord Electric Burnisher
	~~8~~	Whirlmatic VS 20 Walk Behind Burnisher
	~~8~~	355 Tomcat Ride On Burnisher
ESCALATOR CLEANERS	~~16~~	Cimex 24" Escalator Cleaner
EXTRACTORS	~~36~~	Aquaride AXP Rider Extractor
	~~16~~	Aquamax Walk Behind Extractor
	~~8~~	Aquaspot Spotter
	~~6~~	Chattanooga Plus Steam Cleaner 110V
FLOOR MACHINES	~~40~~	Advance Pacesetter 20TS *
PRESSURE CLEANERS	~~4~~	Adhancer 29C
	~~6~~	Ettore 90007 Window Cleaners
	~~8~~	Landa MHPS 3500 Trainer Mounted
	~~10~~	Hydrotek SC30008KAF
RESTROOM CLEANERS	~~20~~	VJ Kaivac Restroom Cleaners
	~~20~~	Numatic North American WV Food Pumper
FLOOR SCRUBBERS	~~28~~	Advenger 2810
	~~30~~	Windsor Grout Hog
	~~32~~	Tennant 17" Scrubber
	~~20~~	Warrior X28C Walk Behind
FLOOR SWEEPERS	~~20~~	Advance Terra 4300 B *
		FOD Boss
TUGS	~~4~~	SS5-34 Taylor Dunn Electric Tug
VACUUMS	~~70~~	CarpeTwin 16X *
	~~16~~	28" Champion Kent Wide Area Vacuum *
	~~12~~	Advance Back Vacuum XP *

TABLE 2 - PRESSURE WASHING FREQUENCY – AREA A

AREAS	WEEKLY	BI-WEEKLY	MONTHLY	QUARTERLY	DAILY
NORTH TERMINAL ELEVATOR LANDINGS				X	
NORTH TERMINAL CRUISE BUS STATION (SIDEWALKS)			X		
BAG CLAIM CHECKPOINT ENTRANCES				X	
E SATELLITE RAMP CONTROL				X	
E SATELLITE BUS STATION DOOR ENTRANCE			X		
E CUSTOMS TUNNEL				X	
NORTH TERMINAL FIS BAG ROOM				X	
SOUTH TERMINAL FIS BAG ROOM				X	
BUS LOOP & CROSSWALK			X		
SOUTH TERMINAL CRUISE BUS TERMINAL (SIDEWALKS)			X		
D-60 AMERICAN EAGLE			X		
1st FLOOR CURBSIDE			X		
2ND FLOOR CURBSIDE			X		
BAG CLAIM CHECKPOINT ENTRANCES				X	
SOUTH TERMINAL FIS BAG ROOM				X	
BUS LOOP & CROSSWALK			X		
SOUTH TERMINAL CRUISE BUS TERMINAL (SIDEWALKS)			X		

1st FLOOR CURBSIDE			X		
2ND FLOOR CURBSIDE			X		

TABLE 3 - WINDOW WASHING FREQUENCY – AREA A

WINDOW WASHING FREQUENCY	
Areas of Responsibility	**Cleaning Frequency**
Concourse D Outside	Every 6 months
Concourse D Inside (Above 15')	Every 6 months
Concourse E Outside	Every 6 months
Concourse E Inside (Above 15')	Every 6 months
Concourse E Sterile Area Outside	Every 6months
Concourse E Sterile Area Inside (Above 15')	Every 6 months
Concourse E Satellite Outside	Every 6 months
Concourse E Satellite Inside (Above 15')	Every 6 months
D-E Wrap Curbside Outside	Every 6 months
Concourse E Office Tower Floors (3-7) Outside	Every 6 months

Note: Unless otherwise directed by the Department, all windows below fifteen (15) feet will be considered routine work and must be kept clean and streak free at all times.

Appendix C
TECHNICAL SPECIFICATIONS

JANITORIAL SERVICES FOR MIAMI INTERNATIONAL AIRPORT

TABLE OF CONTENTS

I. OVERVIEW OF JANITORIAL PROGRAM REQUIREMENTS AND PROGRAM RELATED DEFINITIONS....1

TASKS, ACTIVITIES AND COMPETENCIES....1

II. STANDARDS OF APPEARANCE....3

A. CATEGORIES OF CLEANING....3
B. APPEARANCE STANDARDS FOR ROUTINE CLEANING....3
Carpets:....3
Carpets (spot cleaning):....3
Curbside Areas (Adjacent to terminal):....4
Custodial Rooms:....4
Drinking Fountains - Cleaning and Disinfecting:....4
Dusting and Furniture surfaces:....4
Elevators:....4
Escalators and Moving Sidewalks:....5
Furniture, Fixtures, Walls, Partitions, Doors, etc.:....5
Hard Surfaces (Floors):....5
Mop Cleaning and Disinfecting:....5
Office Cleaning:....6
Shadow (Ramp) Areas:....6
Rearranging of Furniture as Required:....6
Restrooms:....6
Stainless Steel:....6
Stairways:....7
Ticket Counters and Gate Podiums:....7
Trash Receptacles:....7
Trash Removal:....7
Windows (Glass cleaning):....7

III. TASK FREQUENCY AND PERFORMANCE STANDARDS....8

A. ROUTINE CLEANING PROCEDURES....8
B. PROJECT CLEANING PROCEDURES....13
Table 1 - Public Restroom Cleaning Frequency – Per AREA....21
*Table 2 - Pressure Washing Frequency - **As amended**....28*
*Table 3 - Window Washing Frequency - **As amended**.....29*

IV. ATTACHMENT A....30

TERMINOLOGY FOR JANITORIAL SPECIFICATIONS....30

V. ATTACHMENT B....36

GENERAL JANITORIAL EQUIPMENT, SUPPLIES & CHEMICALS....36
A. CHEMICALS & SUPPLIES FOR ROUTINE AND PROJECT CLEANING....36
B. EQUIPMENT LIST – **As amended**.....37
C. CHEMICAL SPECIFICATIONS....38
I. Specification for: Enzyme Spotter and Odor Control....39
II. Specification for: Enzyme Drain Maintainer/Opener....40
III. Specification for: General Purpose Carpet Spotter....41
IV. Specification for: Pretreat and Traffic Lane Cleaner....42
V. Specification for: Carpet Extraction Cleaner....43
VI. Specification for: Gum Remover....44
VII. Specification for: Metal Cleaner and Polish....45
VIII. Specification for: Flax Wood Cleaner....46
IX. Specification for: General Purpose Cleaner....47
X. Specification for: Spray and Wipe Cleaner....48

XI. Specification for: Floor Finish 49
XII. Specification for: Floor Sealer 50
XIII. Specification for: Floor Finish Maintainer 51
XIV. Specification for: Floor Finish Stripper 52
XV. Specification for: Glass Cleaner 53
XVI. Specification for: Bowl Cleaner 54
XVII. Specification for: Antibacterial Hand Cleaner 55
XVIII. Specification for: Wall Cabinet Odor Control 56
XIX. Specification for: Concentrated 2 Ounces (Oz.) Disinfectant 57
XX. Specification for: General Purpose Deodorant 58
XXI. Specification for: Germicidal Spray and Wipe 59
XXII. Specification for: Antibacterial Extractor 60
XXIII. Specification for: Green Seal Compliance 61

I. OVERVIEW OF JANITORIAL PROGRAM REQUIREMENTS AND PROGRAM RELATED DEFINITIONS

Contractor shall provide an on-site management team, supported by corporate management, resources and regular oversight that will provide high standards of cleanliness and infection/bacterial control through the development and execution of an approved and effective janitorial service program at Miami International Airport ("Airport") and its properties.

The Contractor shall furnish all supplies, materials, equipment, machinery, tools, supervision, labor and services necessary to perform the work described in these specifications. These responsibilities shall be carried out by the Contractor through planning, assignment, coordination, inspections, quality control, field operations, reporting, and other forms of administrative management required for optimizing services and support in compliance with the terms of these specifications.

TASKS, ACTIVITIES AND COMPETENCIES

The Airport's terminal and properties require cleaning and daily Patrolling, with an emphasis on restroom service and sanitation. Work must be performed in a safe manner that protects Airport employees and patrons and helps to provide for continuous operation of the facilities in the event of an emergency. It also requires the ability to analyze work requirements and develop procedures for cleaning and preserving the Airport's surface areas. The Contractor must possess a thorough knowledge of cleaning equipment, chemicals and techniques. The following minimum tasks, activities and competencies are required of the Contractor under this contract:

1. A competent and effective management team, headed by an industry-experienced professional. The management team members must be well trained, skilled and able leaders of the Contractor's janitorial program.
2. Supportive corporate or regional management and technical personnel who regularly visit the contracted MDAD facilities, to ensure compliance with the contract and ever-improving standards. External management personnel, who represent the Contractor's corporate office, must be available on short notice in the event of an emergency or serious infraction, in addition to regularly scheduled visits which will be planned according to a schedule that has been presented to and approved by the Department.
3. Competent and responsive management team who will assist the Department in meeting the needs of the County in providing outstanding service to the patrons of Miami International Airport.
4. Enlightened and dedicated management and supervisory professionals who shall
   - Ensure a positive and wholesome climate of worth, motivation and equal opportunity to all of the janitorial employees.
   - Ensure and encourage the employees to achieve excellent results and develop a sense of responsibility, resulting in effective performance standards.
5. Technical back-up and research in order to ensure the best processes, efficiency and results for the benefit of the County and Airport facility patrons.
6. The Contractor shall be expected to have experience in the evaluation, testing, selection, care

and use of supplies and equipment which meet the requirements set forth under this Agreement. The Department maintains the right at all times to set material and equipment standards and specifications as described in Attachment B, General Janitorial Equipment, Supplies, & Chemicals herein. The Department reserves the right to test and select materials and equipment. The materials and equipment purchased by the Contractor for use under this Agreement must be approved by the Department.

- The Contractor shall agree to maintain the supplies and materials in safekeeping, in an orderly manner, with adequate security and control. The Contractor shall be responsible for maintaining proper supply and material usage instructions and Right-to-Know information including, but not limited to, Material Safety Data Sheets, Chemical Hazard Warning and Emergency Notification, and Incompatible Substance information and warnings.
- The Contractor shall maintain an up-to-date listing of all equipment, individually numbered. The Department shall pre-approve all equipment purchases. Bumper guards and other surface protection are required to prevent marking or scratching of fixtures, furnishings, and/or building surfaces.

7. Continuity of day-to-day management, 52 weeks a year, regardless of vacation, long-term illness, etc.
8. Scheduling consistency to ensure that the required daily jobs are filled each shift and day, and work is completed as scheduled within the week that they are scheduled.
9. Flexibility of program design and responsiveness in order to meet the demands of a fluid and challenging work environment.

II. STANDARDS OF APPEARANCE

The Performance Standards for routine Janitorial work are intended to describe the routine cleaning tasks and frequencies for the most common housekeeping tasks that will be performed on a frequent basis. The Contractor shall perform all services to the highest standard of performance recognized by custom and usage in the industry.

A. CATEGORIES OF CLEANING

Routine Cleaning: Refers to cleaning functions that keep the appearance and sanitation at an acceptable level, but may not be sufficient to keep areas at their optimal levels without the periodic application of more aggressive cleaning methods. This cleaning includes all tasks detailed in the Performance Standards for Routine Cleaning.

Project Cleaning: The periodic services that are intended to clean to a "like-new" condition. This service includes, but is not limited to, high dusting, wall washing, deep extraction of carpets, steam cleaning, complete stripping and refinishing of hard floor surfaces, and other detailed services not included in daily Routine Cleaning. This work shall be performed at no extra charge and will be paid as included in the Price Proposal Schedule (Attachment 3 of the RFP).

B. APPEARANCE STANDARDS FOR ROUTINE CLEANING

Carpets:

At the end of every night shift, upon completion of the required routine and Project cleaning, the carpet condition shall be as follows:

a. Free of all loose or embedded gum.

b. Free of all spots, except for those that have been identified as "permanent."

c. Thoroughly vacuumed in all areas. Carpeted areas shall be completely vacuumed; collect surface soil and embedded grit from all areas accessible to a carpet vacuum cleaner. Chairs and trash receptacles should be tilted or moved as necessary to vacuum underneath. Additionally, as necessary, to prevent any visible accumulation of soil or litter in carpeted areas inaccessible to an upright carpet vacuum cleaner, a crevice tool and brush attachment shall be used. After the carpeted floor has been completely vacuumed, it shall be free of all visible litter, soil, and embedded grit.

d. No dust build-up at, or around, carpet edges, corners, chair bases, or other objects that are place on the carpet.

Contractor shall develop and submit to the Department, a carpet maintenance program to establish a schedule for the removal of surface and embedded sand, soil, stains, spots, and bacteria on a regular and frequent basis in order to ensure an acceptable appearance, and to remove soil that would shorten the useful life of the carpets.

Carpets (spot cleaning):

Carpet spot cleaning shall be performed during every shift throughout the day. Carpet spots shall be removed in accordance with the manufacturer's recommendation to ensure spots and stains are removed from carpets (see Attachment B herein). Spot cleaning shall be attempted only after the carpet has been completely cleaned and vacuumed.

Curbside Areas (Adjacent to terminal):

Curbside areas shall be kept litter free. Seating and floor surfaces shall be kept free of embedded gum, debris, sand, soil, grime, spots, liquids. No build-up on edges, wall and column bases. Ashtrays shall be empty and kept clean, free of surface stains and embedded gum. Pressure washing shall be done according to schedule (see pressure washing frequency) and in close coordination with the Landside Operations Division.

Custodial Rooms:

Custodial rooms must be kept clean and maintained free of odors at all times. Entrance doors must be kept closed at all times, except when actively working in the room. All work materials must be kept out of passenger and/or public view. Non work-related materials as well as trash shall not be stored in these rooms.

Drinking Fountains - Cleaning and Disinfecting:

Drinking fountains shall be disinfected using germicidal detergent or crème cleanser. All obvious soil, streaks, smudges, etc. shall be removed from the drinking fountains and cabinets. All polished metal surfaces including the orifices and drain shall be clean and free of buildup. Janitorial staff shall report any leaks or malfunctions to their supervisors. After cleaning, the entire fountain shall be free of streaks, stains, spots, smudges, scale, and other removable soil.

Dusting and Furniture surfaces:

Contractor shall use a lightly treated dust cloth, lightly treated hand-held dusting tool, lambs-wool dusting tool, tank vacuum with dusting attachments, or combination of these dusting tools to remove all dust, lint, litter, dry soil, etc., from the horizontal surfaces of desks, chairs, file cabinets, and other types of furniture and equipment, and from horizontal ledges, window sills, blinds, hand rails, etc. Items on desktops are not to be disturbed. After regular dusting, all such surfaces shall have a uniform appearance, be free of any streaks, smudges, dust, lint, or litter. Dusting shall be accomplished by removal of soil from the area – not by displacing it from one surface to another. Desktops, laboratory counter tops, tile cabinets and the like, shall be completely cleared before dusting.

In stairwells, the tops and sides of any exposed, wall mounted lighting fixtures shall be dusted weekly, as well as the tops of suspended light fixtures in other areas of the buildings.

Elevators:

Elevators shall be cleaned on a daily basis using a cloth and neutral detergent solution, damp wiping the inside and outside of the elevator doors and elevator walls. A dry cloth shall be used to polish metal surfaces to a shine. The desired results are as follows:

a. All stainless steel, Formica, and elevator panels clean, free of spots, smudges, stains and streaks.

b. Floors are to be free of gum, sand, dirt, soil, liquids.

c. No build-up in corners or edges.

d. No odors.

e. Door tracks clean and free of debris.

On a weekly basis, Contractor shall vacuum and damp wipe ceiling vents in the elevator. Vacuum the door tracks, clean with metal polish to a shine; and complete wash of all stainless steel surfaces, and polish to a shine.

Escalators and Moving Sidewalks:

On a daily basis, using a soft cloth and neutral detergent solution, spot clean the insides of the escalator or moving sidewalk to remove hand prints, smudges, stickers, gum and other visible soil. Stubborn soil may be removed with a stainless steel cleaner. Contractor shall not use green pads or abrasive cleansers. A dry cloth shall be used to polish metal surfaces to a shine. Contractor shall use escalator and moving walkway cleaning equipment to periodically service the units on a weekly basis. The push broom or wide deck brush shall be used daily during each shift to remove larger particles of debris from the unit's surface. . Contractor shall damp mop the entry exit platforms to remove visible soil, gum, stickers, etc.

Furniture, Fixtures, Walls, Partitions, Doors, etc.:

Contractor shall use a clean cloth and spray bottle of neutral detergent, germicidal detergent, or glass cleaner to remove fingerprints, smudges, marks, streaks, etc., from washable surfaces of walls, partitions, doors, desks, laboratory counter tops (must be completely cleared), furniture, fixtures, appliances, etc. Germicidal detergent shall be used in restrooms and drinking fountains. Crème cleanser shall be used on hard-to-remove spots. After spot cleaning, there shall be no streaks, spots, or other evidence of removable soil. This includes both sides of glass in exterior doors and vestibules and in offices. Patrolling of the wall surfaces shall be done to ensure that streaks, smudges, spills, gum and loose materials are removed. The walls shall be kept in a clean and presentable manner at all times.

Hard Surfaces (Floors):

Patrolling of hard surfaces shall be done at all times to ensure that streaks, smudges, spills, gum and loose materials are removed. The floor shall be kept in a clean and presentable manner at all times. Each day, by the end of the night shift, when routine and heavy cleaning is performed, the condition of hard surfaces shall be as follows:

a. Free of all loose or embedded gum, labels or sticky residue.

b. Free of all deep surface scratches and abrasions that haze the floor's appearance.

c. Floors will have a clear luster produced by floor finish that has been maintained to an "as new" condition.

d. Free of spots and finish discoloration.

e. No dust or grime build-up at, or around, floor surface edges, corners, chair bases, stations, or other objects that are placed on the floor.

Mop Cleaning and Disinfecting:

Prior to being damp mopped and disinfected, floor surfaces shall be swept or dust mopped. A wet mop, mop bucket and wringer, and a germicidal detergent solution shall be used to remove soil and non-permanent stains from the entire area. The detergent solution shall be changed periodically and remain clear. All accessible areas shall be damp mopped. Chairs, trash receptacles, etc. shall be moved when necessary to mop underneath. After being damp

mopped, the floor shall have a uniform appearance with no streaks, swirl marks, detergent residue, or any evidence of soil. There shall be no splash marks or mop streaks on furniture, walls, baseboards, etc. or mop strands remaining in the area.

Office Cleaning:

Contractor shall clean loose dirt and debris from resilient floors with dry mops. Contractor shall clean offices to include, but not limited to desks, chairs, tables, file cabinets, lamps, telephones; vacuum rugs. Contractor shall dust all surfaces which can be reached from floor level; remove spots and smudges from doors, woodwork, wall partitions, and glass surfaces; spot clean and damp mop floors; vacuum carpeted areas and remove stains as necessary; and clean all metal and Formica surfaces.

Shadow (Ramp) Areas:

Ramp areas (from the buildings to the "Fuchsia" aircraft containment line) shall be kept free of all "Foreign Object Debris" (FOD), litter, embedded gum, debris, sand, soil, grime, spots.

Rearranging of Furniture as Required:

All furniture, desks, and the like moved by the housekeeping worker during the performance of the work shall be returned to its appropriate location. Additionally, all other office furniture such as chairs and waste receptacles shall be returned to their appropriate locations. Furniture must be placed in specified locations and missing items be reported. All furniture such as desks, chairs, tables, and the like in classrooms must be returned to their original or specified configurations, as designated by the Department, after every cleaning (every night).

Restrooms:

a. Restrooms shall be maintained clean, free of odors, and fully stocked with supplies at all times.

b. Toilets seats and all porcelain surfaces shall be thoroughly cleaned, disinfected, and swabbed with sanitizer. Before leaving each stall, Contractor shall clean the partitions and the doors. Wipe both side of the door and door latch. Where stainless steel doors are present, clean with a dry cloth and polish to a shine.

c. All sinks and fixtures shall be thoroughly cleaned and disinfected with sanitizer. No dust or grime build-up shall be present at any time.

d. Contractor shall clean and check all soap dispensers and refill if less than half full, and test each for proper operation. The soap used shall be resistant to bacterial growth, have no bacteria, or odor from bacteria.

e. Walls, partitions and mirrors shall be kept free of spots, stains, streaks, fingerprints and smudges at all times.

f. Floors shall be thoroughly cleaned and mopped with sanitizer to ensure no build-up along edges, around toilets, partitions or urinals. Floor grout shall be kept in like new condition and free of stains. Floors shall be sealed as needed to prevent staining.

g. Paper towel, toilet tissue and toilet liner dispensers shall be kept fully stocked and completely cleaned with sanitizer, free of spots, stains, streaks, fingerprints and smudges.

Stainless Steel:

All stainless steel surfaces shall be cleaned and kept free of spots, smudges, stains and streaks at all times.

Stairways:

Stairways shall be kept litter free. Embedded gum, debris, sand, soil, grime, spots and liquids shall be removed daily or as soon as reported. Urine and urine odors shall be neutralized as soon as reported. Handrails shall be damp wiped using a neutral detergent solution. Other surfaces, including doors, kick plates, jambs and thresholds shall be cleaned to remove hand prints, smudges and other visible soil.

Ticket Counters and Gate Podiums:

Patrolling of ticket counters and gate podium shall be cleaned in a manner which shall not interfere with airline operations. Ticket counters, podiums and backdrop surfaces shall be cleaned using a damp cloth and neutral detergent solution to remove hand prints, smudges, and other visible soil. Contractor shall wipe dry leaving no streaks or residue on the surface. Trash and trash receptacles within the ticket counters and gate podiums shall be removed when half full.

Trash Receptacles:

Trash receptacles shall be kept free of debris, liquid or food on interior and exterior surfaces. Surfaces shall be thoroughly cleaned, disinfected and kept free of fingerprints, smudges and odors at all times. Receptacles shall be emptied when they are half full and trash transported to designated dumpsters. The Contractor shall follow County recycling programs.

Trash Removal:

All waste receptacles and other trash containers within the area shall be emptied and returned to their designated locations. All waste from such trash receptacles shall be removed from the area and placed at a designated location in such a manner as to prevent the adjacent area from becoming littered by such trash. The exterior of waste receptacles shall be damp wiped with germicidal detergent solution from a spray bottle and a synthetic fiber cloth to remove evident soil. A lotion type cleanser and an abrasive pad shall be used to remove stubborn soils. All plastic liners that are torn or obviously soiled shall be removed from trash receptacles and replaced with new plastic liners. The liners shall be folded back over the rim of the receptacle and made secure.

Recycling containers shall be removed to the assigned location at least weekly, or more often, depending on the amount of recycling materials contained in the containers. All solid waste removal and collection of recycling materials shall conform to the Recycling Policies and Procedures.

Windows (Glass cleaning):

Windows and glass surfaces shall be cleaned to a like new condition. Any unauthorized papers, notices, and the like taped or otherwise attached to glass surfaces are to be removed. Contractor shall use a scraper or safety razor blade to remove these items; use chewing gum remover to soften and remove tape and adhesive residues, if necessary; and use a brush, squeegee and bucket of glass cleaning solution to clean large expanses or areas of

glass. After cleaning, the glass shall present a clean, uniform appearance and be free of any streaks, smudges, stain, or soil.

III. TASK FREQUENCY AND PERFORMANCE STANDARDS

A. ROUTINE CLEANING PROCEDURES

Included herein are standard procedures to be followed by the Contractor in the performance of the Routine Cleaning duties.

Custodial personnel shall be polite and helpful to the public at all times.

Liquidated Damages: Financial deterrent shall be invoked if Contractor fails to complete the Work as specified in these Technical Specifications and the final Agreement (refer to "*Liquidated Damages"* Article 9.05 of the Agreement).

R- 1 CLEAN PUBLIC AREAS (INTERIOR - DAY AND AFTERNOON SHIFT)

FREQUENCY: Continuously Throughout Each Shift

A. Using long handled dust pan and broom, pick-up any trash dropped on floors, stairways, elevators, and escalators and power walks.

B. Empty waste receptacles. Replace any torn or soiled plastic liners. Clean the outside of the unit if any soil is evident.

C. Spot clean spills using the appropriate technique. Large spills, i.e. those where the cleanup effort would substantially impact the passenger flow or would in any way put passengers at risk, will be blotted dry to prevent a slipping hazard and will be referred to the night shift for complete cleaning. If the spill, due to its nature, e.g. paint, must be fully treated immediately, the area must be isolated from the public using barricades approved by the County during treatment and drying.

D. Day and evening custodial personnel assigned this procedure shall be equipped with the necessary chemicals and equipment for gum removal, and it will be their responsibility to find and remove gum at all times.

E. Spot clean glass windows or partitions above fifteen (15) feet as needed. Spot clean all surfaces as needed. Spot clean windows below fifteen (15) feet during every shift throughout the day.

F. Remove all debris from tables and floor at seating units, taking care that the material is abandoned before removing.

G. Patrol interior planters. Remove debris and clean and dust tops and sides as needed.

H. Report items requiring maintenance to the Supervisor.

I. Other duties as assigned.

R-2 CLEAN PUBLIC AREAS (INTERIOR – NIGHT SHIFT)

FREQUENCY: Continuously Throughout Each Shift

A. Empty waste receptacles. Wipe out soiled waste receptacles with treated or damp cloth. Replace plastic liners that are torn or soiled. Wash waste receptacle to remove any soil inside or outside.

B. Patrol planters and spot clean as needed.

C. Clean all window sills, ledges, Flight Information Display System (FIDS) cabinets, tables, chairs and furniture tops, using a lightly treated cloth, dusting mitts, or small dust mop with short handle.

D. Clean all metal sculptures and art work with dusting tool.

E. Clean smudges and soil from glass doors and windows, using glass cleaner in spray bottle and a clean cloth.

F. Vacuum clean carpets. Use the large carpet vacuum with beater for open areas and medium duty pile lifter for more congested areas. Use tank-type vacuum under furniture and in places where other machines cannot reach.

G. Spot-clean carpets to remove stains using carpet shampoo, neutral detergent or a special cleaner for solvents.

H. Dust mop resilient floors with a wide-treated dust mop.

I. Clean tops of water fountains with a few drops of lotion-type cleaner. Use a separate cloth for tops of water fountains. Wipe off with dry clean cloth. Clean lower panels with stainless steel cleaner and wipe dry.

J. Report items requiring maintenance to the Supervisor.

K. Spot-clean finger marks and smudges on walls, door facings & doors. Use detergent solution in a spray bottle and a sponge. Rinse with sponge and clear water in plastic bottle, as needed.

L. Rearrange furniture according to plan provided by the Department. (Daily – All Shifts)

M. Other duties as assigned.

R-3 PUBLIC RESTROOMS (DAY AND AFTERNOON SHIFT)

FREQUENCY: Specified in accordance with Table 1, Public Restroom Cleaning Frequency

A. Empty trash receptacles.

B. Replace any disposable plastic liners which are soiled or torn.

C. Damp wipe and sanitize trash receptacles and lids.

D. Pickup all loose trash and debris in restrooms.

E. Thoroughly mop and sanitize floors. All areas inaccessible to the mop shall be hand scrubbed. Any gum or stickers shall be removed. Disinfectant cleaner shall be changed periodically to ensure that floors are not being cleaned with dirty water.

F. Replenish paper towel, napkin, and hand soap dispensers. Be sure that all dispensers are full.

G. Clean soiled basins, toilets, or urinals, with cloth and disinfectant cleaner solution in plastic spray bottle. Dry toilet seats with cloth. (Use lotion-type cleanser on heavy soil.) Pay special attention to cleaning under the rims and corners of commodes and urinals.

H. Clean sinks with disinfectant. Pay special attention to chrome fixtures.

I. Clean spills with mop and disinfectant cleaner solution.

J. Use plumber's plunger to unstop any clogged toilets.

K. Clean mirrors with glass cleaner in plastic spray bottle and clean soft cloth.

L. Dust all surfaces, including high dusting of partitions and vents.

M. Report items requiring maintenance to the on-duty Supervisor.

N. Other duties as assigned.

R-4 PUBLIC RESTROOMS (NIGHT SHIFT)

FREQUENCY: Specified in accordance with Table 1, Public Restroom Cleaning Frequency

A. Empty waste containers. Transport trash to trash compactor at the end of each day, or at another convenient time. Replace any disposable liners that are soiled or torn.

B. Replenish paper towel, napkin, and hand soap dispensers. Be sure that all dispensers are full.

C. Clean mirrors with glass cleaner in plastic spray bottle and clean soft cloth.

D. Clean basins, shelves, hardware, spot-clean partitions and walls with cloth or sponge wet with disinfectant cleaner solution in plastic pail or in plastic spray bottle. Use lotion-type cleaner and cloth or sponge for removing stains or heavy soil, especially on basins. Rinse after use of cleaner. On walls and partitions, wipe dry with damp cloth to prevent streaks.

E. Clean inside of bowls and urinals with bowl mop, using the disinfectant cleaner solution from spray bottle or poured from plastic pail over the mop.

F. Clean toilet seats and exterior of toilets and urinals with cloth or sponge and disinfectant c l eaner solution in plastic pail or from a plastic spray bottle. Wipe seats dry with cloth.

G. Spot-clean stainless steel and chrome surfaces. Wipe dry first, then use a cloth dampened with stainless steel cleaner.

H. Wash waste containers and urns.

I. Remove trash from floor by sweeping with broom and picking up with dust pan.

J. Thoroughly mop and sanitize floors. All areas inaccessible to the mop shall be hand scrubbed. Any gum or stickers shall be removed. Disinfectant cleaner shall be changed periodically to ensure that floors are not being cleaned with dirty water.

K. Cycle restrooms according to Restroom Cycle Schedule

L. Report items requiring maintenance to the on-duty Supervisor.

M. Other duties as assigned.

N. Clean underside of basins with cloth or sponge and disinfectant cleaner solution. Clean hardware underneath, using cloth damp with stainless steel cleaner, then wipe dry.

O. Descale fixtures using mild acid type bowl cleaner, being certain to keep bowl cleaner inside of fixtures.

R-5 SIDEWALKS AND OUTSIDE AREAS

FREQUENCY: Continuously Throughout Each Shift

A. Patrol all outside areas and streets on baggage claim and ticket levels from plate glass to far side of roadways and similar areas.

B. Empty waste receptacles. Wipe out soiled waste receptacles with treated or damp cloth. Replace plastic liners that are torn or soiled. Wash waste receptacle to remove any soil inside or outside.

C. Remove any litter, chewing gum or discarded boxes from sidewalks, streets, and curb area. Store discarded boxes in designated areas. Once per shift, transport discarded boxes to specified compactor.

D. Dust benches, including brackets underneath.

E. Personnel assigned to Procedure C shall wear a bright orange reflective vest on the outside of all other clothing at all times.

F. Report items requiring maintenance to the Supervisor.

G. Pressure wash areas in accordance with Pressure Washing Frequency.

H. Other duties as assigned.

FREQUENCY: Once per shift

A. Sweep and scrub the shadow (ramp) areas.

B. Patrol the shadow (ramp) areas for FOD removal.

R-6 ELEVATORS

FREQUENCY: Once per shift (or more frequently if needed)

A. Clean floors of elevator with damp mop, paying close attention to corners and edges. Remove any soil, stain or gum.

B. Clean door track with tank-type vacuum cleaner. Also use broom and tank vacuum to clean next to wall where beating-type does not clean.

C. Clean stainless steel elevator walls and elevator doors with clean white cloth. Spot-clean daily to remove marks and smudges and completely clean. Use a small amount of stainless cleaner and polish on stainless steel surfaces, as needed, and then rub dry.

D. Report items requiring maintenance to the Supervisor.

E. Other duties as assigned.

R-7 CONCRETE STAIRS

FREQUENCY: Continuously Throughout Each Shift

A. Patrol to remove litter.

B. Mop up any spills.

C. Remove chewing gum with putty knife.

D. Spot clean doors.

E. Other duties as assigned.

FREQUENCY: Weekly Basis

A. Vacuum clean treads with pack vacuum.

B. Wash hand rails with cloth and detergent solution.

C. Spot-clean walls and risers.

D. Other duties as assigned.

AS NECESSARY: Mop stair treads.

R-8 OFFICES, LOUNGES AND CONFERENCE ROOMS

FREQUENCY: Continuously Throughout Day/Afternoon Shifts

A. Empty waste receptacles. Wipe out soiled waste receptacles with treated or damp cloth. Replace plastic liners that are torn or soiled. Wash waste receptacle to remove any soil inside or outside.

B. Dust cleared areas of furniture tops, shelves, sills and ledges. Use treated cloth or dusting mitts. Dust clocks, pictures, file cabinet tops and paneling on walls and doors.

C. Spot-clean glass in doors and partitions. Use soft clean cloth and glass cleaner in spray bottle.

D. Spot-clean doors, walls and furniture.

E. Vacuum clean traffic patterns in carpets using a medium duty pile lifter vacuum, and check for spot-cleaning. (Vacuum completely, using hose and wand attachments to get under furniture.)

F. Dust mop resilient floors with treated dust mop.

G. Arrange furniture.

H. Other duties as assigned.

FREQUENCY: Bi-Weekly Basis

A. Mop resilient and/or tile floors with detergent solution. Rinse when needed, with mop dampened with clear water. Mop up spills daily.

B. Spray-buff scuffed, marked or dull resilient floors, and dust after.

C. Other duties as assigned.

FREQUENCY: Monthly Basis: Vacuum air-conditioning vents.

B. PROJECT CLEANING PROCEDURES

P-1 CLEAN ELEVATOR INTERIORS

ESTIMATED FREQUENCY: Weekly (Night Shift)

GENERAL: This task includes 69 passenger elevator, which are located throughout MIA properties. Work shall be accomplished between 2300 and 0500 hours to minimize inconvenience to the public. No more than one car per core shall be removed from service at one time for cleaning. Elevators shall be cleaned using a cloth and neutral detergent solution, damp wiping the inside and outside of the elevator doors and elevator walls. A dry cloth shall be used to polish metal surfaces to a shine. Cleaned stainless steel surfaces shall be completely cleaned and lightly oiled with food grade mineral oil. If necessary, the stainless steel shall be stripped using a high pH cleaner then re-oiled and buffed. Contractor shall vacuum and spot cleaned carpeted walls. At a minimum, Contractor shall shampoo the carpets four times per year using a dry foam carpet cleaner. Cleaning procedures differ slightly due to different finishes and design; however, the basic cleaning techniques are the same.

PROCEDURE: Contractor shall

A. Using a back pack vacuum and a small stepladder, vacuum the upper portion of the car. Wipe down the ceiling with a clean, soft dry cloth. Once per month or as needed wipe down the ceiling with a clean, soft cloth moistened with the neutral detergent solution, then dry.

B. Use the cloth dampened with neutral detergent solution to wipe down the "floor indicator" graphics.

C. Clean walls with detergent solution and sponge rinse with sponge and clear water.

D. Polish stainless steel surfaces with a clean white soft cloth. Use a small amount of food grade mineral oil, as needed, to treat the stainless steel. Be sure to not leave any excess oil on the stainless steel.

E. Vacuum the tracks, report any lights out or other problems to on-duty Supervisor.

G. Return the car to service.

P-2 DEEP CLEAN RESTROOMS

FREQUENCY: (See Restroom Cleaning Frequency)

GENERAL: This task is in addition to the daily Routine Cleaning of the restrooms and shall be part of an intensive cleaning program.

PROCEDURE: Contractor shall

A. After advising the MDAD Operations Control Room, close the restroom to the public in accordance with the approved Department procedure.

B. Remove all paper products e.g. toilet tissue, paper hand towels and toilet seat covers.

C. Add phosphoric/citric acid descaler to urinals and commodes.

D. Remove hand soap containers, open and inspect soap. Retain good soap by pouring it into a clean stainless steel pail, discard any soap that is discolored or does not have a clean fresh odor.

E. Sweep up any loose debris on the floor.

F. Using a sponge mop and a mild degreasing solution, clean the ceiling, including the air and or exhaust vents.

G. Using a pump sprayer charged with a quaternary cleaning solution and starting at the baseboard mist a section of wall, and using a scrub pad lightly scrub the wall from the bottom up. A Kaivac machine can be used in place of a pump sprayer.

H. Using the pump sprayer with the same solution, and starting at the top, rinse the wall and allow to air dry.

I. Flush commodes to remove descaler. Clean both sides of the seat with solution used on walls. Clean the rim, bowl and the area where the seat is connected to the fixture with a cream cleanser. Chromed flush valves shall be polished using a clean white rag. Clean under the bowl and where the fixture is bolted to the wall by spraying, or with cream cleanser and a sponge as needed. Spray the entire fixture and allow to air dry. If it is necessary to return the restroom to service before the air drying can be accomplished, dry both sides of the seat, the rim, and the flush valves with a clean white cloth. Leave the seat in its upright position.

J. (Men's Restrooms Only): Flush the urinals to remove the descaler. Use a cream cleanser on the interior surfaces, the rim and underneath. Use a neutral detergent on the top and sides applied with a soft sponge. On chromed valves use only a clean white rag to polish. Spray the entire fixture with the same solution used on the walls and allow to air dry. If the restroom must be returned to service before air drying can be accomplished, dry the flush valve and top of the fixture with a clean white rag.

K. (Women's Restrooms Only): Remove the liner from the sanitary napkin disposal. Thoroughly clean exterior and interior surfaces of the unit using the proper chemical. Spray the fixture and surrounding area with the chemical and allow to air dry. When dry, reline the container with the proper liner.

L. Wipe down all vinyl couches and seats with a quaternary cleaner and allow to air dry. If the restroom must be returned to service before air drying can be accomplished thoroughly, dry all surfaces. Use vinyl restorative on a three-month schedule. Report any tears, cuts, or seam separation in the vinyl surfaces to your Supervisor.

M. Clean the recess for the soap containers by scrubbing the area with a scrub pad and a quaternary cleaner. Care must be taken to get into all corners using a small brush. The area shall be thoroughly dried before replacing soap containers.

N. Clean partitions with quaternary cleaning solution and hand dry. The partitions

shall then be waxed using a high quality carnauba wax in a silicon carrier. The aluminum top rail shall be wiped down with a damp cloth and a quaternary solution. Chromed handles and accessories shall be treated as above.

O. Clean sink using cream cleanser in interior bowl only, do not scrub chromed strainer with cleanser. Clean the chromed valves as before, care must be taken to ensure that the area adjacent to the escutcheons is not allowed to discolor, and at the same time that the finish is protected. Clean the underside of the sink and the P-trap assembly by spraying with the quaternary cleaner and wiping dry. Spray the top side of the fixture with the quaternary solution and allow to air dry. If the restroom must be returned to use before the air drying can be accomplished, dry only the chromed handles and the front panel of the fixture.

P. Remove the soap containers from the solution and allow to air dry.

Q. Scrub all corners of the restroom floor with the scrub pad, this to include the area under the commodes. Scrub the main area of the floor with a rotary machine and a degreaser solution. Rinse the floor with clean water and mop up the residue. Mop the floor with a quaternary solution and allow to dry.

R. Clean mirrors.

S. Replace soap containers filled to half capacity with good soap.

T. Replace/restock all paper products.

U. Report any deficiencies, e.g., burned out lights, door malfunctions, broken fixtures or any other restroom item needing attention to Supervisor.

V. Open restroom to public.

P-3 CLEAN AIRLINE TICKET COUNTERS AND GATE PODIUMS

FREQUENCY: Daily (Night Shift)

These counters are located primarily in the terminal lobby and gate hold room areas. Additional counters may be located in the first floor bag claim areas.

PROCEDURE: Contractor shall use a neutral detergent solution to remove hand prints, smudges, and other visible soil. Contractor shall remove tape, stickers and any loose debris. Contractor shall wipe dry leaving no streaks or residue on the surface.

P-4 CLEAN INTERIOR GRAPHICS

FREQUENCY: 5 Times/year as designated by MDAD (Night Shift)

Contractor shall clean all interior graphics throughout the terminal complex. The graphics shall be cleaned with a neutral detergent that contains a small amount of isopropyl alcohol to prevent streaking and accelerate drying. Contractor shall not use any other treatments, such as wax or dust repellant treatments on the graphics, ensuring that readability is not affected.

P-5 CLEAN AIR CONDITIONING VENTS

FREQUENCY: Monthly (Night Shift)

Contractor shall clean ceiling vents by hand, using a sponge. Areas subject to "sweating" shall be washed with a mild solution to remove mildew. Certain high areas may require the use of scaffolding or scissor lifts, which shall be provided by the Contractor.

P-6 CARPET EXTRACTION

FREQUENCY: Weekly or more frequently if needed (Night Shift)

This task applies to all carpeted areas maintained by the MDAD. The complete extraction process shall be accomplished by a single extraction machine using a one pass method. A cleaning chemical may be added to emulsify oil based soil. Chemicals shall be used a maximum of every other time an area is extracted. The alternate times shall be completed using only hot water that serves to removes residual cleaning chemicals left in the carpet as the result of the previous extraction or spot cleaning, or other cleaning processes.

P-7 ROTARY SCRUB CARPET

FREQUENCY: As Required (Night Shift)

Rotary scrubbing is usually used in conjunction with Hot Water Extraction to clean very heavily soiled areas. The carpet shall be scrubbed with a brush on the rotary machine limited to 175 R.P.M. Hot Water Extraction is then used to flush residual chemical out of the carpet. The machine used for this task must be designed and manufactured specifically for this job (see Attachment B herein).

P-8 SCRUB/BURNISH TERRAZZO

FREQUENCY: Daily (Night Shift)

Using a battery powered scrubber with the appropriate pad and a neutral detergent, Contractor shall scrub the terrazzo as needed, nightly. Contractor shall burnish the high traffic areas using a battery powered burnisher on a nightly schedule. Other areas shall be burnished on an as needed basis. The area shall be stripped and resealed with Terra-Glaze or in accordance with the Terrazzo cleaning specifications.

P-9 STRIP AND REFINISH TERRAZZO FLOORS

FREQUENCY: 4 Times/Year as designated by MDAD

Terrazzo floors require a high level of appearance that requires an intensive spray-buffing program and periodic stripping and waxing. The task requires the floor to be stripped in accordance with the manufacturer’s recommendation (see Attachment B herein). In general, the floor shall be stripped using a high pH, 11.0, no rinse stripper. The stripper shall be mopped on, taking care to level the coat and not allow puddling. The stripper shall then be worked over the surface of the floor using either a red or black stripping pad on a low RPM rotary machine. The color of the pad designates the aggressiveness of the cleaning, with the black pad being the most aggressive, and the red pad a medium aggressive pad. The old floor coatings and stripper shall then be wet vacuumed and the floor allowed to thoroughly dry. This takes about 20-30 minutes. Mopped base coat sealer shall follow by a minimum of two (2) coats of new floor coating, each of which is buffed to a high gloss finish. Employees engaged in the stripping process shall wear anti-slip footwear, gloves, and eye protection.

P-11 SPRAY BUFFING

FREQUENCY: Nightly

Spray buffing shall be done by fully trained personnel in the use of high speed, 1,500 R.P.M. or higher, floor machines. Only the specified chemicals shall be used for resilient floor care.

P-10 CLEAN DOORS

FREQUENCY: Daily (All Shifts)

The entry/exit doors require daily cleaning from fingerprints, smudges etc. The door frames are metal and some stainless steel, with glass inserts. The same procedure used for the maintenance of the stainless steel on the elevator/escalators shall be applied equally to the stainless steel doors. All other metal doors require washing with a neutral detergent only.

P-11 STRIP, OIL, POLISH ELEVATOR DOORS

FREQUENCY: Monthly (Night Shift)

The Contractor shall clean the outside elevator doors. Each elevator has a set of doors on each level of the terminal it serves.

The work shall consist of:

A. Stripping all residual mineral oil and other dirt from the surface of the stainless steel using a floor stripping solution. Employees assigned to this project is required to use rubber gloves and eye protection. Care must be taken to protect surrounding surfaces that may be damaged by the very high pH solution, e.g. aluminum.

B. The stainless steel shall then be stripped in small sections each of which is thoroughly rinsed and dried after stripping. A generous amount of food grade mineral oil shall then be applied to the entire surface of the door and frame with a clean white rag and allowed to penetrate for approximately 15 minutes. The excess oil is then wiped away, and the door and doorway is buffed dry.

P-12 STRIP, OIL, AND POLISH ESCALATORS

FREQUENCY: Monthly (Night Shift)

The cleaning procedure necessitates shutting down the escalator. The work shall be completed in small sections because of the need to protect the steps from the stripping agent used. The pH of this stripper is greater than 11 and it would discolor the aluminum stair tread if it came in contact with it. The stripper effectively removes all soil and oil from the stainless steel, and after complete rinsing is accomplished, the surface is clean and looks lustrous. If the metal did not have to be protected from body oils, etc., no further treatment would be required. In the case of the escalators however, a protective light coating of oil is added which serves to facilitate the easy removal of fingerprints and other dirt. Food grade mineral oil has been found to be the most satisfactory agent for this purpose. The procedure calls for applying a coating of the mineral oil and buffing it until the excess oil is removed. The employees assigned to this task are required to wear eye protection and rubber gloves.

All finishes or machinery that may be damaged by a high alkaline pH, e.g. aluminum or carpet, must be protected. Using a rag dampened with a floor stripper solution, the stainless steel will be wiped down. There shall be no dripping or running of the solution on the surface being treated. No solution shall be allowed to come in contact with the black Teflon skirt nor shall any solution be allowed to run or drip through any gaps in the escalator panels or steps. After a small area is wiped down with the solution, it must be rinsed thoroughly. Do NOT use a "no rinse stripper" for this work.

Buff the rinsed area dry with a clean white cloth and proceed to the next area taking care to overlap the previous area. When the entire stainless structure is cleaned, rinsed and dried, apply a food grade mineral oil to the structure. Dry and rub in the mineral oil being sure not to leave a residue of free-standing oil before returning the area to public access.

P-13 CLEAN AND RESTORE THE VINYL SEATING UNITS

FREQUENCY: Monthly (Night Shift)

The task requires the seating units to be cleaned and treated. The cleaning of these units shall be completed on a weekly basis or more frequently if needed. The restoration work shall be completed monthly.

The detailed procedure is as follows:

1. The entire unit is washed with a mild de-greasing solution and is thoroughly dried.
2. The aluminum frame is treated with a silicon based protector and polished.
3. The vinyl seats and backs are treated with a vinyl restorative then buffed to a high luster with a clean white cloth.

P-14 CLEAN EXTERIOR GRAPHICS

FREQUENCY: Monthly (Nightly)

The exterior graphics are subject to soiling from vehicle exhausts and require more aggressive cleaning procedures than the interior graphics. The chemical specified is an effective degreasing solution. The cleaning solution is wiped on with a clean sponge that is rinsed frequently. The graphics must be rinsed with clean water and dried to prevent streaking.

Extra care must be taken when washing the graphics above doorways; e.g., around the automatic doors at the curbside areas of the terminal, to protect the public, deactivate the automatic doors and barricade the work area.

P-15 CLEAN EXTERIOR PODIUMS AND KIOSKS

FREQUENCY: Monthly (Night Shift)

Podiums and kiosks are located at curbside on the departure and arrivals levels. The podiums shall be cleaned as described in P-3. This work is scheduled once per month for all units.

P-16 SCRUB PAVERS, CURBSIDE DRIVES & PARKING LOTS

FREQUENCY: Monthly (Night Shift)

The equipment specified for this work may be used to do large, unobstructed, properly supported, areas of pavers. Using the Tenant, or Original Equipment Manufacturer (OEM), scrubber and the manufacturer's recommended chemicals, scrub the traffic lanes from the terminal curbside out. Cleaning of the parking garages and the Central Collection Plaza shall be done in coordination with the Landside Operations Division. Pick up and dispose of the waste water in compliance with all federal, state and local laws, rules, and regulations. Only properly trained and licensed personnel shall operate the equipment. Certain areas may require additional cleaning due to traffic patterns and use.

P-17 CLEAN UPHOLSTERED FURNITURE

FREQUENCY: 2 Times/Year (Night Shift)

This work is for MDAD's upholstered office furniture and traditionally has been done once per year. This work shall be coordinated with the Project Manager and scheduled over a holiday weekend to ensure sufficient drying time for the furniture. The furniture is cleaned with upholstery cleaner, a machine specifically designed for this type work.

P-19 PRESSURE WASHING

FREQUENCY: (See Table 2 Pressure Washing Frequency)

Pressure washing shall be done on the night shift, unless otherwise authorized by Department. Pressure washing shall be done in accordance to manufacturers' specifications and in compliance with environmental standards. Pressure washing shall be done in a manner so as to not damage the surfaces being cleaned. Care shall be taken to protect and avoid damage to nearby areas that can be damaged by water intrusion. Operators shall wear eye protection at all times while operating the pressure washer and shall ensure that the work area is properly cordoned off from vehicular and pedestrian traffic.

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TABLE 1 - PUBLIC RESTROOM CLEANING FREQUENCY –

AREA A

Area	Day Shift	Afternoon Shift	Night Shift
Concourse D			
D5 Restrooms	Attendant Service 0600-1400 / Hourly	Attendant Service 1400 -2200 / Hourly	BIWEEKLY CYCLE
D8 Restrooms	Attendant Service 0600-1400 / Hourly	Attendant Service 1400 -2200 / Hourly	BIWEEKLY CYCLE
D10 Restrooms	Attendant Service 0600-1400 / Hourly	Attendant Service 1400 -2200 / Hourly	BIWEEKLY CYCLE
D20 Restrooms	Attendant Service 0600-1400 / Hourly	Attendant Service 1400 -2200 / Hourly	BIWEEKLY CYCLE
D23 Restrooms	Attendant Service 0600-1400 / Hourly	Attendant Service 1400 -2200 / Hourly	BIWEEKLY CYCLE
D26 Restrooms	Attendant Service 0600-1400 / Hourly	Attendant Service 1400 -2200 / Hourly	BIWEEKLY CYCLE
D29 Restrooms	Attendant Service 0600-1400 / Hourly	Attendant Service 1400 -2200 / Hourly	BIWEEKLY CYCLE
D31 Restrooms	Attendant Service 0600-1400 / Hourly	Attendant Service 1400 -2200 / Hourly	BIWEEKLY CYCLE
D34 Restrooms	Attendant Service 0600-1400 / Hourly	Attendant Service 1400 -2200 / Hourly	BIWEEKLY CYCLE
D40 Restrooms	Attendant Service 0600-1400 / Hourly	Attendant Service 1400 -2200 / Hourly	BIWEEKLY CYCLE
D46 Restrooms	Attendant Service 0600-1400 / Hourly	Attendant Service 1400 -2200 / Hourly	BIWEEKLY CYCLE
D51 Restrooms	Attendant Service 0600-1400 / Hourly	Attendant Service 1400 -2200 / Hourly	BIWEEKLY CYCLE
D60 Restrooms	Attendant Service 0600-1400 / Hourly	Attendant Service 1400 -2200 / Hourly	BIWEEKLY CYCLE
North Terminal SCP1	2 TIMES/SHIFT	2 TIMES/SHIFT	BIWEEKLY CYCLE
North Terminal SCP2	2 TIMES/SHIFT	2 TIMES/SHIFT	BIWEEKLY CYCLE
North Terminal SCP3	2 TIMES/SHIFT	2 TIMES/SHIFT	BIWEEKLY CYCLE
North Terminal Main	2 TIMES/SHIFT	2 TIMES/SHIFT	BIWEEKLY CYCLE
North Terminal Baggage Claim 21	2 TIMES/SHIFT	2 TIMES/SHIFT	BIWEEKLY CYCLE
North Terminal Baggage Claim 23	2 TIMES/SHIFT	2 TIMES/SHIFT	BIWEEKLY CYCLE
North Terminal Baggage Claim 26	2 TIMES/SHIFT	2 TIMES/SHIFT	BIWEEKLY CYCLE
Concourse E			
E GREETERS - 1ST FL	2 TIMES/SHIFT	2 TIMES/SHIFT	BIWEEKLY CYCLE
E LOBBY	2 TIMES/SHIFT	2 TIMES/SHIFT	BIWEEKLY CYCLE
E TOWER – EXECUTIVE	Dedicated Attendant 2 Times/Shift	Dedicated Attendant 2 Times/Shift	BIWEEKLY CYCLE
E Duty Free	2 TIMES/SHIFT	2 TIMES/SHIFT	BIWEEKLY CYCLE
E-1 BUS STATION	1 TIMES/SHIFT	1 TIMES/SHIFT	BIWEEKLY CYCLE
E4 - 2ND FL	2 TIMES/SHIFT	2 TIMES/SHIFT	BIWEEKLY CYCLE
E4 (STERILE)	2 TIMES/SHIFT	2 TIMES/SHIFT	BIWEEKLY CYCLE
E-10 (STERILE)	2 TIMES/SHIFT	2 TIMES/SHIFT	BIWEEKLY CYCLE
E SATELLITE 1ST FL	1 TIMES/SHIFT	1 TIMES/SHIFT	BIWEEKLY CYCLE
E SATELLITE 2ND FL	2 TIMES/SHIFT	2 TIMES/SHIFT	BIWEEKLY CYCLE
E SATELLITE 3RD FL	2 TIMES/SHIFT	2 TIMES/SHIFT	BIWEEKLY CYCLE
E SATELLITE 4TH FL	1 TIMES/SHIFT	1 TIMES/SHIFT	BIWEEKLY CYCLE
E NORTH CORRIDOR	2 TIMES/SHIFT	2 TIMES/SHIFT	BIWEEKLY CYCLE

E SOUTH CORRIDOR	2 TIMES/SHIFT	2 TIMES/SHIFT	BIWEEKLY CYCLE
Concourse F			
F BAGGAGE - 1ST FL	2 TIMES/SHIFT	2 TIMES/SHIFT	BIWEEKLY CYCLE
F LOBBY - 2ND FL	2 TIMES/SHIFT	2 TIMES/SHIFT	BIWEEKLY CYCLE
F1 BUS STATION	1 TIMES/SHIFT	1 TIMES/SHIFT	BIWEEKLY CYCLE
F-10 RAMP	2 TIMES/SHIFT	2 TIMES/SHIFT	BIWEEKLY CYCLE
F WRAP NORTH - 3RD	2 TIMES/SHIFT	2 TIMES/SHIFT	BIWEEKLY CYCLE
F-19 RAMP	2 TIMES/SHIFT	2 TIMES/SHIFT	BIWEEKLY CYCLE
F CHECKPOINT - 3RD FL	2 TIMES/SHIFT	2 TIMES/SHIFT	BIWEEKLY CYCLE
F7- 2ND FL	2 TIMES/SHIFT	2 TIMES/SHIFT	BIWEEKLY CYCLE
F9 - 2ND FL	3 TIMES/SHIFT	3 TIMES/SHIFT	BIWEEKLY CYCLE
F-G WRAP SOUTH 3RD	2 TIMES/SHIFT	2 TIMES/SHIFT	BIWEEKLY CYCLE
F INTERNATIONAL	2 TIMES/SHIFT	2 TIMES/SHIFT	BIWEEKLY CYCLE
Concourse G			
G BAGGAGE - 1ST FL	2 TIMES/SHIFT	2 TIMES/SHIFT	BIWEEKLY CYCLE
G LOBBY- 2ND FL	2 TIMES/SHIFT	2 TIMES/SHIFT	BIWEEKLY CYCLE
G1- BUS STATION	1 TIMES/SHIFT	1 TIMES/SHIFT	BIWEEKLY CYCLE
G11- 2ND FL	2 TIMES/SHIFT	2 TIMES/SHIFT	BIWEEKLY CYCLE
G5 - 2ND FL	2 TIMES/SHIFT	2 TIMES/SHIFT	BIWEEKLY CYCLE
G TUGWAY	2 TIMES/SHIFT	2 TIMES/SHIFT	BIWEEKLY CYCLE
G6 - 2ND FL	2 TIMES/SHIFT	2 TIMES/SHIFT	BIWEEKLY CYCLE
G11	2 TIMES/SHIFT	2 TIMES/SHIFT	BIWEEKLY CYCLE
G WRAP	2 TIMES/SHIFT	2 TIMES/SHIFT	BIWEEKLY CYCLE
Concourse H			
H BAG CLAIM - 1ST FL	2 TIMES/SHIFT	2 TIMES/SHIFT	BIWEEKLY CYCLE
H LOBBY- 2ND FL	2 TIMES/SHIFT	2 TIMES/SHIFT	BIWEEKLY CYCLE
H-J STERILE HALLWAY ITI	2 TIMES/SHIFT	2 TIMES/SHIFT	BIWEEKLY CYCLE
H1 BUS STATION - 1ST FL	1 TIMES/SHIFT	1 TIMES/SHIFT	BIWEEKLY CYCLE
H10- 2ND FL	2 TIMES/SHIFT	2 TIMES/SHIFT	BIWEEKLY CYCLE
H15 DELTA HALL - 1ST FL	2 TIMES/SHIFT	2 TIMES/SHIFT	BIWEEKLY CYCLE
H15 - 2ND FL	2 TIMES/SHIFT	2 TIMES/SHIFT	BIWEEKLY CYCLE
H3 - 2ND FL	2 TIMES/SHIFT	2 TIMES/SHIFT	BIWEEKLY CYCLE
H5 - RAMP AREA	2 TIMES/SHIFT	2 TIMES/SHIFT	BIWEEKLY CYCLE
H6 - 2ND FL	2 TIMES/SHIFT	2 TIMES/SHIFT	BIWEEKLY CYCLE
H-J CONN CTR MEN 2ND FL	2 TIMES/SHIFT	2 TIMES/SHIFT	BIWEEKLY CYCLE
H-J LOBBY - 2ND FL	2 TIMES/SHIFT	2 TIMES/SHIFT	BIWEEKLY CYCLE
SOUTH TERMINAL			
BAG CLAIM EAST	2 TIMES/SHIFT	2 TIMES/SHIFT	BIWEEKLY CYCLE
BAG CLAIM WEST	2 TIMES/SHIFT	2 TIMES/SHIFT	BIWEEKLY CYCLE
CENTRAL CHECKPOINT	2 TIMES/SHIFT	2 TIMES/SHIFT	BIWEEKLY CYCLE
SOUTH CHECKPOINT	2 TIMES/SHIFT	2 TIMES/SHIFT	BIWEEKLY CYCLE
CONCESSION WALK AREA	2 TIMES/SHIFT	2 TIMES/SHIFT	BIWEEKLY CYCLE

NOTE: Restrooms not listed for the Concourses above must be cleaned three (3) times/shift at a minimum and cycled bi-weekly. During the Night Shift, all restrooms must be cleaned twice per shift in addition to the scheduled cycling.			
Concourse J			
J6 - 2ND FL	2 TIMES/SHIFT	2 TIMES/SHIFT	BIWEEKLY CYCLE
J10 - 2ND FL	2 TIMES/SHIFT	2 TIMES/SHIFT	BIWEEKLY CYCLE
J INS - 3RD FL	2 TIMES/SHIFT	2 TIMES/SHIFT	BIWEEKLY CYCLE
J CUSTOMS BAG - 3RD FL	2 TIMES/SHIFT	2 TIMES/SHIFT	BIWEEKLY CYCLE
J GREETERS LOBBY - 3RD FL	2 TIMES/SHIFT	2 TIMES/SHIFT	BIWEEKLY CYCLE
J GATE TOWER	2 TIMES/SHIFT	2 TIMES/SHIFT	BIWEEKLY CYCLE
J STERILE HARD SECONDARY	2 TIMES/SHIFT	2 TIMES/SHIFT	BIWEEKLY CYCLE
NOTE: Restrooms not listed for Concourse J must be cleaned two (2) times/shift at a minimum and cycled biweekly.			

Attended Service: Attended restrooms combine a number of general cleaning functions. Attended restrooms are staffed for a determined period of time based on customer flow and needs. Employees manning the attended restrooms are responsible for removing trash, high and low dusting, cleaning and disinfecting surfaces, spot washing walls, cleaning mirrors, polishing stainless steel, restocking supplies, sweeping floors, wet mopping floors, emptying sanitary napkin receptacles, and are required to maintain the restroom to the highest standards at all times.

NOTE: Restrooms not listed must be cleaned three (3) times/shift at a minimum and cycled bi-weekly. During the Night Shift, all restrooms must be clea twice per shift in addition to the scheduled cycling.

TABLE 1 - PUBLIC RESTROOM CLEANING FREQUENCY – CONT.

AREA B

Restroom	Cleaning Day Shift	Cleaning Afternoon Shift	Cleaning Night Shift
Building 3010 Taxi Lot	HOURLY	HOURLY	HOURLY
Building 3030 1st Loading Dock	2 TIMES/SHIFT	2 TIMES/SHIFT	2 TIMES/SHIFT
Building 3030 2nd Loading Dock	2 TIMES/SHIFT	2 TIMES/SHIFT	2 TIMES/SHIFT
Building 3030 A Wing 1st	2 TIMES/SHIFT	2 TIMES/SHIFT	2 TIMES/SHIFT
Building 3030 A Wing 2nd	2 TIMES/SHIFT	2 TIMES/SHIFT	2 TIMES/SHIFT
Building 3030 A Wing 3rd	2 TIMES/SHIFT	2 TIMES/SHIFT	2 TIMES/SHIFT
Building 3030 B Wing 1st	2 TIMES/SHIFT	2 TIMES/SHIFT	2 TIMES/SHIFT
Building 3030 B Wing 2nd	2 TIMES/SHIFT	2 TIMES/SHIFT	2 TIMES/SHIFT
Building 3030 C/D Wing 1st	2 TIMES/SHIFT	2 TIMES/SHIFT	2 TIMES/SHIFT
Building 3030 C/D Wing 2nd	2 TIMES/SHIFT	2 TIMES/SHIFT	2 TIMES/SHIFT
Building 3033 Police 1st	2 TIMES/SHIFT	2 TIMES/SHIFT	2 TIMES/SHIFT
Building 3033 Police 2nd	2 TIMES/SHIFT	2 TIMES/SHIFT	2 TIMES/SHIFT
Building 3038 Maintenance	2 TIMES/SHIFT	2 TIMES/SHIFT	2 TIMES/SHIFT
Building 3040 Warehouse	2 TIMES/SHIFT	2 TIMES/SHIFT	2 TIMES/SHIFT
Building 3042A Limo/Bus Lot	2 TIMES/SHIFT	2 TIMES/SHIFT	2 TIMES/SHIFT
Building 3042A Ride Sharing (Uber/Lyft) Lot	HOURLY	HOURLY	HOURLY
Overflow Taxi Lot	2 TIMES/SHIFT	2 TIMES/SHIFT	2 TIMES/SHIFT
Building 3050 2nd	2 TIMES/SHIFT	2 TIMES/SHIFT	2 TIMES/SHIFT
Building 3064 South East Gate	3 TIMES/SHIFT	3 TIMES/SHIFT	2 TIMES/SHIFT
Building 3091 Maintenance	3 TIMES/SHIFT	3 TIMES/SHIFT	2 TIMES/SHIFT
Building 3099 Central Chiller	2 TIMES/SHIFT	2 TIMES/SHIFT	2 TIMES/SHIFT
Building 3107 Dolphin Garage	3 TIMES/SHIFT	3 TIMES/SHIFT	2 TIMES/SHIFT
Building 3108 Flamingo Garage	3 TIMES/SHIFT	3 TIMES/SHIFT	2 TIMES/SHIFT
Building 3215 Terminal Mover Station Floor 1 - 3	3 TIMES/SHIFT	3 TIMES/SHIFT	2 TIMES/SHIFT
Building 3215 Offices	2 TIMES/SHIFT	2 TIMES/SHIFT	2 TIMES/SHIFT
Employee Parking Lot	2 TIMES/SHIFT	2 TIMES/SHIFT	2 TIMES/SHIFT
Building 3240 MIA Mover station 4th Floor	HOURLY	HOURLY	3 TIMES/SHIFT
Building 3241 Car Rental Center 4th Floor	2 TIMES/SHIFT	2 TIMES/SHIFT	2 TIMES/SHIFT

TABLE 1 - PUBLIC RESTROOM CLEANING FREQUENCY – CONT.

AREA C

Area C – RESTROOM CLEANING FREQUENCY				
Restroom	Cleaning Day Shift	Cleaning Afternoon Shift	Cleaning Night Shift	Cycle Night Shift
Building 700-C 1st & 2nd Floor	ONCE/SHIFT	ONCE/SHIFT	N/A	WEEKLY
Building 700-N 1st & 2nd Floor	ONCE/SHIFT	ONCE/SHIFT	N/A	WEEKLY
Building 700-S 1st & 2nd Floor	ONCE/SHIFT	ONCE/SHIFT	N/A	WEEKLY
Building 701-C 1st & 2nd Floor	ONCE/SHIFT	ONCE/SHIFT	N/A	WEEKLY
Building 701-N 1st & 2nd Floor	ONCE/SHIFT	ONCE/SHIFT	N/A	WEEKLY
Building 701-S 1st & 2nd Floor	ONCE/SHIFT	ONCE/SHIFT	N/A	WEEKLY
Building 702-C 1st & 2nd Floor	ONCE/SHIFT	ONCE/SHIFT	N/A	WEEKLY
Building 702-N 1st & 2nd Floor	ONCE/SHIFT	ONCE/SHIFT	N/A	WEEKLY
Building 702-S 1st & 2nd Floor	ONCE/SHIFT	ONCE/SHIFT	N/A	WEEKLY
Building 706-N 1st & 2nd Floor	THREE TIMES /SHIFT	THREE TIMES /SHIFT	N/A	TWICE WEEKLY
Building 706-NC 1st & 2nd Floor	THREE TIMES /SHIFT	THREE TIMES /SHIFT	N/A	TWICE WEEKLY
Building 706-S 1st & 2nd Floor	THREE TIMES /SHIFT	THREE TIMES /SHIFT	N/A	TWICE WEEKLY
Building 706-SC 1st & 2nd Floor	THREE TIMES /SHIFT	THREE TIMES /SHIFT	N/A	TWICE WEEKLY
Building 707-E 1st & 2nd Floor	TWICE/SHIFT	TWICE/SHIFT	N/A	BIWEEKLY
Building 707-W 1st & 2nd Floor	TWICE/SHIFT	TWICE/SHIFT	N/A	BIWEEKLY
Building 708-N 1st & 2nd Floor	TWICE/SHIFT	TWICE/SHIFT	N/A	BIWEEKLY
Building 708-NC 1st & 2nd Floor	TWICE/SHIFT	TWICE/SHIFT	N/A	BIWEEKLY
Building 708-S 1st & 2nd Floor	TWICE/SHIFT	TWICE/SHIFT	N/A	BIWEEKLY

Building 708-SC 1st & 2nd Floor	TWICE/SHIFT	TWICE/SHIFT	N/A	BIWEEKLY
Building 716-A 1st & 2nd Floor	THREE TIMES /SHIFT	THREE TIMES /SHIFT	N/A	TWICE WEEKLY
Building 716-B 1st & 2nd Floor	THREE TIMES /SHIFT	THREE TIMES /SHIFT	N/A	TWICE WEEKLY
Building 716-C 1st & 2nd Floor	THREE TIMES /SHIFT	THREE TIMES /SHIFT	N/A	TWICE WEEKLY
Building 716-D 1st & 2nd Floor	THREE TIMES /SHIFT	THREE TIMES /SHIFT	N/A	TWICE WEEKLY
Building 716-E 1st Floor	THREE TIMES /SHIFT	THREE TIMES /SHIFT	N/A	TWICE WEEKLY
Building 716-F 2nd Floor	THREE TIMES /SHIFT	THREE TIMES /SHIFT	N/A	TWICE WEEKLY
Building 716-G 1st & 2nd Floor	THREE TIMES /SHIFT	THREE TIMES /SHIFT	N/A	TWICE WEEKLY
Building 716-H 1st Floor	THREE TIMES /SHIFT	THREE TIMES /SHIFT	N/A	TWICE WEEKLY
Building 716-I 1st & 2nd Floor	THREE TIMES /SHIFT	THREE TIMES /SHIFT	N/A	TWICE WEEKLY
Building 716-J 1st Floor	THREE TIMES /SHIFT	THREE TIMES /SHIFT	N/A	TWICE WEEKLY
Building 718 – Southwest Security Gate	ONCE/SHIFT	ONCE/SHIFT	N/A	BIWEEKLY
Building 719 -Cargo Clearance Center East 1st & 2nd Floor	THREE TIMES /SHIFT	THREE TIMES /SHIFT	N/A	WEEKLY
Building 719 -Cargo Clearance Center West 1st & 2nd Floor	THREE TIMES /SHIFT	THREE TIMES /SHIFT	N/A	WEEKLY
Fumigation Trailer 724	TWICE WEEK	TWICE WEEK	N/A	BIWEEKLY
Building 728 Waste Transfer Station	ONCE/SHIFT	ONCE/SHIFT	N/A	BIWEEKLY
Building 729 International Waste Handling	ONCE/SHIFT	ONCE/SHIFT	N/A	BIWEEKLY
Building 803 - Northwest Security Gate	ONCE/SHIFT	ONCE/SHIFT	N/A	BIWEEKLY
Building 841 General Aviation Center (GAC)	ONCE/SHIFT	ONCE/SHIFT	N/A	BIWEEKLY
Building 845 (100) 1st Floor Lobby	TWICE/SHIFT	TWICE/SHIFT	N/A	WEEKLY
Building 845 (100) 1st Floor - Warehouse	TWICE/SHIFT	TWICE/SHIFT	N/A	WEEKLY
Building 845 (100) - 2nd Floor	TWICE/SHIFT	TWICE/SHIFT	ONCE/SHIFT	TWICE WEEKLY

North & South			WEEKEND	
Building 845 (100) - 2nd Floor East & West	TWICE/SHIFT	TWICE/SHIFT	ONCE/SHIFT WEEKEND	TWICE WEEKLY
Building 845 (100) - 3rd Floor North & South	TWICE/SHIFT	TWICE/SHIFT	N/A	WEEKLY
Building 845 (100) - 4th Floor North & South	TWICE/SHIFT	TWICE/SHIFT	N/A	WEEKLY
Building 845 (100) - 5th Floor North & South	TWICE/SHIFT	TWICE/SHIFT	N/A	WEEKLY
Building 845 (100) - 6th Floor South	TWICE/SHIFT	TWICE/SHIFT	N/A	WEEKLY
Building 919 (5A) - 1st - 4th Floors	TWICE/SHIFT	TWICE/SHIFT	N/A	WEEKLY
US Customs Trailers 1 & 2	ONCE/SHIFT	ONCE/SHIFT	N/A	BIWEEKLY
Building 846 - Northside Fire Station Admin - 1st & 2nd Floor	ONCE/SHIFT	ONCE/SHIFT	N/A	BIWEEKLY
Building 1775 Office	ONCE/SHIFT	ONCE/SHIFT	N/A	BIWEEKLY
Homestead GAA	ONCE/SHIFT	N/A	N/A	BIWEEKLY
Opa-Locka GAA - Admin Building (Front/Back)	ONCE/SHIFT	N/A	N/A	BIWEEKLY
Opa-Locka GAA - Customs	ONCE/SHIFT	N/A	N/A	BIWEEKLY
Kendall-Tamiami GAA - Admin Building (Front/Back)	ONCE/SHIFT	N/A	N/A	BIWEEKLY
Kendall-Tamiami GAA - Customs	ONCE/SHIFT	N/A	N/A	BIWEEKLY
Training and Transition Airport (TNT)	N/A	N/A	N/A	WEEKLY

TABLE 2 - PRESSURE WASHING FREQUENCY

AREAS	WEEKLY	BI-WEEKLY	MONTHLY	QUARTERLY	DAILY
NORTH TERMINAL ELEVATOR LANDINGS				X	
NORTH TERMINAL CRUISE BUS STATION (SIDEWALKS)			X		
BAG CLAIM CHECKPOINT ENTRANCES				X	
E SATELLITE RAMP CONTROL				X	
E SATELLITE BUS STATION DOOR ENTRANCE			X		
E CUSTOMS TUNNEL				X	
NORTH TERMINAL FIS BAG ROOM				X	
SOUTH TERMINAL FIS BAG ROOM				X	
BUS LOOP & CROSSWALK			X		
SOUTH TERMINAL CRUISE BUS TERMINAL (SIDEWALKS)			X		
D-60 AMERICAN EAGLE			X		
1st FLOOR CURBSIDE			X		
2ND FLOOR CURBSIDE			X		
BAG CLAIM CHECKPOINT ENTRANCES				X	
SOUTH TERMINAL FIS BAG ROOM				X	
BUS LOOP & CROSSWALK			X		
SOUTH TERMINAL CRUISE BUS TERMINAL (SIDEWALKS)			X		
1st FLOOR CURBSIDE			X		
2ND FLOOR CURBSIDE			X		

NOTE: Frequencies and areas will be adjusted as needed by the Department.

TABLE 3 - WINDOW WASHING FREQUENCY

WINDOW WASHING FREQUENCY	
Areas of Responsibility	**Cleaning Frequency**
Concourse D Outside	Every 6 months
Concourse D Inside (Above 15')	Every 6 months
Concourse E Outside	Every 6 months
Concourse E Inside (Above 15')	Every 6 months
Concourse E Sterile Area Outside	Every 6months
Concourse E Sterile Area Inside (Above 15')	Every 6 months
Concourse E Satellite Outside	Every 6 months
Concourse E Satellite Inside (Above 15')	Every 6 months
D-E Wrap Curbside Outside	Every 6 months
Concourse E Office Tower Floors (3-7) Outside	Every 6 months

Note: Unless otherwise directed by the Department, all windows below fifteen (15) feet will be considered routine work and must be kept clean and streak free at all times.

ATTACHMENT A

TERMINOLOGY FOR JANITORIAL SPECIFICATIONS

Adhered Soil	Any foreign particles either solid or liquid that are adhered to the surface, (e.g. oil, water, dried mud, caked oil absorbent compound).
Alkaline Ice	The carbonate or phosphate, white residue that deposits after water containing dissolved alkali evaporates.
AOA	Aircraft Operations Area
Bactericidal	Kills all bacteria.
Bacteriostatic	Prevents the growth of bacteria.
Burnishing	Using a very high speed (1500+ rpm) rotary machine to harden and give luster to a floor finish.
Carpet Cleaning:	
• Deep Extraction	Carpet cleaning that involves that deep penetration of cleaning solution into the carpet fibers and removal through a vigorous suction method, usually measured by pounds of lift.
• Surface Cleaning	The cleaning of the surface of the carpet fibers with very little cleaning solution penetrating into the carpet surface.
• Non-residual Cleaner	Cleaning solution or cleaning method that is designed to dry in a state (or cleaning) that leaves little or no cleaning compound that will cause rapid re-soiling of the carpet surface.
• Gum Residue	Refers to the sticky surface that can be left by gum even after the bulk material has been removed. This residue will cause rapid re-soiling of the carpet by capturing dirt into the sticky substance.
Clean	The removal of loose, adhered and impregnated matter.
Consumable Supplies	Supplies that are used up in the process of servicing the public restrooms, or in the collection of trash. Examples include paper towels, toilet paper, plastic liners.
Cross Training	The on-going training of staff in such a manner as to allow the Contractor to have an adequate, documented resource of employees who can perform various, different tasks so that the Contractor can assign or re-assign personnel to cover for anticipated and unanticipated absenteeism in order to meet at all times the work requirements of this contract with well trained, qualified employees.
Deodorizing	The use of specific chemicals that will destroy odors at their root cause.

Dirt	Sand, soil, dust or other matter that is not adhered to a surface.
Dressing (or Finish)	The generic name for any penetrating covering.
Drug Free Work Place	The contractor shall maintain a drug free workplace within the meaning of the Florida Drug-free Workplace Act. No employee shall be hired by the Contractor for work at the Airport or its properties prior to such employee testing negative for drugs. In addition, existing employees of the Contractor must be subject to drug testing by the Contractor upon reasonable suspicion of drug use.
Dust (verb)	The removal of all loose dirt, dust and soil particles from the ceiling to floor surfaces, inclusive of walls and partitions.
Equipment	Tools that may be electric, mechanical, or fixed that are used in the cleaning activities and are generally not consumed during their use.
Facility	The buildings, grounds and their components that comprise the Miami International Airport complex.
Finish (Floor Finish)	The plastic material that is applied on top of hard floor sealer providing luster, protection and slip resistance to a hard floor surface. The product is applied in a liquid state and dries to a plastic membrane surface.
Floor	A specific level of a building.
Frequency	The number of times a task is accomplished in a defined time period.
Furnishings	Includes mobile or fixed items in an area; such as tables, chairs, planters, desks, ashtrays, cabinets, clocks, bookcases, couches, water fountains, telephones, trash cans, etc.
Gates	Refers to the areas where passengers board to leave on the plane. Usually adjacent to a jet way.
Gum Removal	The compete removal of adhered gum, including any residue that may be embedded into the surface.
Hydrophilic	Soils that can be dissolved by water.
Hydrophobic	Soils that resist the solvent action of water.
Impregnated	Adhered soil that has penetrated deeply into a surface and requires (or embedded) soil vigorous cleaning techniques for its removal. Examples include heel marks, stains, ground in soil, grime, gum, etc.

Janitorial Supplies	Supplies that are used up in the process of performing janitorial work. Examples included rags, dusters, cleaning chemicals, floor finish, pads, etc.
Job Descriptions	The written work plan for a single job assignment which describes the employees' job duties inclusive of: the area where work is performed; the tasks to be performed; the materials and equipment required; the schedule of work with sufficient detail to provide adequate guidance to the employees and monitoring capability to management; the expected results of the work described; and safety instructions to the employees. Written job descriptions are required for all job assignments performed under this contract.
Light Scrubbing	The use of a rotary machine and a mild pad to remove the surface coat of floor finish, leaving some finish and all floor sealer. The intent is to remove surface abrasion and marks that cannot be removed with cleaning, spray buffing or burnishing, and preparing the floor for a light recoating of finish.
Litter	Items that have been discarded, but not deposited in a collection container.
Location	An area that has been identified with a name or unique reference.
Loose soil	Sand, soil, dust or other matter that is not adhered to a surface.
Management	The process of controlling the various aspects of the janitorial program in order to achieve the program's objectives.
Management Staff	The personnel who are responsible for overseeing, planning, coordinating and evaluating the work required under this contract in order to ensure that the janitorial contractual requirements are accomplished.
Monitor	To observe and evaluate the effectiveness of the janitorial program though a formalized procedure that includes the periodic inspection, documentation of the actual work performed and the results of that work.
Mullions	Vertical cross bars in a window or curtain wall.
Muntins	Horizontal cross bars in a window or curtain wall.
Plan (Janitorial Plan)	The written summary and detail outlining the scope of work, resources, timing and expected results of the janitorial program.
Patrolling	The on-going process of picking up paper and miscellaneous trash,

	cleaning and sanitizing surfaces, wiping down seating units, emptying of trash receptacles and recycling bins, damp wiping and sanitizing trash receptacles and lids, cleaning soiled areas, damp mopping terrazzo and resilient flooring, stairways and landings, handrails, guardrails and push plates. Removal of gum deposits and cleaning and dusting of fixtures including monitors, displays, information kiosks and counters.
Power Scrub	The use of automatic commercial equipment that is designed to scrub and remove adhered and impregnated dirt from hard surface floors.
Pressure Washing	The use of pressurized water dispensed through a special hose to remove deeply embedded dirt and soil from surfaces.
Preventative Cleaning	Those work requirements that, when accomplished as maintenance activities, keep the overall appearance at an acceptable level without having to perform more aggressive restorative procedures.
Prime Contractor	The Contractor who has overall responsibility for the janitorial program, even if it is allowed to sub-contract any of the overall responsibilities to any other party.
Project Cleaning	The periodic services that are intended to clean to a "like-new" condition. This service includes, but is not limited to, high dusting, wall washing, deep extraction of carpets, steam cleaning, complete stripping and refinishing of hard floor surfaces, and other detailed services not included in daily cleaning or patrolling.
Project Cleaning Schedule	Contractor is responsible for the scheduling of all Project Cleaning in a manner which ensures that each year, the required frequencies will be performed. Project Cleaning shall be performed during low traffic times, generally during the night shift. On October 1st of each Contract Year the Contractor shall submit a detailed schedule of Project Cleaning to be completed.
Restoration	Adding a light film of plastic polymer that rebuilds worn floor finish.
Road, Ramp Sweeping	The use of industrial-scale, ride-on, mechanical sweeping equipment that is suitable for the Airport's road and ramp sweeping requirements.
Routine Cleaning	Cleaning functions that keep the appearance and sanitation at an acceptable level, but may not be sufficient to keep areas at their optimal levels without the periodic application of more aggressive cleaning methods.
Sanitizing	The application of specific anti-microbial chemical formulas that cause the destruction of germs and bacteria to a level regarded as

	sanitized, according to industry standards.
Scheduling	The written, timed projection of all work to be accomplished in order to satisfy the cleaning and administrative requirements of this contract.
Scrubbing	Aggressive cleaning methods often using abrasive equipment and tools that help to penetrate and dislodge impregnated soil
Sealer	A particular form of dressing that is designed to perform the specific task of filling in the matrix of a material, or surface abrasions, or inherent porosity of the substance.
Service Standards	The expected results from the janitorial program in appearance, (janitorial) odor control and sanitation.
Set-up Area	An area where equipment is prepared for work.
Set up Equipment	Assembling equipment for daily work.
Shift (Work Shift)	Refers to an 8-hour time frame within a 24-hour period. Day Shift: Daily work period from 6:00a.m. to 2:30p.m. Afternoon Shift: Daily work period from 2:00p.m. to 10:30p.m. Night Shift: Daily work period from 10:00p.m. to 6:30a.m.
Sidewalk	A pedestrian walking area usually adjacent to a road.
Solvent	Liquid media that has the property of being able to assimilate solids into suspension or solution.
Spot Cleaning	The selective cleaning of an obvious stain or soil condition in such a manner that the selective cleaning does not leave a noticeable difference in appearance between the selective area cleaned and the area that surrounds it.
Spray Buffing	The combined use of a rotary machine and a liquid product that is designed to help clean and polish the finish on a floor surface.
Stripping	The complete removal of floor finish and sealer, leaving the floor surface free or any residue and in a pH neutral condition, in preparation for applying the sealer and finish.
Supplies	Please refer to Section A, Attachment B, titled Chemicals & Supplies for Routine and Project Cleaning herein.
Sweeping	The collection and removal of loose items from a hard surface with the aid of a broom or mechanical equipment.
Technical Expertise	The expert understanding of the methods that are required to

	(janitorial) achieve optimal results in the janitorial program.
Technology	The application of products and equipment that increases productivity.
Training Procedures	A planned, written and documented process of training employees in the appropriate methods and use of technology to perform a required task.
Trash	Debris, litter and any item or matter left in any area.
Trash removal and disposal	The removal of trash in a manner that meets the Department's, the County's and any other government agency's requirements for such disposal.
Travel	The physical movement from the check-in area to the assigned area, and the return from the assigned work area to the check-out area.
Vacuuming	The use of equipment that creates suction to remove soil or liquid. Carpet (dry) vacuums typically include agitation to help dislodge soil which is then removed through suction. Liquid (wet) vacuums typically have specialized components that keep the liquid from entering into the electrical motor.
Window Washing	
• Routine	Window washing that entails work lower than 15 feet, and is not considered high risk. (See Table 3 Window Washing Frequency)
• Specialized	Washing above 15 feet that requires specialized equipment, including ladders, scaffold, to complete.

ATTACHMENT B

GENERAL JANITORIAL EQUIPMENT, SUPPLIES & CHEMICALS

Cleaning equipment, supplies and chemicals used to perform services under this Agreement shall be subject to the approval of the County and will be in compliance with manufacturers' recommendations. Materials proposed for use shall comply with all applicable regulations for protection of the environment and the health and safety of employees and the public. Materials shall be appropriate, as recognized by the highest standard of custom and usage in the industry, for purposes utilized and shall be non-destructive of surfaces. No product used by the Contractor shall decrease the slip resistance of flooring or floor surface throughout the premises covered by this contract. Contractor shall provide to the County and shall update from time to time a list of all cleansers, chemicals, solvents, paper products and the like used by it in provision of cleaning services.

A. CHEMICALS & SUPPLIES FOR ROUTINE AND PROJECT CLEANING

Chemicals required:

Carnauba Wax Lotion
Degreaser Solution
Food Grade Mineral Oil
Glass Cleaner
Non-ammoniated Floor Stripper
Phosphoric/Citric Acid Descaler
Quaternary Cleaner

Supplies required:

Clean White Rags
Eye Protection
Hand Soap
Paper Products
Rubber Gloves
Scrub Pads
Sponge Mop
Sponges
Stainless Steel Bucket

Equipment required:

40 Gallon Plastic Container
Mop Bucket
Mop Heads
Pump Sprayer
Rotary Scrubber/Roto Wash Machine Mop Bucket
Scrub Pad Mounting Handle Floor Squeegee

B. EQUIPMENT LIST

Contractor shall furnish, at a minimum, the following equipment for use in performing the work required by this Contract. All equipment is to be new or optimal working condition at the beginning of the Contract. Equipment marked with an asterisk (*) shall be replaced with new equipment, at Contractor's expense, at the Contract midpoint and at the start of any subsequent extensions of the Contract, if so directed by the Department. The Contractor may request equal or better substitutes for equipment. Contractor shall request the substitution in writing and will include, the make and model number of the requested substitution and a copy of the manufacturer's catalog cut sheet.

BURNISHERS	14	Nilfisk Advance Advolution Ride on Burnisher
	8	Ultra VS20 UHS Nilfisk Advance Cord Electric Burnisher
	4	Whirlmatic VS 20 Walk Behind Burnisher
	4	335 Tomcat Ride On Burnisher
ESCALATOR CLEANERS	8	Cimex 24" Escalator Cleaner
EXTRACTORS	18	Aquaride AXP Rider Extractor
	8	Aquamax Walk Behind Extractor
	4	Aquaspot Spotter
	3	Chattanooga Plus Steam Cleaner 110V
FLOOR MACHINES	20	Advance Pacesetter 20TS *
PRESSURE CLEANERS	2	Adhancer 28C
	3	Ettore 90007 Window Cleaners
	4	Landa MHPS 3500 Trainer Mounted
	5	Hydrotek SC30008KAF
RESTROOM CLEANERS	10	VJ Kaivac Restroom Cleaners
	10	Numatic North American WV Flood Pumper
FLOOR SCRUBBERS	14	Advenger 2810
	15	Windsor Grout Hog
	16	Tennant 17" Scrubber
	10	Warrior X28C Walk Behind
FLOOR SWEEPERS	10	Advance Terra 4300 B *
		FOD Boss
TUGS	2	SS5-34 Taylor Dunn Electric Tug
VACUUMS	35	CarpetTwin 16X *
	8	28" Champion Kent Wide Area Vacuum *
	6	Advance BackVacuum XP

C. CHEMICAL SPECIFICATIONS

Note: The following specifications for chemicals are minimums. The County must approve any changes for these specifications.

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I. Specification for: Enzyme Spotter and Odor Control

General Description: A concentrated liquid containing specialized strains of live, but safe to use (non-pathogenic) bacteria that will produce enzymes capable of digesting organic matter.

Performance Requirements: When used as directed the product will digest and remove organic deposits and stains including urine, feces, vomit, blood milk, wine, coffee from in and around toilet fixtures and urinals (grout lines), drain lines, waste containers, upholstery, carpets and fabric. The product shall be non-staining and have a pleasant, fresh fragrance.

Use Directions: For odor control or to remove organic stains: Pre-clean using product at a dilution of 8 - 16 oz. per gallon of water and then use as-is to digest the foul odor. Keep wet and allow to work several hours.
For drain and septic tank maintenance: Initially pour 1 pint to 1 quart when the tank is not being used. Then maintain, using 4 oz, 2 -3 times per week.

Specifications / Composition:

Appearance: Water-thin liquid with pleasant odor
pH: 6 - 8
Flashpoint: None in concentrate form.
VOC Content: Compliant with all Federal, State and Local Regulations
DOT Rating: Non-hazardous
Bacteria Count: Not less than 50 billion enzyme bacteria per gallon
Bacteria Cultures: Not less than 3 different bacillus bio-strains or bacterial cultures capable of digesting fats, grease, proteins, starch and cellulose. Product must be certified free of salmonella.
Excluded Ingredients:

Materials defined by Federal, State or Local Regulatory Agencies to be:
*Carcinogenic or Suspect Carcinogens
*Hazardous Air Pollutants (“HAPs”)
*EPA, SARA Section 313 reportable substances
*Substances problematic to the sewage or waste treatment process
employed or restricted by agencies regulating waste discharges from the facility.

Additional Requirements:

MSDS:	A completed Material Safety Data Sheet which complies with all OSHA requirements.
Containers:	Product labeling must comply with all OSHA and DOT requirements. Labels must also include the Hazardous Material Identification System (HMIS) ratings as well as complete use instructions in English and Spanish.
Quality Assurance:	Producer must have documented evidence of inspection and testing of product to ensure compliance to specification. Production lots or batches must be traceable via a clearly marked coding system on product packaging.
Secondary Labels:	If requested, producer must supply OSHA compliant secondary labels in English and Spanish for use on containers containing use-diluted product.

II. Specification for: Enzyme Drain Maintainer/Opener

General Description: A concentrated, ready to use liquid containing specialized strains of live, but safe to use (non-pathogenic) bacteria that will produce enzymes capable of digesting organic matter including grease, fats and other blockages in drains and grease traps.

Performance Requirements: When used as directed, product shall remove organic drain clogs quickly, and as maintainer, prevent clogs from occurring and allow free flow. It shall deodorize drain lines as it works.

Use Directions: Start with drains on lowest level and work up; when top level is reached, add at top level only. Remove as much water from line as is practical, and treat when water flow is lowest.
Use the following guide for daily addition, based on drain condition:

Pipe Size	1”	2”	4”
Blocked	8 oz.	16 oz.	32 oz.
Sluggish	4 oz.	8 oz.	16 oz.
Odors	2 oz.	4 oz.	8 oz.

When drain is clear and flowing, continue “sluggish” addition rate for 3 days, then add every 2-4 weeks to avoid buildup.

Specifications / Composition:

Appearance: Water-thin liquid with pleasant odor
pH: 6 - 8
Flashpoint: None in concentrate form.
VOC Content: Compliant with all Federal, State and Local Regulations
DOT Rating: Non-hazardous
Bacteria Count: Not less than 100 billion enzyme bacteria per gallon
Bacteria Cultures: Not less than 7 different bio-strains or bacterial cultures capable of digesting fats, grease, proteins, starch and cellulose. Product must be certified free of salmonella.
Excluded Ingredients:

Materials defined by Federal, State or Local Regulatory Agencies to be:
*Carcinogenic or Suspect Carcinogens
*Product shall contain no acids, caustic or chlorine based ingredients.
*EPA, SARA Section 313 reportable substances
*Substances problematic to the sewage or waste treatment process employed or restricted by agencies regulating waste discharges from the facility.

Additional Requirements:

MSDS:	A completed Material Safety Data Sheet which complies with all OSHA requirements.
Containers:	Product labeling must comply with all OSHA and DOT requirements. Labels must also include the Hazardous Material Identification System (HMIS) ratings as well as complete use instructions in English and Spanish.
Quality Assurance:	Producer must have documented evidence of inspection and testing of product to ensure compliance to specification. Production lots or batches must be traceable via a clearly marked coding system on product packaging

III. Specification for: General Purpose Carpet Spotter

General Description: A ready-to-use liquid formulated to remove most common stains from carpets caused by food, beverage, grease, blood, ink and paint. It shall be safe for use on all carpet fibers including 5th generation stain resistant nylon. Normal use of product must not adversely affect carpet, backing or pad.

Performance Requirements: When used as directed, product must penetrate, solubilize and remove those common stains listed above when applied to spot within 24 hours, before it has a chance to become set. No other product or treatment should be used before using the General Purpose Carpet Spotter.

Use Directions: Vacuum or blot stain to remove loose soil. Spray fluid directly onto spot and allow to work 1 minute. Spray lightly again. Blot dry with clean towel. Do not rub - this will only spread spot. Repeat until spot is removed. For more difficult stains, spray and agitate with clean brush or bone scraper.

Specifications / Composition:

Appearance: Water-thin liquid with pleasant odor
pH: Neutral (pH 6.0 -8.0)
Flashpoint: None
VOC Content: Compliant with all Federal, State and Local Regulations
DOT Rating: Non-hazardous
Excluded Ingredients:

Materials defined by Federal, State or Local Regulatory Agencies to be:
*Carcinogenic or Suspect Carcinogens
*Hazardous Air Pollutants ("HAPs")
*EPA, SARA Section 313 reportable substances
*Petroleum hydrocarbon or chlorinated solvents
*Substances problematic to the sewage or waste treatment process employed or specifically restricted by agencies regulating waste discharges from the facility.

Additional Requirements:

MSDS:	Material Safety Data Sheet compliant with all OSHA requirements.
Containers:	Product labeling compliant with all OSHA and DOT requirements. Labels must also include the Hazardous Material Identification System (HMIS) ratings as well as complete use instructions in English and Spanish.
Quality Assurance:	Producer must have documented evidence of inspection and testing of product to ensure compliance to specification. Production lots or batches must be traceable via a clearly marked coding system on product packaging.
Secondary Labels:	If requested, producer must supply OSHA compliant secondary labels in English and Spanish for use on containers containing use-diluted product.

IV. Specification for: Pretreat and Traffic Lane Cleaner

General Description: A concentrated liquid formulated as a pretreatment before carpet extraction for use in heavy traffic lanes or as an interim maintenance product for high traffic zones.

Performance Requirements: When used as directed, the product shall penetrate and loosen ground-in grit, grime, tracked–in soil, food, condiment and beverage spills and greasy, oily soil. It can also be used with a bonnet as an interim maintenance product for area cleaning in high traffic zones. The product will dry quickly and residue free to prevent resoiling. It shall not lighten, loosen or damage the carpet.

Use Directions: When used as a pretreatment, dilute according to label directions in a backpack-type tank sprayer. Place WET FLOOR signs to mark work area. Divide the work into manageable segments. Apply liberally to carpet immediately prior to deep extraction. Allow to work a few minutes, then extract. When used as a traffic lane maintenance cleaner, dilute according to label directions in a lined rolling mop bucket. Soak one or more carpet bonnets in the solution. Place WET FLOOR signs to mark work area. Divide the work into manageable segments. Remove bonnet from bucket, wring excess solution and place beneath single-disk floor machine. Clean area with a steady back and forth motion. Turn or replace pad frequently to avoid resoiling.

Specifications / Composition:

Appearance: Water-thin liquid with pleasant odor
pH: Neutral (pH 6.0 -8.0)
Flashpoint: None
VOC Content: Compliant with all Federal, State and Local Regulations
DOT Rating: Non-hazardous
Excluded Ingredients:

Materials defined by Federal, State or Local Regulatory Agencies to be:
*Carcinogenic or Suspect Carcinogens
*Petroleum hydrocarbon or chlorinated solvents
*Substances problematic to the sewage or waste treatment process employed or restricted by agencies regulating waste discharges from the facility.

Additional Requirements:

MSDS:	A completed Material Safety Data Sheet which complies with all OSHA requirements.
Containers:	Product Primary and Secondary labeling must comply with all OSHA and DOT requirements. Labels must also include the Hazardous Material requirements. Labels must also include the Hazardous Material Identification System (HMIS) ratings as well as complete use instructions in English and Spanish.
Quality Assurance:	Producer must have documented evidence of inspection and testing of product to ensure compliance to specification. Production lots or batches must be traceable via a clearly marked coding system on product packaging.
Secondary Labels:	If requested, producer must supply OSHA compliant secondary labels in English and Spanish for use on containers containing use-diluted product.

V. Specification for: Carpet Extraction Cleaner

General Description: A highly concentrated liquid formulated for use in carpet extraction equipment for deep cleaning carpets.

Performance Requirements: When used as directed, the product will penetrate deep into carpet fibers to remove oily soils, ground-in grit, grime, food, condiment and beverage spills. The product shall be effective in hot or cold water extraction systems and leave minimal residue in order to prevent resoiling. It shall be solvent free, low foaming and safe for use on all carpet fibers including stain resistant nylon.

Use Directions: Vacuum to remove loose soil. Dilute according to label directions in extractor tank. In lightly soiled areas, apply, scrub and extract in single pass. In more heavily soiled areas, apply with first pass, and scrub and extract with second pass. (See Pretreat and Traffic Lane Cleaner for combined instructions.)

Specifications / Composition:

Appearance: Water-thin liquid with pleasant odor
pH: Neutral (pH 6.0 -8.0)
Flashpoint: None
VOC Content: Compliant with all Federal, State and Local Regulations
DOT Rating: Non-hazardous
Solvent Content: None
Excluded Ingredients:

Materials defined by Federal, State or Local Regulatory Agencies to be:
*Carcinogenic or Suspect Carcinogens
*Hazardous Air Pollutants (“HAPs”)
*EPA, SARA Section 313 reportable substances
*Substances problematic to the sewage or waste treatment process employed or restricted by agencies regulating waste discharges from the facility.

Additional Requirements:

MSDS:	A completed Material Safety Data Sheet which complies with all OSHA requirements.
Containers:	Product labeling must comply with all OSHA and DOT requirements. Labels must also include the Hazardous Material Identification System (HMIS) ratings as well as complete use instructions in English and Spanish.
Quality Assurance:	Producer must have documented evidence of inspection and testing of product to ensure compliance to specification. Production lots or batches must be traceable via a clearly marked coding system on product packaging

VI. Specification for: Gum Remover

General Description: A ready to use aerosol formulated to remove chewing gum, candle wax, putty and other gummy substances from carpet , upholstery and other surfaces.

Performance Requirements: Product will function by freezing the substance so that it cracks off for easy removal . The product shall leave no staining or chemical residue

Use Directions: Apply directly to gummy substance with a short spray. Use extender tube if necessary. Use scraper or knife to carefully pry frozen substance from surface. Repeat if necessary.

Specifications / Composition:

Type: Aerosol

Excluded Ingredients:

Materials defined by Federal, State or Local Regulatory Agencies to be:
*Carcinogenic or Suspect Carcinogens
*EPA, SARA Section 313 reportable substances
*Substances problematic to the sewage or waste treatment process employed or restricted by agencies regulating waste discharges from the facility.

Additional Requirements:

MSDS:	A completed Material Safety Data Sheet which complies with all OSHA requirements.
Containers:	Product labeling must comply with all OSHA and DOT requirements. Labels must also include the Hazardous Material Identification System (HMIS) ratings as well as complete use instructions in English and Spanish.
Quality Assurance:	Producer must have documented evidence of inspection and testing of product to ensure compliance to specification. Production lots or batches must be traceable via a clearly marked coding system on product packaging

VII. Specification for: Metal Cleaner and Polish

General Description: A ready to use aerosol product formulated to clean and polish metal surfaces.

Performance Requirements: When used as directed, product shall clean, polish and protect metal surfaces. It shall remove fingerprints, smudges and smears. It will protect the surface and resist resoiling. When applied, it will achieve a sheen without hard rubbing and leave no oily residue.

Use Directions: Apply sparingly to a clean, dry wiper. Wipe on to surface, repeating as necessary. Turn cloth frequently to avoid resoiling. Allow to air dry.

Specifications / Composition: .

Appearance / Type: Aerosol with pleasant odor
pH: N/A
VOC Content: Compliant with all Federal, State and Local Regulations
Excluded Ingredients:

Materials defined by Federal, State or Local Regulatory Agencies to be:
*Carcinogenic or Suspect Carcinogens
* Must contain no chlorinated solvents
* Must contain no acids or abrasives
*Substances problematic to the sewage or waste treatment process
employed or restricted by agencies regulating waste discharges from the facility.

Additional Requirements:

MSDS:	A completed Material Safety Data Sheet which complies with all OSHA requirements.
Containers:	Product labeling must comply with all OSHA and DOT requirements. Labels must also include the Hazardous Material Identification System (HMIS) ratings as well as complete use instructions in English and Spanish.
Quality Assurance:	Producer must have documented evidence of inspection and testing of product to ensure compliance to specification. Production lots or batches must be traceable via a clearly marked coding system on product packaging

VIII. Specification for: Flax Wood Cleaner

General Description: A concentrated liquid formulated to clean and protect fine wood surfaces without drying them out or raising the grain.

Performance Requirements: When used as directed, the product shall remove smears, smudges, food, condiment and beverage spills and oily soils from wood surfaces. It shall not have a detrimental effect on the wood such as drying, or raising the grain, even with repeated use. It shall leave a buffable flax sheen on the surface as protection.

Use Directions: For light cleaning, dilute 128:1 (1 oz. per gallon)
For normal soil, dilute 64:1 to 42:1 (2-3 oz. per gallon)
For heavy soil, dilute 20:1 to 12:1 (6-10 oz. per gallon)
Dilute with warm water for best results. Apply using a clean, damp wiper. Turn frequently to avoid resoiling. Buff after drying to raise a sheen.

Specifications / Composition:

Contains natural flax oils for wood protection.
Appearance: Water-thin liquid with pleasant odor
pH: 9 - 11 in concentrate form
Flashpoint: None in concentrate form.
VOC Content: Compliant with all Federal, State and Local Regulations
DOT Rating: Non-hazardous
Solvent Content: Less than 1%
Excluded Ingredients:

Materials defined by Federal, State or Local Regulatory Agencies to be:
*Carcinogenic or Suspect Carcinogens
*Hazardous Air Pollutants (“HAPs”)
*EPA, SARA Section 313 reportable substances
*Substances problematic to the sewage or waste treatment process employed or restricted by agencies regulating waste discharges from the facility.

Additional Requirements:

MSDS:	A completed Material Safety Data Sheet which complies with all OSHA requirements.
Containers:	Product labeling must comply with all OSHA and DOT requirements. Labels must also include the Hazardous Material Identification System (HMIS) ratings as well as complete use instructions in English and Spanish.
Quality Assurance:	Producer must have documented evidence of inspection and testing of product to ensure compliance to specification. Production lots or batches must be traceable via a clearly marked coding system on product packaging.
Secondary Labels:	If requested, producer must supply OSHA compliant secondary labels in English and Spanish for use on containers containing use-diluted product.

IX. Specification for: General Purpose Cleaner

General Description: A concentrated liquid formulated to clean floors and other hard surfaces of daily soil build ups such as tracked-in dirt, oil and grime, food, condiment and beverage spills, blood and vomitus. Normal use of the product shall not dull, check, haze or damage floor finish and it shall be low foaming to allow use in an auto scrubber.

Performance Requirements: When used as directed, product must penetrate, soften, loosen and emulsify soils mentioned above on hard surfaces for easy removal. It shall not require repeat scrubbing to remove the soils mentioned above and shall not require flood rinsing.

Use Directions: Dispense product into rolling mop bucket or scrubber using chemical dispensing station. Place WET FLOOR signs to mark work area. Divide your work into manageable segments. If applying by auto scrubber, use blue or green scrubbing pads, and apply solution to the floor and pick it up in one pass. For heavier soil deposits, apply solution to the floor and scrub, but do not pick up; on second pass, lower squeegee on scrubber, scrub and pick up. No rinse is necessary. If applying by mop (use a clean mop head), apply solution to floor, allow it to work, and pick it up. Wring mop thoroughly, and repeat procedure. Change solution frequently to avoid resoiling floor. Lightly rinse if necessary.

Specifications / Composition:

Appearance:	Water-thin liquid with pleasant odor
pH (concentrate):	10.5 to 11.5
Flashpoint (TCC):	None
% Caustic soda (NAOH):	None
%Caustic potash (KOH):	None
% Phosphorous:	None
Stability (40 - 120 F):	OK in closed containers
Freeze/thaw stability:	OK, 3 cycles with thawing and agitation
VOC Content:	Compliant with all Federal, State and Local Regulations

Excluded Ingredients:

Materials defined by Federal, State or Local Regulatory Agencies to be:
*Carcinogenic or Suspect Carcinogens
*Hazardous Air Pollutants (“HAPs”)
*EPA, SARA Section 313 reportable substances
*Substances problematic to the sewage or waste treatment process employed or restricted by agencies regulating waste discharges from the facility.

Additional Requirements:

MSDS:	A completed Material Safety Data Sheet which complies with all OSHA requirements.
Containers:	Product labeling must comply with all OSHA and DOT requirements. Primary and Secondary labels must also include the Hazardous Material Identification System (HMIS) ratings as well as complete use instructions in English and Spanish.
Quality Assurance:	Producer must have documented evidence of inspection and testing of product to ensure compliance to specification. Production lots or batches must be traceable via a clearly marked coding system on product packaging.
Secondary Labels:	If requested, producer must supply OSHA compliant secondary labels in English and Spanish for use on containers containing use-diluted product.

X. Specification for: Spray and Wipe Cleaner

General Description: A ready to use liquid formulated to remove fingerprints, smudges, food, condiment and beverage spills, ball-point ink, smoking residues and oily smears from tabletops, walls, kiosks, phone booths, railings, doorways, plastic chairs and other non-glass surfaces.

Performance Requirements: When used as directed, product must quickly penetrate, emulsify and loosen soils mentioned above for easy removal with a clean wiper or sponge. It shall not damage the surface during cleaning, nor leave sticky residue after cleaning.

Use Directions: Dispense product into proper spray bottle using chemical dispensing station. Apply to surface to be cleaned in wet mist. Allow some time to work, then thoroughly wipe with clean damp cloth. Turn cloth frequently to avoid resoiling. Avoid over spraying.

Specifications / Composition:

Appearance: Water-thin liquid with pleasant odor
pH: Less than 10.0 at use dilution. Less than 11.5 in concentrate form.
Flashpoint: None in concentrate form.
VOC Content: Compliant with all Federal, State and Local Regulations
DOT Rating: Non-hazardous
Excluded Ingredients:

Materials defined by Federal, State or Local Regulatory Agencies to be:
*Carcinogenic or Suspect Carcinogens
*Hazardous Air Pollutants (“HAPs”)
*Petroleum hydrocarbon or chlorinated solvents
*EPA, SARA Section 313 reportable substances
*Substances problematic to the sewage or waste treatment process employed or restricted by agencies regulating waste discharges from the facility.

Additional Requirements:

MSDS:	A completed Material Safety Data Sheet which complies with all OSHA requirements.
Containers:	Product labeling must comply with all OSHA and DOT requirements. Primary and Secondary labels must also include the Hazardous Material Identification System (HMIS) ratings as well as complete use instructions in English and Spanish.
Quality Assurance:	Producer must have documented evidence of inspection and testing of product to ensure compliance to specification. Production lots or batches must be traceable via a clearly marked coding system on product packaging.
Secondary Labels:	If requested, producer must supply OSHA compliant secondary labels in English and Spanish for use on containers containing use-diluted product.

XI. Specification for: Floor Finish

General Description: A metal-crosslinked, polymer based floor finish exhibiting long wearing properties under severe foot traffic conditions. A milky liquid composed of complexed acrylic polymers, synthetic resins and waxes developed to give excellent gloss retention, scuff and black mark resistance.

Performance Requirements: The finish shall be suitable for use on and not harmful to asphalt, vinyl, vinyl composition, vinyl asbestos, rubber, sealed or painted wood, and terrazzo when used as directed. It shall be a homogeneous, easy-flowing liquid that, when applied to the afore-mentioned floor surfaces, shall flow out evenly without streaking, and dry to a glossy, uniform film. The finish shall adhere to the afore-mentioned surfaces, when properly prepared, and form a tough, durable continuous film which will not powder under normal conditions. It shall be water, detergent and oil resistant. The finish shall possess the capability of being readily removed, when desired, by a floor finish remover designed to remove metal-crosslinked finishes.

Use Directions: Strip to completely remove old coatings. Remove all cleaner and soil residue with a thorough rinse. Complete stripping and rinsing, especially of buildups along edges and in corners, ensure the best possible appearance and durability of the finish. In most cases, a sealer is not necessary. A water emulsion sealer is recommended on extremely porous floors. A sealer designed for use on terrazzo is recommended before applying floor finish on that surface. If a sealer is used, two coats are recommended on a completely stripped floor.

Do not buff a bare dry floor before coating. If tile is vinyl asbestos, asbestos may be released into the air. The floor must be thoroughly dry before applying a sealer or finish. Line bucket with liner and pour in finish. Pour in only what you plan to use. Use clean blended rayon mop. Dip into finish and press out excess, do not use wringer. Outline area to be finished, then fill in using figure eight motion. Stay 6"away from edges. Allow 45 minutes between coats. Last coat should cover edges.

Specifications / Composition:

Appearance:	Opaque liquid
Odor:	Characteristic
pH (concentrate):	8.0 to 9.0
Non-volatile (ASTM#D2834-84):	16.0 to 25.0%
Flashpoint (TCC):	None
Drying time (75 F,50%R.H.):	20 to 30 minutes
Slip resistance (ASTM #D2047-82):	Exceeds Underwriters Laboratories requirements for slip resistance.
Stability (40 to 120 F):	OK in closed containers
Freeze/thaw stability:	Protect from freezing
VOC Content:	Compliant with all Federal, State and Local Regulations
Coverage:	1st coat: 1500 - 2000 sq. ft./gal. 2nd coat: 1800 - 2500 sq. ft./gal.

Additional Requirements:

MSDS:	Material Safety Data Sheet compliant with all OSHA requirements.
Containers:	Product labeling compliant with all OSHA and DOT requirements. Labels must also include the Hazardous Material Identification System (HMIS) ratings as well as complete use instructions in English and Spanish.
Quality/Assurance:	Producer must have documented evidence of inspection and testing of product to ensure compliance to specification. Production lots or batches must be traceable via a clearly marked coding system on product packaging.

XII. Specification for: Floor Sealer

General Description: A polymer based floor sealer/undercoater designed to be used in combination with a metal-crosslinked, polymer based floor finish. A milky liquid composed of acrylic polymers and plasticizers developed to provide a tough, detergent resistant initial foundation coating on asphalt, vinyl, vinyl composition, vinyl asbestos and terrazzo floors.

Performance Requirements: The sealer shall be suitable for use on and not harmful to asphalt, vinyl, vinyl composition, vinyl asbestos and terrazzo when used as directed. It shall be an easy-flowing liquid that, when applied to the afore-mentioned floor surfaces, shall flow out evenly without streaking, and dry to a tough, uniform film. The sealer shall adhere to the afore-mentioned surfaces, when properly prepared, and form a tough, durable continuous film which will not powder under normal conditions. It shall be water, detergent and oil resistant.

Use Directions: Strip to completely remove old coatings. Remove all cleaner and soil residue with a thorough rinse. Complete stripping and rinsing, especially of buildups along edges and in corners, ensure the best possible appearance and durability of the sealer. In most cases, a sealer is not necessary, but it is recommended on extremely porous floors. A sealer designed for use on terrazzo is recommended before applying floor finish on that surface. If a sealer is used, two coats are recommended on a completely stripped floor. Do not use the sealer as a finish, it will scuff and mark. Do not apply sealer each time you scrub and recoat, unless the floor is stripped bare every time. A heavy sealer buildup or sealing over finish may cause a cracking, unsightly appearance which will be difficult to remove.

Do not buff a bare dry floor before coating. If tile is vinyl asbestos, asbestos may be released into the air. The floor must be thoroughly dry before applying the sealer. Line bucket with liner and pour in sealer. Pour in only what you plan to use. Use clean blended rayon mop. Dip into sealer and press out excess, do not use wringer. Outline area to be sealed, then fill in using figure eight motion. Stay 6" away from edges. Allow 30 minutes between coats. Second coat should cover edges.

Specifications / Composition:

Appearance:	Opaque liquid
Odor:	Characteristic
pH (concentrate):	8.5 to 9.5
Non-volatile (ASTM #D2834-84):	16.0 to 20.0%
Flashpoint (TCC):	None
Drying time (75 F.50% R.H.):	20 to 30 minutes
Slip resistance (ASTM #D2047-82):	Exceeds Underwriters Laboratories requirements for slip resistance
Stability (40 to 120 F):	OK in closed containers
Freeze/thaw stability:	Protect from freezing
VOC Content:	Compliant with all Federal, State and Local Regulations
Coverage:	1st coat: 1500 - 2000 sq. ft./gal. 2nd coat: 1800 - 2500 sq. ft./gal.

Additional Requirements:

MSDS: Material Safety Data Sheet compliant with all OSHA requirements.

Containers: Product labeling compliant with all OSHA and DOT requirements. Labels must also include the Hazardous Material Identification System (HMIS) ratings as well as complete use instructions in English and Spanish.

Quality/Assurance: Producer must have documented evidence of inspection and testing of product to ensure compliance to specification. Production lots of batches must be traceable via clearly marked coding system on product packaging.

XIII. Specification for: Floor Finish Maintainer

General Description: A concentrated, water-based cleaner and maintainer formulated to be used in conjunction with high speed buffing equipment to maintain finished floors at peak appearance even under heavy traffic.

Performance Requirements: The floor finish maintainer shall be suitable for use on floors which have an existing base of floor finish. It shall be formulated to be diluted at the rate of two ounces per gallon of water in a bucket or in an automatic scrubber and applied to the floor by damp mopping or light scrubbing mode. If unbuffed, the maintainer will act as a neutral cleaner and not haze or dull the floor. When buffed with a high speed buffer and pad, however, the floor will be restored to a bright, slip resistant shine without buildup or powdering.

Directions for use: Remove gross soils (labels, gum) with a scraper. Dust mop the floor daily.

Automatic Scrubber Use: Dilute 2 ounces of Maintainer per gallon of water. Scrub floor area and pickup. Allow floor to dry. Burnish with high speed buffing machine with appropriate buffing pad. Dust mop the floor.

Mop and Bucket Use: Dilute 2 ounces of Maintainer per gallon of water. Damp mop floor and allow to dry. Burnish with high speed buffing machine with appropriate buffing pad. Dust mop the floor.

Specifications / Composition:

Appearance:	Clear liquid
pH (concentrate):	9.0 to 10.0
Flashpoint (TCC):	Greater than 150 F.
% Caustic soda (NAOH):	None
% Caustic potash (KOH):	None
% Phosphorous:	None
Stability (40 - 120 F):	OK in closed containers
Freeze/thaw stability:	OK, 3 cycles with thawing and agitation
VOC Content:	Compliant with all Federal, State and Local Regulations

Additional Requirements:

MSDS:	Material Safety Data Sheet compliant with all OSHA requirements.
Containers:	Product labeling compliant with all OSHA and DOT requirements. Labels must also include the Hazardous Material Identification System (HMIS) rating as well as complete use instructions in English and Spanish.
Quality/Assurance:	Producer must have documented evidence of inspection and testing of product to ensure compliance to specification. Production lots of batches must be traceable via clearly marked coding system on product packaging.

XIV. Specification for: Floor Finish Stripper

General Description: A concentrated, water-based stripper for water emulsion floor finishes designed to re-emulsify metal-crosslinked and other polymers without vigorous mechanical agitation or rinsing.

Performance Requirements: The stripper shall be suitable for use on and not harmful to vinyl, vinyl composition, vinyl asbestos or terrazzo when used as directed. It shall contain no harmful alkali or caustic. The stripper shall be formulated in such a way as to penetrate and remove multiple coats of metal-crosslinked floor finishes, even after frequent burnishing, with moderate scrubbing.

Use Directions: Remove gross soils (labels, gum) with a plastic scraper. Dust mop floor. Divide floor into workable areas to prevent stripper solution from drying. Place wet floor caution signs near work areas. Dilute stripper at recommended dilution in a bucket or automatic scrubber with warm water to enhance stripping action. Apply solution liberally to surface with a mop or auto scrubber. Allow 5 to 10 minutes for the stripper to work. Keep floor wet. Stripping solution that dries is very, very difficult to remove.

Scrub thoroughly with a stripping pad on automatic scrubber or single disk floor machine to remove all old coatings and pick up solution with automatic or wet vac. For very heavy build up, be prepared to reapply stripper to remove all old coatings. Check edges and baseboards for buildup. Remove with edge tool or pad center. Unstripped edges and "low spots" will darken and become unsightly and are more difficult to remove next time. Use of a tool designed for edge work is easier on the back and arms. Be sure to pick up as much solution as possible.

Damp mop lightly with cool clean water to remove all residues. Even when using a "no rinse" stripper, unsightly residues can result from skips during the solution pick up process. Use of a conventional stripper requires a flood rinse and/or a neutralizer to assure that the floor is prepared properly for coating. Allow the floor to dry thoroughly before applying sealer or floor finish. Do not buff a dry floor before coating. If the tile is vinyl asbestos, you may release asbestos into the air.

Specifications / Composition:

Appearance:	Clear liquid
pH (concentrate):	12.0 to 13.2
Flashpoint (TCC):	Greater than 150 F.
% Caustic soda (NAOH):	None
% Caustic potash (KOH):	None
% Phosphorous:	None
Stability (40 - 120 F.):	OK in closed containers
Freeze/thaw stability:	OK, 3 cycles with thawing and agitation
VOC Content:	Compliant with all Federal, State and Local Regulations

Additional Requirements:

MSDS:	Material Safety Data Sheet compliant with all OSHA requirements.
Containers:	Product labeling compliant with all OSHA and DOT requirements. Labels must also include the Hazardous Material Identification System (HMIS) ratings as well as complete use instructions in English and Spanish.
Quality/Assurance:	Producer must have documented evidence of inspection and testing of product to ensure compliance to specification. Production lots of batches must be traceable via clearly marked coding system on product packaging.

XV. Specification for: Glass Cleaner

General Description: A ready to use film-free liquid formulated to remove fingerprints, oily smears, smudges, food, condiment and beverage spills, smoking residues and tape adhesive from glass and plastic surfaces.

Performance Requirements: When used as directed, the product must quickly penetrate and remove the soils mentioned above for easy removal with a clean wiper or squeegee without leaving a hazy film.

Use Directions: Dispense product into proper spray bottle using chemical dispensing station. Apply to surface to be cleaned in wet mist. Allow some time to work, then squeegee and/or wipe thoroughly with clean damp cloth. Turn cloth frequently to avoid resoiling. Avoid over spraying

Specifications / Composition:

Appearance:	Water-thin liquid
Odor:	Characteristic solvent
pH (concentrate):	11.0 to 12.0
Flashpoint (TCC):	Greater than 85 F.
% Caustic soda (NAOH):	None
% Caustic potash (KOH):	None
% Phosphorous:	None
Stability (40 - 120 F.):	OK in closed containers
Freeze/thaw stability:	OK, 3 cycles with thawing and agitation
VOC Content:	Compliant with all Federal, State and Local Regulations

Excluded Ingredients:

Materials defined by Federal, State or Local Regulatory Agencies to be:
*Carcinogenic or Suspect Carcinogens
*Hazardous Air Pollutants (“HAPs”)
*EPA, SARA Section 313 reportable substances
*Substances problematic to the sewage or waste treatment process employed or restricted by agencies regulating waste discharges from the facility.

Additional Requirements:

MSDS:	A completed Material Safety Data Sheet which complies with all OSHA requirements.
Containers:	Product labeling must comply with all OSHA and DOT requirements. Labels must also include the Hazardous Material Identification System (HMIS) ratings as well as complete use instructions in English and Spanish.
Quality Assurance:	Producer must have documented evidence of inspection and testing of product to ensure compliance to specification. Production lots or batches must be traceable via a clearly marked coding system on product packaging
Secondary Labels:	If requested, producer must supply OSHA compliant secondary labels in English and Spanish for use on containers containing use-diluted product.

XVI. Specification for: Bowl Cleaner

General Description: A ready to use liquid formulated to clean and disinfect porcelain, toilet bowls and urinals.

Performance Requirements: When used as directed, the product shall solubilize and remove soil, calcium and other hard water salts and rust from toilet bowl interiors. The product shall also clean and disinfect hard surfaces, killing the following microorganisms:

Staphylococcus aureus
Salmonella choleraesuis
Pseudomonas aeruginosa
HIV-1 (associated with AIDS)

The product shall contain detergents to clean soiled hard surfaces and shall not be classified as only a disinfectant. Product shall be an effective disinfectant in the presence of organic soil (5% blood serum).

Use Directions: Back flush commode with bowl mop or brush. Apply a small amount of bowl cleaner to bowl mop, brush or sponge. (If cleaning is done infrequently, apply some product directly to bowl, especially under rim.) Allow to work a few minutes. Scrub bowl thoroughly with bowl mop, brush or sponge. Flush toilet when done.

Specifications / Composition:

Acid Content / Type: Product shall contain a minimum of 9% Hydrochloric acid.
Appearance: Water-thin liquid with pleasant odor
Type Germicides: Quaternary and Hydrogen Chloride
pH: Less than 1.5
Flashpoint: None
VOC Content: Compliant with all Federal, State and Local Regulations
Excluded Ingredients:

Materials defined by Federal, State or Local Regulatory Agencies to be:
*Carcinogenic or Suspect Carcinogens
*Substances problematic to the sewage or waste treatment process employed or restricted by agencies regulating waste discharges from the facility.

Additional Requirements:

MSDS:	A completed Material Safety Data Sheet which complies with all OSHA requirements.
Containers:	Product labeling must comply with all OSHA and DOT requirements. Labels must also include the Hazardous Material Identification System (HMIS) ratings as well as complete use instructions in English and Spanish.
Quality Assurance:	Producer must have documented evidence of inspection and testing of product to ensure compliance to specification. Production lots or batches must be traceable via a clearly marked coding system on product packaging.

XVII. Specification for: Antibacterial Hand Cleaner

General Description: A ready to use hand cleaning liquid formulated to clean and reduce bacteria on hands.

Performance Requirements: When used as directed, product shall clean hands thoroughly and reduce bacteria with a single use. It shall not cause over drying or irritation, even with repeated use. The product shall rinse easily and have a pleasant fragrance.

Use Directions: Wet hands with warm water. Dispense a small amount of hand cleaner on hands and scrub thoroughly. Rinse. Dry hands.

Specifications / Composition:

Active Antiseptic:	PCMX or Triclosan
Odor / Appearance:	Viscous liquid with pleasant odor
pH (concentrate):	8.0 to 9.0
Flashpoint (TCC):	None
% Caustic soda (NAOH):	None
% Caustic potash (KOH):	None
% Phosphorous:	None
Stability (40 - 120 F):	OK in closed containers
Freeze/thaw stability:	OK, 3 cycles with thawing and agitation

Excluded Ingredients:

Materials defined by Federal, State or Local Regulatory Agencies to be:
*Carcinogenic or Suspect Carcinogens
*Hazardous Air Pollutants (“HAPs”)
*EPA, SARA Section 313 reportable substances
*Substances problematic to the sewage or waste treatment process employed or restricted by agencies regulating waste discharges from the facility.

Additional Requirements:

MSDS:	A completed Material Safety Data Sheet which complies with all OSHA requirements.
Containers:	Product labeling must comply with all OSHA and DOT requirements. Labels must also include the Hazardous Material Identification System (HMIS) ratings as well as complete use instructions in English and Spanish.
Quality Assurance:	Producer must have documented evidence of inspection and testing of product to ensure compliance to specification. Production lots or batches must be traceable via a clearly marked coding system on product packaging

XVIII. Specification for: Wall Cabinet Odor Control

General Description: A wall-mounted cabinet containing odor control products for the elimination of malodors, especially in restrooms.

Performance Requirements: Odor control must be effective in eliminating recurring odors from waste, feces, urine and vomit. For extreme cases, unit must have space to allow for additional odor control to be added. Product must have hardware to enable wall mounting, contain a fan to dispense odor control, contain micro circuitry to shut fan off when restroom is not in use and have an "alert" feature for low battery. Unit must contain sufficient odor control for a minimum 30 day period.

Use Directions: Place cabinet at least 6' above floor on wall where air flow is good. Install one cabinet for each 100 square feet in restroom. Monitor cabinet(s) on monthly basis for replacement of odor control and batteries as needed. Add more odor control if required in extreme cases.

Specifications / Composition:

Cabinet: Made of chemical resistant ABS plastic.
VOC Content: Compliant with all Federal, State and Local Regulations

Excluded Ingredients:

Materials defined by Federal, State or Local Regulatory Agencies to be:
*Carcinogenic or Suspect Carcinogens
*Substances problematic to the sewage or waste treatment process employed or restricted by agencies regulating waste discharges from the facility.

Additional Requirements:

MSDS:	A completed Material Safety Data Sheet which complies with all OSHA requirements.
Containers:	Product labeling must comply with all OSHA and DOT requirements. Labels must also include the Hazardous Material Identification System (HMIS) ratings as well as complete use instructions in English and Spanish.
Quality Assurance:	Producer must have documented evidence of inspection and testing of product to ensure compliance to specification. Production lots or batches must be traceable via a clearly marked coding system on product packaging

XIX. Specification for: Concentrated 2 Ounces (Oz.) Disinfectant

General Description: A concentrated liquid formulated to clean and disinfect hard surfaces.

Performance Requirements: When used as directed, the product shall clean and disinfect hard surfaces, killing the following microorganisms:

HBV (Hepatitus B Virus)
Herpes Simplex (type 1 and 2)
Influenza A2-Asian
Staphylococcus aureus
Salmonella choleraesuis
Pseudomonas aeruginosa
Pseudorabies virus
Poliovirus type 1
HIV-1 (associated with AIDS)
Trichophyton mentagrophytes (Athlete's Foot Fungus)
Vaccinia virus
(and a broad range of other microorganisms not listed here)

The product shall contain detergents to clean soiled hard surfaces and shall not be classified as only a disinfectant. Product shall be an effective disinfectant in the presence of organic soil (5% blood serum).

Use Directions: Dispense product into rolling mop bucket using chemical dispensing station. Place WET FLOOR signs to mark work area. Use a clean mop designated for disinfectant cleaner only. Apply to floor liberally. Allow to work 10 minutes to assure full germicidal activity. Pick up with mop. Change solution frequently to assure full cleaning and germicidal potency.

Specifications / Composition:

Appearance: Liquid with pleasant odor
Type Germicides: Quaternary
pH: 12.5 (+/- 1.0) in concentrate form
Flashpoint: None
VOC Content: Compliant with all Federal, State and Local Regulations
DOT Rating: Non-hazardous
Excluded Ingredients:

Materials defined by Federal, State or Local Regulatory Agencies to be:
*Carcinogenic or Suspect Carcinogens
*EPA, SARA Section 313 reportable substances
*Substances problematic to the sewage or waste treatment process employed or restricted by agencies regulating waste discharges from the facility.

Additional Requirements:

MSDS:	A completed Material Safety Data Sheet which complies with all OSHA requirements.
Containers:	Product labeling must comply with all OSHA, EPA and DOT requirements. Labels must also include the Hazardous Material Identification System (HMIS) ratings as well as complete use instructions in English and Spanish.
Quality Assurance:	Producer must have documented evidence of inspection and testing of product to ensure compliance to specification. Production lots or batches must be traceable via a clearly marked coding system on product packaging.
Secondary Labels:	If requested, producer must supply OSHA compliant secondary labels in English and Spanish for use on containers containing use-diluted product.

XX. Specification for: General Purpose Deodorant

General Description: A highly concentrated, dilutable, multi-purpose, broad-spectrum odor counteractant in water soluble form.

Performance Requirements: Product must be non-staining and counteract malodors from sickness, human incontinence, animals, pet accidents, sewage, garbage, mildew, cooking fire, smoke, cigars, cigarettes, liquor, fats, oils, etc.

Use Directions: Squirt a few drops of concentrated liquid on the bottom of chair seats, in waste baskets and garbage cans, sinks and drains. Squirt directly on source of odor to make clean-up more pleasant. For rug shampoos and cleaning solutions: Add one squirt per gallon of mixed solution. Use also in water for rinsing mops and cleaning cloths. Dilute with water at 2-10 ounces per gallon and use as a space spray.

Specifications / Composition:

Appearance: Water-thin liquid with pleasant odor
pH: 6 - 10 in concentrate form
VOC Content: Compliant with all Federal, State and Local Regulations
Solubility: Complete in water
Excluded Ingredients:

Materials defined by Federal, State or Local Regulatory Agencies to be:
*Carcinogenic or Suspect Carcinogens
*EPA, SARA Section 313 reportable substances
*Substances problematic to the sewage or waste treatment process employed or restricted by agencies regulating waste discharges from the facility.

Additional Requirements:

MSDS:	A completed Material Safety Data Sheet which complies with all OSHA requirements.
Containers:	Product labeling must comply with all OSHA and DOT requirements. Labels must also include the Hazardous Material Identification System (HMIS) ratings as well as complete use instructions in English and Spanish.
Quality Assurance:	Producer must have documented evidence of inspection and testing of product to ensure compliance to specification. Production lots or batches must be traceable via a clearly marked coding system on product packaging.
Secondary Labels:	If requested, producer must supply OSHA compliant secondary labels in English and Spanish for use on containers containing use-diluted product.

XXI. Specification for: Germicidal Spray and Wipe

General Description: A ready to use liquid formulated to clean and disinfect hard surfaces.

Performance Requirements: When used as directed, the product shall clean and disinfect hard surfaces, killing the following microorganisms:

Mycobacterium tuberculosis ("TB")
Staphylococcus aureus
Salmonella choleraesuis
Pseudomonas aeruginosa
HIV-1 (associated with AIDS)
Trichophyton mentagrophytes (Athlete's Foot Fungus)

The product shall contain detergents to clean soiled hard surfaces and shall not be classified as only a disinfectant. It shall leave no filmy residue after wiping. Product shall be an effective disinfectant in the presence of organic soil (5% blood serum).

Use Directions: The product shall be supplied only in ready to use form. Apply product liberally to walls, sinks, partitions, doors, commodes and changing tables. Allow to work 10 minutes to assure full germicidal activity. Wipe with a clean damp cloth.

Specifications / Composition:

Appearance: Water-thin liquid with pleasant odor
Type Germicides: Quaternary
pH: 12.5 (+/- 1.0)
Flashpoint: None
VOC Content: Compliant with all Federal, State and Local Regulations
DOT Rating: Non-hazardous
Excluded Ingredients:

Materials defined by Federal, State or Local Regulatory Agencies to be:
*Carcinogenic or Suspect Carcinogens
*Substances problematic to the sewage or waste treatment process employed or restricted by agencies regulating waste discharges from the facility.

Additional Requirements:

MSDS:	A completed Material Safety Data Sheet which complies with all OSHA requirements.
Containers:	Product labeling must comply with all OSHA and DOT requirements. Labels must also include the Hazardous Material Identification System (HMIS) ratings as well as complete use instructions in English and Spanish.
Quality Assurance:	Producer must have documented evidence of inspection and testing of product to ensure compliance to specification. Production lots or batches must be traceable via a clearly marked coding system on product packaging.
Secondary Labels:	If requested, producer must supply OSHA compliant secondary labels in English and Spanish for use on containers containing use-diluted product.

XXII. Specification for: Antibacterial Extractor

General Description: A concentrated liquid formulated to extract soil from carpets while killing odor causing (putrefactive) bacteria.

Performance Requirements: When used as directed, product shall thoroughly clean carpets of tracked-in grit and grime, food, beverage and condiment spills and oily soils and kill putrefactive bacteria. Such claims must be made on the product label and be confirmed by an EPA registration number. It shall be effective either through an extractor for deep cleaning or with a bonnet for interim maintenance. It shall not require the use of hot water to be effective. The product shall not leave a residue after cleaning that would cause resoiling and shall be low foaming.

Use Directions: Place WET FLOOR signs to mark the work area. For deep cleaning extraction, dilute product 64:1 (2 oz. per gallon) in extractor tank. For bonnet maintenance cleaning, dilute 8:1 (16 oz. per gallon). Do not use this product on stain resistant nylon carpets.

Specifications / Composition:

Appearance: Liquid with pleasant odor
Type Germicides: Quaternary
pH: 12.5 (+/- 1.0) in concentrate form
Flashpoint: None
VOC Content: Compliant with all Federal, State and Local Regulations
DOT Rating: Non-hazardous
Excluded Ingredients:

Materials defined by Federal, State or Local Regulatory Agencies to be:
*Carcinogenic or Suspect Carcinogens
*Hazardous Air Pollutants (“HAPs”)
*EPA, SARA Section 313 reportable substances
*Substances problematic to the sewage or waste treatment process employed or restricted by agencies regulating waste discharges from the facility.

Additional Requirements:

MSDS:	A completed Material Safety Data Sheet which complies with all OSHA requirements.
Containers:	Product labeling must comply with all OSHA and DOT requirements. Labels must also include the Hazardous Material Identification System (HMIS) ratings as well as complete use instructions in English and Spanish.
Quality Assurance:	Producer must have documented evidence of inspection and testing of product to ensure compliance to specification. Production lots or batches must be traceable via a clearly marked coding system on product packaging

XXIII. Specification for: Green Seal Compliance

General Description: Green Seal pursues standard development to clearly define sustainability leadership for products, cleaning services, hotels, and restaurants. The standard development process is based on International Organization for Standardization (ISO) standards for environmental labeling programs - ISO14020 and 14024 - international standards for Environmental Labels and Declaration. Each Green Seal standard has been developed according to a life-cycle-based approach and an open, transparent stakeholder process.

Performance Requirements: Contractor shall make every effort to comply with the following Green Seal Standards:

GS-01 Sanitary Paper Products
GS-37 Cleaning Products for Industrial and Institutional Use
GS-40 Floor-Care Products for Industrial and Institutional Use
GS-41 Hand Cleaners for Industrial and Institutional
GS-42 Commercial and Institutional Cleaning Services
GS-53 Specialty Cleaning Products for Industrial and Institutional

For additional information please go to the Green Seal website at:
http://www.greenseal.org/GreenBusiness/Standards.aspx

Attachment C

Cleaning Guidelines Areas A, B, & C

Cleaning Guidelines Area A

MDAD Flooring Cleaning Maintenance Guidelines

Table of Contents

Area A

Cleaning Guidelines and Instructions for Carpets, Resilient Flooring and Arconas (USM) Gate Counters:

1. ***Concourse D and E:*** Shaw Carpet

2. ***Terminal D, 1st Floor AA Employee Checkpoint:*** Gerflor Carpet - The Flooring Group

3. ***Terminal D, 4th Floor Auditorium:*** Patcraft Carpet

4. ***Terminal D through J Offices & Corridors:*** Interface Carpet

5. ***Terminal Sky Walk D through J, 3rd Floor:*** Interface Carpet
   Terminal D, 1st Floor Chapel
   Terminal D, 3rd Floor MDAD ID Section

6. ***E Tower – Directors Office:*** Mannington Carpet

7. ***Concourse F:*** Mohawk Carpet
   Arconas (USM) Gate Counters

8. ***Terminal F, 2nd Floor – Protocol Lounge:*** Milliken Carpet

9. ***Concourse G Carpet and Luxury Vinyl Tile (LVT):*** Shaw Contract

10. ***Concourse H:*** Milliken Carpet

11. ***Concourse J:*** Mohawk Carpet

12. ***Restroom Tiles – New Restrooms:*** Porcelain Stone

Concourse D & E
Shaw Carpet

ShawContract®

Maintenance Guidelines (CARPET)

Carpet Maintenance Checklist

1. IDENTIFY AND ADDRESS ALL SOURCES OF SOILING

- Parking lots/ Entrances: By maintaining a clean exterior, dirt coming in the building will be minimized.
- Transition areas (hard surface to carpet): Clean frequently to prevent soil from tracking to carpet.
- Food service areas/Restrooms/Water coolers: Matting may be required in areas where moisture, oil and grease are present.

2. USE ENTRY MATS (KEEP DIRT OUTSIDE)

- Two mat categories
  - Soil Removal — used at exterior entrances to remove soil from shoes
  - Absorbent mats — used inside to prevent moisture from getting on the carpet
- Mats should cover at least 6 footsteps to capture soil transferring from shoes. Additional matting may be necessary during inclement weather.
- Keep mats clean (mats must be properly placed throughout the facility and maintained on a regular basis).

3. VACUUM (THE MOST IMPORTANT PROCESS IN YOUR MAINTENANCE PROGRAM)

- 80 to 85 % of dry soil can be removed by proper vacuuming.
- Select Vacuum cleaners certified in the Carpet and Rug Institute's Seal of Approval (SOA) / Green Label Vacuum Cleaner Program (www.carpet-rug.org)
- Commercial, dual—motor upright, top—loading vacuums are recommended.
- Maintain working condition of vacuums with special attention to the bag (empty when half full).

4. PROMPTLY ADDRESS SPOTS AND SPILLS

- Use General Soil Spot Removers, like Shaw's TOTALCARE® products for most common spots and spills. (For ordering information call 1.800.257.7429 or contact your representative.) Additional cleaning agents (wool safe products) are listed in the Carpet and Rug Institute's Seal of Approval (SOA) Program (www.carpet-rug.org)
- Use solvent spotters for oil/grease (petroleum—based spots). Solvent gels preferred. Follow manufacturer's recommendations when using solvents. Rinsing may be necessary.
- Use specialty products (www.proschoice.com) for set stains where color has been added or altered.
  - CTI Pro's Choice Red Relief (acid dye stains — colored soft drinks, medicines. etc.)

    CTI Pro's Choice Stain Magic (organic dye stains — coffee, tea, mustard, etc.)

- Some disinfectants contain chemicals that can stain, discolor and cause general harm to your flooring product. Quaternary Ammonium Salts are among those that have been found to be harmful to your flooring when used over time. Take care to choose pH neutral products only.

For reference purposes only if printed or downloaded

USE INTERIM SYSTEMS TO MANAGE APPEARANCE

- Encapsulation — process using CRI SOA cleaning agents and a dual—cylindrical counter—rotating brush machine for agitation.
  - Always pre—vacuum.
  - Hot water extraction recommended after every third (3rd) encapsulation.
- Walk Behind Extractors — use CRI approved cleaning agents, be sure to operate at lowest speed.
- NOTE: Bonnet cleaning is NOT recommended!

6. FOLLOW DEEP CLEANING PROCESS

- Hot Water Extraction Process:
  - Always pre—vacuum.
  - Apply an approved pre—spray cleaning agent in the CRI (SOA) Program.
  - Agitate with mechanical brush and allow 10 minutes dwell time.
  - Extract with hot water or use a low pH rinse agent in the machine. We recommend CRI Gold Rated Equipment.
- Examples of Equipment:
  - Truck mount units maintain higher pressure and temperature
  - High Flow Extractors
  - Portable box and wand — minimum 200 psi and approximalely 1 gallon of water flow per minute.
- To prevent wicking use air movers to expedite drying. Be sure facility HVAC is on during cleaning and remains on for at least 12 hours afterward.

7. RESOURCES

- Shaw's Technical Support web—based training program is available at https://www.youtube.com/watch?v=wH-y6NbFUos&list=PLPIvybF4GS2XOHTVtGL_soZZ_Ni0hyr9D
- For Technical assistance or maintenance related questions contact Shaw Contract at 1.800.257.7429.

SUGGESTED FREQUENCY CHART FOR COMMERCIAL CARPET CARE

Traffic Level	Vacuum	Spot Removal	Interim Cleaning	Hot Water Extraction
Light • Private offices • Cubicles	2+ times per week	As needed	As needed	1 time per year

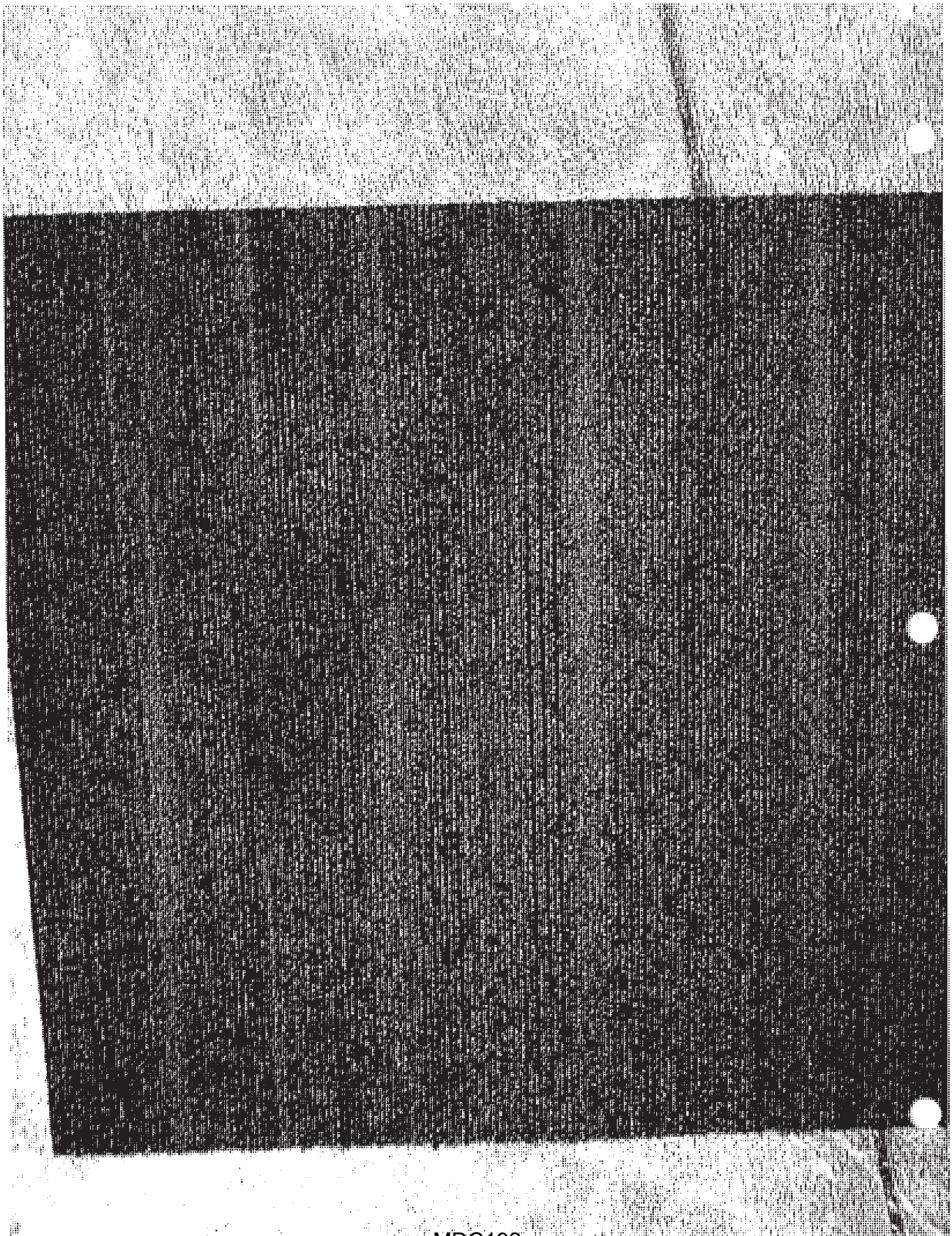
For reference purposes only if printed or downloaded

Maintenance Guidelines

Moderate • Shared offices • Secondary hallways • Conference rooms • Classrooms	1 time per day	As needed	As needed	2 times per year
Heavy • Common entrances • Elevators • Main hallways • Break rooms • Work rooms • Mail rooms • Patient rooms • Waiting areas	1+ times per day	As needed	Monthly	4 times per year
Extra Heavy • Common entrances in severe climates • Cafeterias/food service areas • Extra heavy traffic	1+ times per day	As needed	Weekly	Monthly

- This chart represents a general guideline; your program should be customized to your specific conditions.
- Extra heavy traffic and soiling conditions require more frequent attention.
- NOTE: Use of a pile lifter may be a consideration. Pile lifting helps restore the surface pile yarns and helps remove embedded dry sand and soil.

For reference purposes only if printed or downloaded.



DESIGNATION: CPT-4

DESCRIPTION
Hold Room Carpet

AREA OF USE
Install monolithic at all Hold Rooms, Customer Service Areas, and BSO Areas.

MANUFACTURER
Shaw Contract

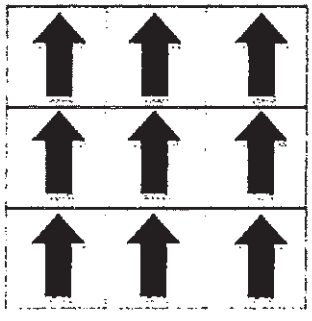
STYLE/ PATTERN
Portal 637P5

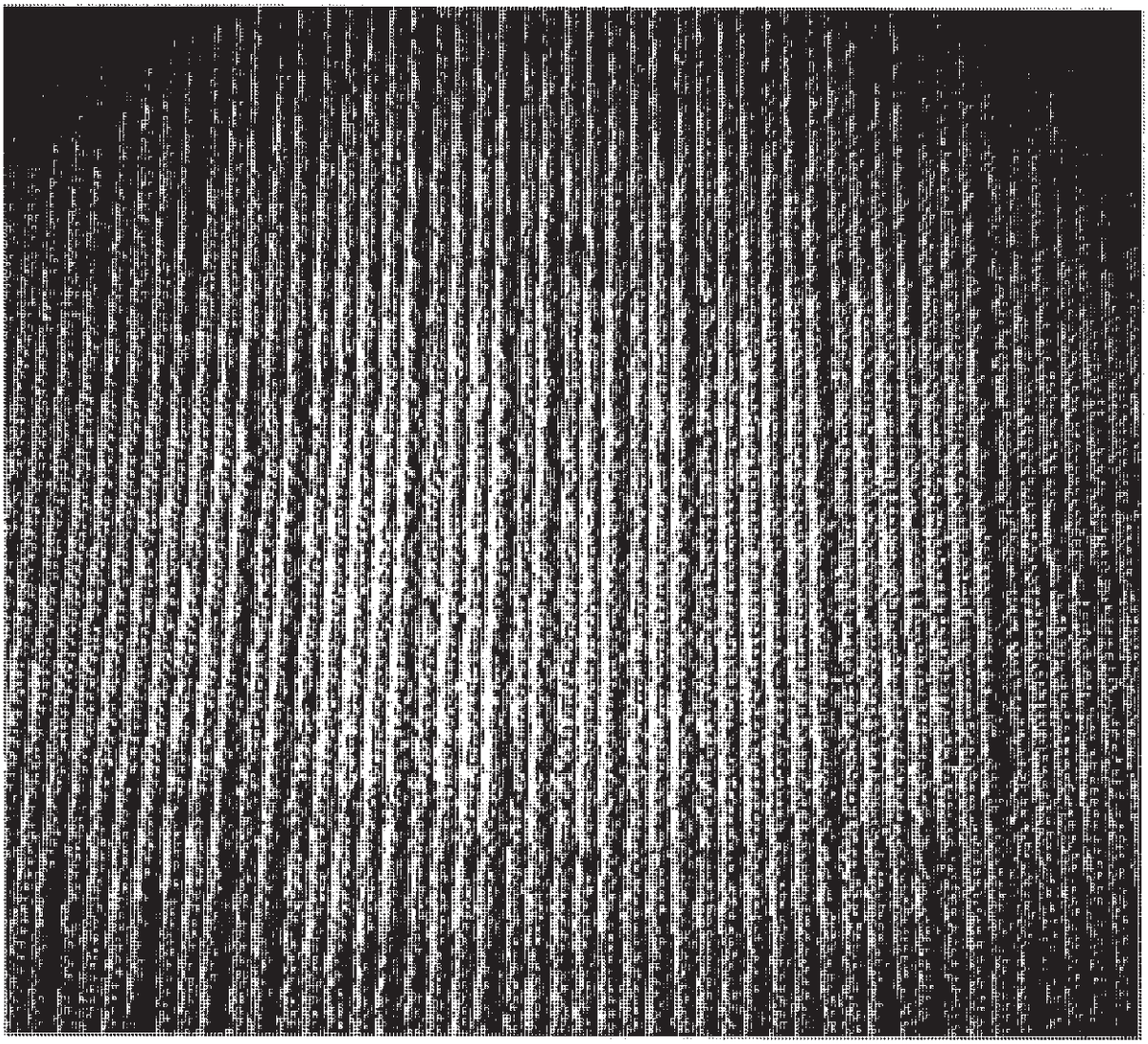
COLOR
Custom

DIMENSIONS
24 in x 24 in

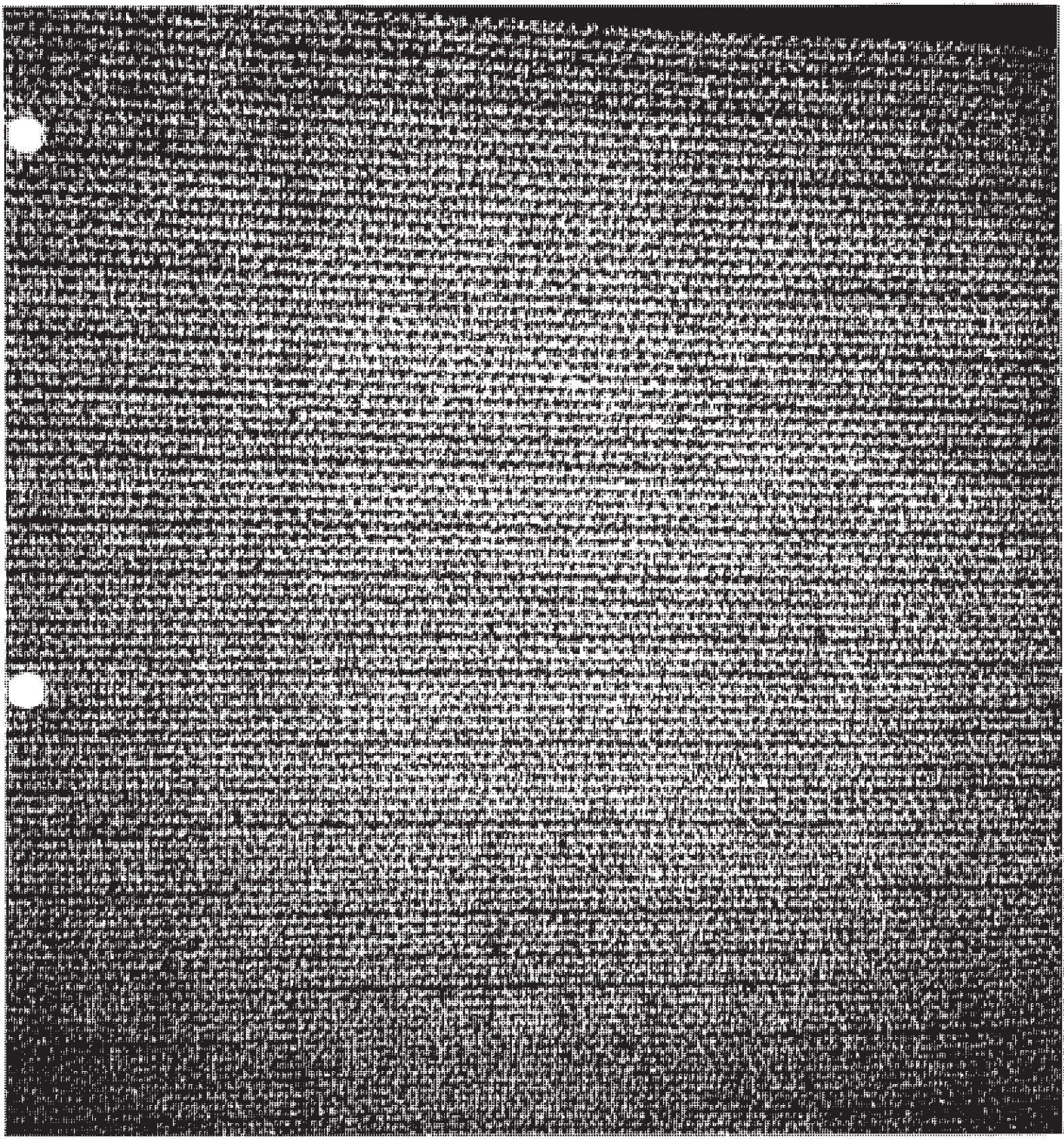
CONTACT
Cari Johnson (T. 214-616-7362 / E. Cari.Johnson@shawinc.com)

ORDER PROCESS
Provide contractor or AE with the specifications and have them contact Cari Johnson for ordering.





Manufacturer: SHAW
Style Name: Nylon MS EW2
Style#: 42BG0
Color Name: Skyway
Color #: B418D
Size: 24" x 24"
Tiles/box: 12
Sq. Yd.: 5.33



SHAW: FLY BYE

Terminal D

1st Floor AA Employee Checkpoint

Manufacturer: GerFlor The Flooring Group

EMPLOYEE CHECKPOINT 3 FLOORING

LOCATION: EMPLOYEE CHECKPOINT 3
TERMINAL D GROUND FLOOR

MANUFACTURER: GERFLOR

SPECIFICATIONS: ATRACTION, INTERLOCKING TILES.
COLOR: BROOKLYN 2741

CLEANING INSTRUCTIONS ATTACHED

Gerflor
theflooringgroup

MAINTENANCE INSTRUCTIONS FOR COMMERICIAL GTI TILES

Dry Dust mop

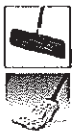
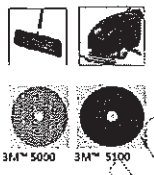
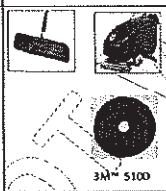
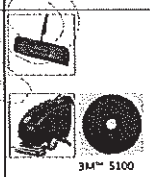
Auto-scrubber
Rotary or cylindrical
Max 350 RPM

Mechanical cleaning disk
3M™ or equivalent colored disk

Manual washing equipment
Regular mop or microfiber mop

Tables & Chairs protection
Well maintained protector will prevent scratches on the flooring.

WARNING: NO Rubber feet or mats
Rubber will permanently stain vinyl floorcoverings through migration.
Use non-rubber protectors.

Type of Maintenance	Equipment used	Cleaning products	Cleaning methods
Daily Maintenance			**To do as needed**
Manual cleaning		Neutral Cleaner	1- Sweep the surface 2- Wash with mop and cleaning solution 3- Rinse with clean water **Note: Never leave the solution on the flooring for a long period of time.**
OR			
Auto-scrubber	 3M™ 5000 3M™ 5100	Clean water[1] or Neutral Cleaner	**To do as needed** 1- Sweep the surface 2- Scrub with water or solution 3- vacuum-up solution **Note: Never leave the solution on the flooring for a long period of time.**
Regular Maintenance			**Once every 2 weeks**
Auto-scrubber	 3M™ 5100	Neutral Cleaner	1- Sweep the surface 2- Scrub with solution 3- Vacuum-up solution 4- Rinse with clean water
Initial Cleaning and/or Periodic Deep Cleaning			**Every 2 to 3 months**
Auto-scrubber	 3M™ 5100	Neutral or Alkaline Cleaner pH must not exceed 11	1- Sweep the surface 2- Scrub with solution (Turn-off vacuum) 3- Let solution dwell ± 5 minutes 4- Scrub again (turn on vacuum) 5- Rinse with clean water **Note: Never leave the solution on the flooring for a long period of time.**

[1]Using clean water may not be efficient enough with some auto-scrubber.

- **NOTE:** These instruction must be adapted to the site conditions and traffic patterns observed for the different areas where the flooring in installed.

- Never use cleaners with pH higher than 11.
- There are many different cleaning products on the market, they are not all equally effective.

Gerflor USA, Inc.
595 Supreme Drive
Bensenville, Il 60106
Tel.: 1-877-437-3567
Gerflorusa.com

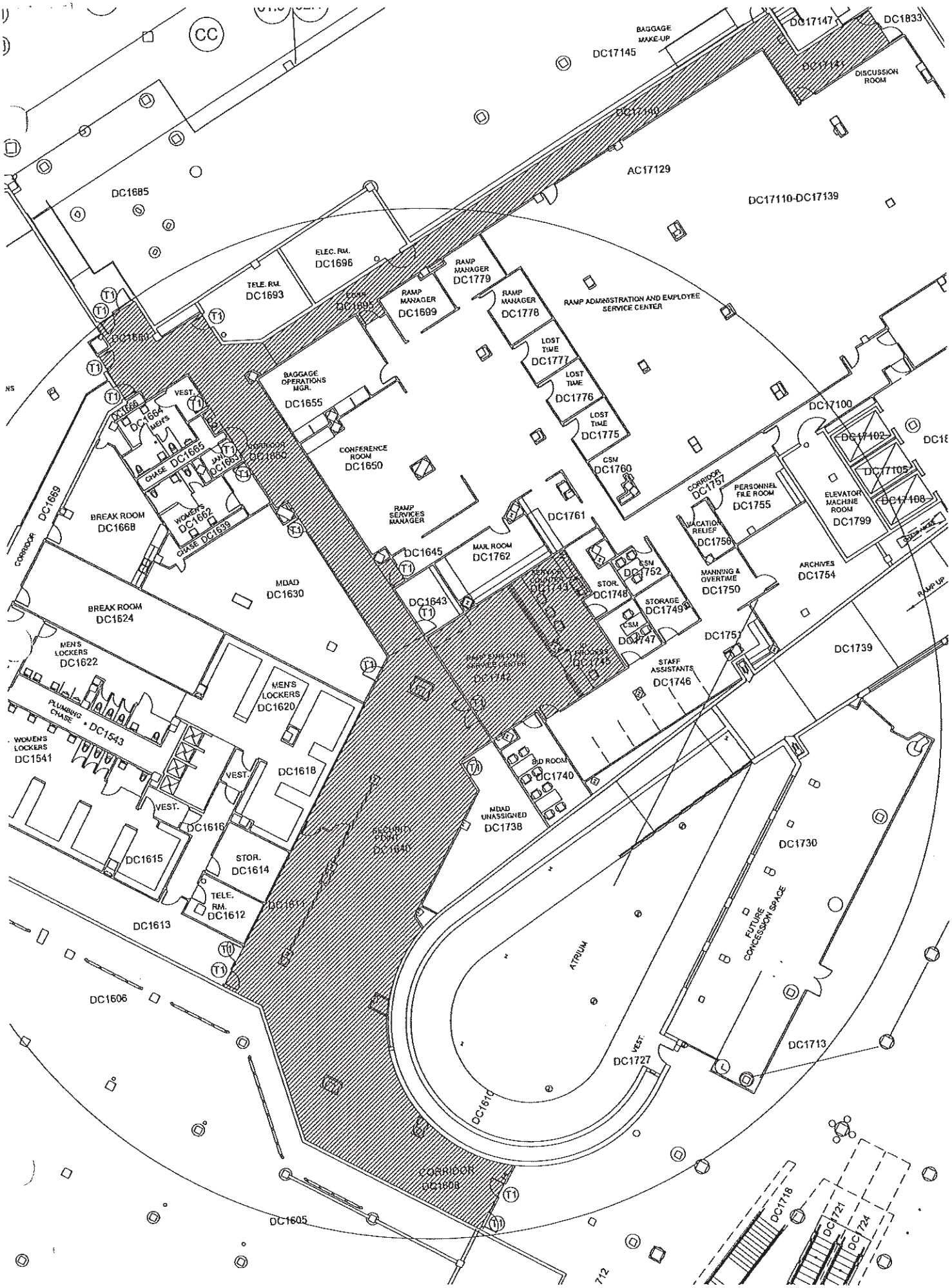
Following is a list of products recommended by the main manufacturers

Cleaning product Suppliers	Cleaning Products
XL North 1-888-530-2259	APC All Purpose Neutral Floor Cleaner
Diversey 1-800-558-2332	Diversey Profi Neutral Floor Cleaner/Degreaser
Hillyard 1-800-365-1555	Citrus-Scrub® Natural Solvent Degreaser Cleaner

Other brands and products are available on the market.
Your supplier may have equivalent products to the ones recommended.
It is their responsibility to demonstrate the effectivness of these products.

Never use household cleaning products, scouring pads, steel wool or any abrading product that could damage the surface of the flooring.

DO NOT WAX THIS


CC
DC17147
DC1833
BAGGAGE MAKE-UP
DC17145
DISCUSSION ROOM
DC17141
DC17140
AC17129
DC17110-DC17139
DC1685
ELEC. RM. DC1696
TELE. RM. DC1693
RAMP MANAGER DC1779
RAMP MANAGER DC1699
RAMP MANAGER DC1778
RAMP ADMINISTRATION AND EMPLOYEE SERVICE CENTER
LOST TIME DC1777
LOST TIME DC1776
LOST TIME DC1775
DC1680
BAGGAGE OPERATIONS MGR. DC1655
VEST.
DC1664
MEN'S
DC1665
CHASE
DC1666
DC1667
DC1660
CONFERENCE ROOM DC1650
CSM DC1760
DC17100
DC17102
DC17105
DC17108
DC1689
BREAK ROOM DC1668
WOMEN'S DC1662
CHASE DC1639
RAMP SERVICES MANAGER
DC1761
CORRIDOR DC1757
PERSONNEL FILE ROOM DC1755
VACATION RELIEF DC1756
ELEVATOR MACHINE ROOM DC1799
DC1645
MAIL ROOM DC1762
ESN DC1752
MANNING & OVERTIME DC1750
ARCHIVES DC1754
MDAD DC1630
DC1643
STOR. DC1748
STORAGE DC1749
CSM DC1747
BREAK ROOM DC1624
MEN'S LOCKERS DC1622
RAMP END OF SERVICE CENTER DC1742
DC1751
DC1739
STAFF ASSISTANTS DC1746
MEN'S LOCKERS DC1620
PLUMBING CHASE
DC1543
WOMEN'S LOCKERS DC1541
VEST.
DC1618
BD ROOM DC1740
VEST.
DC1616
MDAD UNASSIGNED DC1738
DC1730
DC1615
STOR. DC1614
TELE. RM. DC1612
DC1611
DC1613
ATRIUM
FUTURE CONCESSION SPACE
DC1606
DC1727
DC1713
DC1610
CORRIDOR DC1608
DC1605
DC1718
DC1721
DC1724

Terminal D
4th Floor Auditorium
Patcraft Carpet

Terminal D
4th Floor Auditorium
Patcraft Carpet

Maintenance Guidelines

patcraft®

SPOT CLEANING SOLUTIONS CHECKLIST

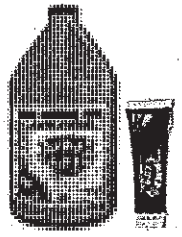
The following identifies/details the proper cleaning solutions to remove difficult spots/stains. It is very important to follow all manufacturers' labeled directions and never use more cleaning solution than recommended.

GENERAL TRACKED-IN SOIL AND WATER-BASED STAINS – CLEANING SOLUTIONS THAT ARE CERTIFIED BY THE CARPET & RUG INSTITUTE'S SEAL OF APPROVAL ARE RECOMMENDED. THE ENTIRE LIST CAN BE FOUND BY VISITING WWW.CARPET-RUG.ORG (LOOK FOR THE LOGO BELOW ON CLEANING SOLUTIONS TO VERIFY CERTIFICATION

STICKY CONTAMINANT SPOTS/STAINS

These types of spots which include gum, paint, grease, oil, adhesive etc... may require a solvent based spotter. See examples and instructions below.
Small random spots can be treated with gel solvents and agitated gently and allowed to dwell for 1-2 minutes before extracting with clean, hot water. Rinsing is very important to remove any soil attracting residue.
Large area where these types of contaminants are present may require a liquid solvent booster added to general purpose pre-sprays in order to break the sticky contaminant down.

CTI PRO'S CHOICE POWER GEL - VISIT WWW.PROSCHOICE.COM FOR AVAILABILITY IN YOUR AREA.



ORGANIC STAINS LIKE COFFEE, TEA AND MUSTARD

These types of stains may require a specialty spotter if the stains have set for an extended period of time. See example and instructions below.

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9. Extraction rinse residue away

Note: Only mix the amount necessary and use the solution within 5 minutes of mixture

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CARPET MAINTENANCE CHECKLIST

1. IDENTIFY AND ADDRESS ALL SOURCES OF SOILING

- Parking lots/ Entrances: By maintaining a clean exterior, dirt coming in the building will be minimized.
- Transition areas (hard surface to carpet): Clean frequently to prevent soil from tracking to carpet.
- Food service areas/Restrooms/Water coolers: Matting may be required in areas where moisture, oil and grease are present.

2. USE ENTRY MATS (KEEP DIRT OUTSIDE)

- Two mat categories
    - Soil Removal — used at exterior entrances to remove soil from shoes
    - Absorbent mats — used inside to prevent moisture trom getting on the carpet
- Mats should cover at least 6 footsteps to capture soil transferring from shoes. Additional matting may be necessary during inclement weather.
- Keep mats clean (mats must be properly placed throughout the facility and maintained on a regular basis).

3. VACUUM (THE MOST IMPORTANT PROCESS IN YOUR MAINTENANCE PROGRAM)

- 80 to 85 % of dry soil can be removed by proper vacuuming.
- Select Vacuum cleaners certified in the Carpet and Rug Institute's Seal of Approval (SOA) / Green Label Vacuum Cleaner Program (www.carpet-rug.org)
- Commercial, dual—motor upright, top—loading vacuums are recommended.
- Maintain working condition of vacuums with special attention to the bag (empty when half full).

4. PROMPTLY ADDRESS SPOTS AND SPILLS

- Use General Soil Spot Removers, like Shaw's TOTALCARE® products for most common spots and spills. (For ordering information call or contact your representative.) Additional cleaning agents (wool safe products) are listed in the Carpet and Rug Institute's Seal of Approval (SOA) Program (www.carpet-rug.org)
- Use solvent spotters for oil/grease (petroleum—based spots). Solvent gels preferred. Follow manufacturer's recommendations when using solvents. Rinsing may be necessary.
- Use specialty products (www.proschoice.com) for set stains where color has been added or altered.
    - CTI Pro's Choice Red Relief (acid dye stains — colored soft drinks, medicines. etc.)

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CTI Pro's Choice Stain Magic (organic dye stains — coffee, tea, mustard, etc.)

- Some disinfectants contain chemicals that can stain, discolor and cause general harm to your flooring product. Quaternary Ammonium Salts are among those that have been found to be harmful to your flooring when used over time. Take care to choose pH neutral products only.

5. USE INTERIM SYSTEMS TO MANAGE APPEARANCE

- Encapsulation — process using CRI SOA cleaning agents and a dual—cylindrical counter—rotating brush machine for agitation.
    - Always pre—vacuum.
    - Hot water extraction recommended after every third (3rd) encapsulation.
- Walk Behind Extractors — use CRI approved cleaning agents, be sure to operate at lowest speed.
- **NOTE:** Bonnet cleaning is **NOT** recommended!

6. FOLLOW DEEP CLEANING PROCESS

- Hot Water Extraction Process:
    - Always pre—vacuum.
    - Apply an approved pre—spray cleaning agent in the CRI (SOA) Program.
    - Agitate with mechanical brush and allow 10 minutes dwell time.
    - Extract with hot water or use a low pH rinse agent in the machine. We recommend CRI Gold Rated Equipment.
- Examples of Equipment:
    - Truck mount units maintain higher pressure and temperature
    - High Flow Extractors
    - Portable box and wand — minimum 200 psi and approximalely 1 gallon of water flow per minute.
- To prevent wicking use air movers to expedite drying. Be sure facility HVAC is on during cleaning and remains on for at least 12 hours afterward.

7. WOOL / WOOL BLEND

- Wool is a natural fiber, some shedding may initially occur as fibers work their way out of the product until loose. Loose fibers can easily be trimmed even with the pile.
- Indentions from furniture can be easily steamed out of wool products.
- Vacuum regularly without the use of beater bar.

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- Blot (do not rub) spills with moist white cloth using cold water. Cleaning agents (wool safe products) are listed in the Carpet and Rug Institute's Seal of Approval (SOA) Program (www.carpet-rug.org)

8. RESOURCES

- Shaw's Technical Support web—based training program is available at https://www.youtube.com/watch?v=wH-y6NbFUos&list=PLPIvybF4GS2XOHTVtGL_soZZ_Ni0hyr9D
- For Technical assistance or maintenance related questions contact at .

SUGGESTED FREQUENCY CHART FOR COMMERCIAL CARPET CARE

Traffic Level	Vacuum	Spot Removal	Interim Cleaning	Hot Water Extraction
Light • Private offices • Cubicles	2+ times per week	As needed	As needed	1 time per year
Moderate • Shared offices • Secondary hallways • Conference rooms • Classrooms	1 time per day	As needed	As needed	2 times per year

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Heavy • Common entrances • Elevators • Main hallways • Break rooms • Work rooms • Mail rooms • Patient rooms • Waiting areas	1+ times per day	As needed	Monthly	4 times per year
Extra Heavy • Common entrances in severe climates • Cafeterias/food service areas • Extra heavy traffic	1+ times per day	As needed	Weekly	Monthly

- This chart represents a general guideline; your program should be customized to your specific conditions.
- Extra heavy traffic and soiling conditions require more frequent attention.
- **NOTE:** Use of a pile lifter may be a consideration. Pile lifting helps restore the surface pile yarns and helps remove embedded dry sand and soil.

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MDC208

Terminal Offices &
Corridors
Interface Carpet

Interface

Carpet Tile Maintenance Guidelines

Contents

➥ English ➥ Français ➥ Español ➥ Português

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Carpet Tile Maintenance Guidelines

Interface
Rev. 4/1/19

Table of Contents

Introduction 3
- Why is Maintenance Important?
- Comprehensive Maintenance Plan
- Identifying your needs

Frequency Chart 3

Maintenance Techniques 4
- Preventative Maintenance
- Chair Pads
- Vacuum Cleaning
- Spot Cleaning
- Dry Extraction
- Crystallizing Application
- Bonnet Cleaning
- Hot Water Extraction

Cleaning Solutions 5

Maintenance Equipment 5
- Vacuum
- Low Moisture Applicator
- Hot Water Extractor

Consultants and Additional References 6

Introduction

Why is maintenance important?
By implementing a routine carpet maintenance program, you preserve and maintain your floorcovering and extend the life of your carpet investment. A routine maintenance program includes daily care, such as vacuuming and spot cleaning, in addition to periodic restorative cleaning by hot water extraction. Excessive soils and stains may require different methods or a combination of methods. However, even restorative cleaning typically will not achieve the desired original beauty and appearance of the floorcovering if the carpet has been neglected. Routine care means a longer lasting product, but it is important to implement a maintenance program from the very beginning. Having the right equipment and cleaning solutions along with properly trained technicians is critical to the success of the program. An effective maintenance program is carefully planned and executed on schedule.

Comprehensive Maintenance Plan
An effective maintenance program consists of five key elements:

- Preventative Maintenance – containing the soil entering the building using walk-off mats at entrances. This includes outside matting, inside matting and mats at certain other high traffic interior areas.
- Vacuuming - regular vacuuming is the single most important part of a maintenance program. Vacuuming is designed to remove dry soil matter.
- Spot and Spill Removal – quick response to spills is the key. The faster spills are dealt with the less chance they will leave a stain.
- Interim Cleaning – several different methods can be used. Regularly scheduled interim cleaning can prolong the need for restorative cleaning.
- Restorative Cleaning – deep cleaning designed to remove trapped soils. Hot water extraction is the most effective method and the only restorative method recommended by Interface.

Identifying Your Specific Maintenance Needs
Just as various areas of your office or building are subject to different uses, each area demands a different level of maintenance and care. Heavily trafficked areas such as entrances and corridors require more frequent vacuuming and cleaning. Areas around vending machines and desks need daily attention to spills and stains. Also, certain areas may require different types of equipment to be used. A comprehensive maintenance program should have a chart or diagram of the building's floor space outlining proper cleaning frequency rates, methods and equipment. This well-designed maintenance plan will add years of useful life to your carpet investment.

Commercial Carpet Cleaning Frequency Chart

Traffic Soil Rating	Carpet Owner/Maintainer		Professional Carpet Cleaner/Restorer	
	Vacuuming	Spot Cleaning	Interim Maintenance (Between Restorative Cleanings)	Restorative Cleaning
Light <500 foot traffics per day	1 to 2x per week	Daily or as soon as spots are noticed	1 to 3x annually	1 to 2x annually
Medium (moderate)500-1000 foot traffics per day	Daily in traffic areas. Overall 3 to 4x per week	Daily or as soon as spots are noticed	3 to 6x annually	2 to 4x annually
Heavy 1001 – 2500 foot traffics per day	Daily in traffic areas. Overall 4 to 7x per week	Daily or as soon as spots are noticed	6 to 12x annually	3 to 6x annually
Very Heavy >2500 foot traffics per day	1 to 2x daily in traffic areas. Overall 7x per week	Daily or as soon as spots are noticed	12 to 52x annually	6 to 24x annually

**Recommended frequency guide per IICRC S100*
(Institute of Inspection, Cleaning, and Restoration Certification)

Maintenance Techniques

The ideal maintenance program is designed to help prevent soil from reaching the carpet and to remove soil before it causes damage. To keep your carpet clean and looking like new, this ideal maintenance program uses a combination of methods. These methods are tailored to your facility's needs. Cleaning frequencies are based on the specific needs of trafficked areas in your facility.

PREVENTATIVE MAINTENANCE

Maintaining your carpet's appearance means more than choosing the right cleaning method. Choosing the right products up front contributes greatly to the overall performance of your floorcovering. Using walk-off mats helps keep soil from entering the building. Outside mats are designed to scrape dirt and debris off shoes while interior mats are designed to remove smaller soil particles and help absorb moisture. Interior walk-off mats should extend a minimum of six feet inside the entrance. At 15 feet, these mats can effectively remove 80% of soil and moisture before they reach the carpet. Mats can also be effective in other interior areas, including elevators, around water coolers and food station areas, and at stair thresholds. Walk-off matting should be maintained the same way as interior carpet by using the frequency guidelines for 'Very Heavy' based on the **chart on page 3.**

CHAIR PADS

Chair pads are NOT required with any Interface carpet.

VACUUM CLEANING

A good vacuuming program is essential to the success of your carpet maintenance efforts. Effective daily vacuuming reduces the frequency of periodic maintenance procedures required to maintain clean carpet. In addition to removing soil, vacuum cleaning also helps to lift and restore pile, particularly for cut pile carpet. Proper equipment and technique are critical to the success of a vacuuming program.

Machines with cylindrical brushes should be used and set so that brushes are in contact with pile surfaces. Twin motor machines with independent motors for suction and brushing are preferred for this task. In most cases upright vacuum cleaners are advised. Canister, backpack type machines without brushes, and riding sweepers with rotary brushes are generally not recommended, but their use will not void the product warranty. Vacuums with top loading soil bags and HEPA filters are highly recommended. The Carpet and Rug Institute has a Seal of Approval program that grades various maintenance equipment, including vacuum cleaners. For a list of these certified vacuum cleaners see the CRI website at www.carpet-rug.org.

The frequency of vacuuming is determined by visual inspection but should be done daily. Heavy traffic areas such as lobbies, entryways and barrier mats, particularly those exposed to various weather conditions, may require more frequent vacuuming. Vacuuming these areas more than once a day will help prevent soil from being tracked into other areas. The procedure for thorough vacuuming is using slow overlapping strokes, making sure that the entire carpet surface is covered. Strokes should be no longer than 2-3 feet in length to avoid constant bending.

SPOT CLEANING

Daily removal of spots and spills helps maintain the carpet's appearance between scheduled cleanings. Immediate action against spots and spills also reduces the probability of a permanent stain. It is important to use solutions that are appropriate for the specific type of spot or spill – water-based, oil-based, or solids, including gum. Use spotting solutions sparingly and always try to remove the spot with water only before using a spotting solution. If available, using a portable extractor will significantly improve the ability to remove spots.

Treating Water-Based Spots

For liquid spills, start by blotting up as much of the liquid as possible with a clean white cloth. If the spill is semi-solid or has hardened, gently scrape it with a spoon or spatula, and then blot the spot with a damp sponge. Always work from the edge of the spot towards the center. Never rub across a wet spill in a manner that causes the stain or contamination to be spread from the original area.

If spot remains after using water, use a general purpose spot cleaner. Apply a minimal amount of solution and use a hand brush to gently agitate the solution. Rinse with water and allow the area to dry about 1 hour before vacuuming. Repeat the application if necessary. Protect the freshly cleaned area until the carpet is completely dry. *Do not brush aggressively on the spot.*

Treating Oil-Based Spots

When removing oily stains such as paint, grease, tar, or asphalt, it will be necessary to use a cleaner specifically designed for these types of spots. Always check for colorfastness by applying your cleaning solution to an inconspicuous area of the carpet. Spray or pour the cleaning solution onto a white cloth and press it onto the carpet. Check the cloth for any evidence of dye transfer. If color transfer is evident, do not use the solution. If colorfastness is not a problem, apply your solution sparingly to a clean white cloth and press the cloth onto the spot.

Again, do not rub across the stain, but wipe gently from the outer edge toward the center of the spot. Repeat the procedure until the spot has been removed. Rinse with water and allow the area to dry about 1 hour before vacuuming. Protect the freshly cleaned area until the carpet is completely dry.

NOTE: IF AVAILABLE, A SMALL PORTABLE EXTRACTOR MAKES THE TASK OF FLUSHING SPOTS AND REMOVING EXCESS MOISTURE MUCH EASIER. IF STAIN CANNOT BE REMOVED, PLEASE CONTACT AN INTERFACE CONSULTANT.

DRY EXTRACTION

The low moisture dry extraction method is a safe, easy, and effective method for handling maintenance on a regular basis. The procedure uses a moist compound (powder) that does not leave the carpet wet and allows for immediate access and traffic once the procedure is complete.

Follow this process for dry extraction: Thoroughly vacuum the carpet. Spread extraction compound on the carpet and then agitate using a low moisture applicator with counter rotating brushes to gently brush the moist compound into the fiber, dislodging and dispersing accumulated soil. Allow 30 minutes for drying before thoroughly vacuuming compound and soil from the carpet.

CRYSTALLIZING APPLICATION (ENCAPSULATION)

The crystallizing method of maintenance is a low moisture procedure similar in some respects to the dry extraction method but instead of using the powder, a liquid encapsulation solution is used. This process is designed to encapsulate the soil as the solution dries, forming small crystals that can easily be vacuumed out of the carpet. Benefits include immediate access to the area without the necessity of extended drying time.

Follow this procedure for crystallizing application: Thoroughly vacuum the carpet. Apply the encapsulation solution using an electric sprayer or a simple pump-up garden type sprayer. Agitate the carpet pile using a low moisture applicator with counter rotating brushes to gently brush the solution into the fiber, dislodging and dispersing accumulated soil. Allow time for the solution to dry. Drying time will vary according to several factors, including humidity, air flow and air temperature, but it's typically 30 - 60 minutes. Finish with vacuuming.

BONNET CLEANING

NOTE: USE OF A BONNET OR ANY OTHER TYPE OF ROTARY MACHINE FOR CLEANING OR DRYING IS NOT RECOMMENDED AND MAY VOID ALL WARRANTIES.

HOT WATER EXTRACTION

As like with all other maintenance methods, always prepare the carpet by vacuuming.

Hot water extraction is an effective method for removing heavy soil and residue from carpeting. Start by applying a detergent pre-spray appropriate for carpet with an electric or pump type sprayer. The application should cover the entire carpeted surface, not just the traffic lanes. Agitate the pre-spray with a dual brush counter-rotating low moisture applicator. Allow 10 minutes of dwell time. Using only clean water in the extractor, thoroughly rinse the carpet. For heavily soiled high-traffic areas the procedure can be repeated until the extracted water is relatively clear. The hot water extraction method injects water into the carpet. The injected water suspends the soil and contaminants in the solution for easy removal by the built-in vacuum system.

The recommended technique: Operate the floor wand or self-contained extractor by engaging the solution valve or button and pulling or pushing the equipment for approximately three to five feet (or at a comfortable distance). Release the solution valve before reaching the end of your pass to assure that you vacuum up all of the solution. Cover the same area two or three times both with solution and without solution (suction only) to remove as much soil and moisture from the carpet as possible. Overlap each stroke approximately two inches on the area already cleaned and proceed as described above. Make several additional passes with the solution valve off to remove as much moisture from the area as possible. It is important not to over wet the carpet and to remove as much moisture as possible to expedite drying. Make sure HVAC system is on and use drying fans (air movers) on wet areas during and after cleaning to allow the carpet to dry completely. Complete the procedure with a thorough vacuuming.

NOTE: ALTHOUGH IT IS RECOMMENDED THAT WATER TEMPERATURE RANGE BETWEEN 110° - 130°F, USING WATER WITH TEMPERATURES ABOVE THAT RANGE, TYPICAL WITH TRUCKMOUNT EXTRACTION, WILL NOT DAMAGE OUR PRODUCTS. LIKEWISE, COLD WATER CAN BE USED, BUT ONLY WITH A DETERGENT DESIGNED FOR COLD WATER USE.

NOTE: DRYING TIMES WILL VARY BASED ON INTERNAL AND EXTERNAL ENVIRONMENTAL CONDITIONS. PLAN ON A MINIMUM OF 3 HOURS UNDER NORMAL CONDITIONS. DO NOT ALLOW FOOT TRAFFIC ON THE CARPET UNTIL IT IS DRY. ALLOWING FOOT TRAFFIC BEFORE CARPET IS DRY CAN CAUSE FIBER DAMAGE AND RAPID RE-SOILING.

Cleaning Solutions

Some commercial carpet cleaning solutions are very harsh and can damage the carpet fiber. It is important to select solutions that meet the basic standards outlined here and to evaluate each product before using it.

Interface brand carpets can be maintained using a number of widely recognized and readily available carpet cleaning agents. Some cleaners have actually earned the Carpet & Rug Institute's Seal of Approval. For a list of these certified cleaning solutions see the CRI website at www.carpet-rug.org. Always follow the manufacturer's recommended guidelines for using any cleaning solution. Avoid products with pH levels over 9.5 and products that contain toxic or flammable solvents. Do not use oil-based defoamers of any kind. Detergents designed for use in hot water extraction equipment should not contain an oil-based defoamer and caution should be used with the amount of detergent added. Oil-based defoamers have the potential to leave oily residues and adding too much detergent could leave excess detergent on the carpet. Both scenarios will lead to rapid re-soiling and the need for more frequent cleanings. In addition, cleaning solutions containing optical brighteners should not be used. Optical brighteners can adversely affect the coloration of carpet and lead to premature aging or yellowing of the carpet.

Cleaning solutions used for interim and/or restorative cleaning should be tested for sticky residues that may cause re-soiling. To test a solution, pour a small amount in a clean glass dish. Allow the solution to air dry completely (24 hours minimum). Break up any hard residue on the surface of the glass dish and examine it. If the residue can be characterized as dry powder, dry flakes or dry crystals, the solution is acceptable. If the residue appears oily, greasy, sticky, or in waxy flakes, the solution is not acceptable since it would likely contribute to rapid re-soiling.

Spotting solutions should be used as needed and should be flushed out with clean water after the spot has been treated.

Maintenance Equipment

Using the right equipment is as important as using the right cleaning solutions and the best techniques. These guidelines provide the basic technical specifications you need for key pieces of carpet maintenance equipment.

VACUUM (FOR TWIN MOTOR UPRIGHTS)

Power	• 8 amp
Filtration	• Down to 0.3 microns or lower
Vacuum	• 60" water lift-motor or better @ 90+ cfm
Brush	• Toothed belt drive preferred • Brush speed 2,500 - 5000 rpm • Brush diameter 2" - 3½" • Brush height adjustment essential; self-adjusting design preferred
Working Width	• 15" - 30"
Dust Bag Capacity	• 300 - 400 cubic inches

NOTE: VACUUM CLEANER SHOULD HAVE THE CARPET AND RUG INSTITUTE'S SEAL OF APPROVAL THROUGH THEIR SEAL OF APPROVAL/GREEN LABEL CERTIFICATION PROGRAM. TOP-LOADING DUST BAG MACHINES WITH HEPA FILTERS ARE STRONGLY RECOMMENDED. WALK-BEHIND OR RIDING FLOOR SWEEPERS ARE NOT RECOMMENDED.

LOW MOISTURE APPLICATOR

Power	• 2-8 amp
Width	• 12 " - 22"
Brushes (2)	• 10 " - 20 " Counter-rotating
Brush speed	• 400 - 500 rpm

HOT WATER EXTRACTOR

Power	• 10 - 15 amp
Fluid Delivery	• minimum of ½ gallons/minute - 100 psi
Tanks	• 8-20 gallon solution • 8-20 gallon recovery
Vacuum	• 100 " - 140 " water lift at around 90-100 cfm
Vacuum Shoe	• minimum of 11 " - 18 " wide for wands and portable extractors
Wheels	• Non-marking 4 " - 10 " diameter
Water Temp	• minimum of 120°F

NOTE: ALTHOUGH IT IS RECOMMENDED THAT WATER TEMPERATURE RANGE BETWEEN 110° - 130°F, USING WATER WITH TEMPERATURES ABOVE THAT RANGE, TYPICAL WITH TRUCKMOUNT EXTRACTION, WILL NOT DAMAGE OUR PRODUCTS. LIKEWISE, COLD WATER CAN BE USED, BUT ONLY WITH A DETERGENT DESIGNED FOR COLD WATER USE.

Consultants

For more information about carpet maintenance, please contact one of the following consultants:

UNITED STATES
Mark French – Director of Field Services

(office) 706-812-6268
(cell) 706-302-1174

mark.french@interface.com

CANADA
Steven Twiss – Client Relations Manager

(office) 800-336-0225 x 52117
(cell) 613-848-8793

steven.twiss@interface.com

Additional References

Carpet and Rug Institute - **www.carpet-rug.org**

The Institute of Inspection, Cleaning and Restoration Certification - **www.iicrc.org**

Directives d'entretien des carreaux de tapis

Interface
Rév. 2019-04-01

Table des matières

Introduction 3
- L'entretien : pourquoi est-ce important?
- Routine d'entretien complète
- Évaluation des besoins

Fréquence de nettoyage 3

Techniques d'entretien 4
- Entretien préventif
- Utilisation de sous-chaise
- Passage de l'aspirateur
- Nettoyage des taches
- Extraction à sec
- Encapsulation
- Utilisation d'une machine rotative à bonnet
- Extraction par eau chaude

Produits nettoyants 5

Matériel d'entretien 5
- Aspirateur
- Applicateur à faible humidité
- Extracteur à eau chaude

Conseillers et références supplémentaires 6

Introduction

L'entretien : pourquoi est-ce important?
En adoptant une routine pour l'entretien de vos tapis, vous préserverez votre revêtement de plancher et prolongerez la durée de vie de votre investissement. Une routine d'entretien est composée de tâches quotidiennes, par exemple passer l'aspirateur et nettoyer les taches, ainsi que de nettoyages de restauration périodiques par extraction à eau chaude. Les taches ou les saletés excessives peuvent nécessiter l'utilisation de méthodes différentes ou multiples. Toutefois, si le tapis a été négligé, même les nettoyages de restauration ne lui redonneront généralement pas sa beauté et son apparence d'origine. La routine d'entretien prolongera la vie du tapis, mais il est important de l'adopter dès le début. Pour qu'elle fonctionne, il est indispensable d'utiliser les produits et les appareils adéquats et de faire appel à des techniciens compétents. Une routine d'entretien efficace doit être planifiée avec soin et respecter les fréquences prévues.

Routine d'entretien complète
Une routine d'entretien efficace comprend cinq grandes étapes :

- Entretien préventif : L'objectif est de contenir la saleté transportée dans l'immeuble en plaçant des essuie-pieds aux entrées, à l'extérieur comme à l'intérieur, et dans certains autres espaces intérieurs fortement achalandés.
- Nettoyage à l'aspirateur : Passer l'aspirateur régulièrement est l'étape la plus importante d'une routine d'entretien et permet d'éliminer les saletés sèches.
- Élimination des taches et autres salissures : Il est primordial de s'attaquer rapidement aux salissures. Plus vous réagissez vite, moins il y a de chances que les taches s'incrustent.
- Nettoyage intermédiaire : Il existe différentes méthodes. Effectuer un nettoyage intermédiaire à intervalles réguliers peut retarder la nécessité d'un nettoyage de restauration.
- Nettoyage de restauration : Il s'agit d'un nettoyage en profondeur qui vise à éliminer les saletés incrustées. L'extraction à eau chaude est la méthode la plus efficace, et la seule méthode de restauration recommandée par Interface.

Évaluation des besoins d'entretien
Puisque les espaces de votre bureau ou de votre édifice ont différentes utilisations, ils nécessiteront également différents niveaux d'entretien. Par exemple, on doit nettoyer et passer l'aspirateur plus fréquemment dans les zones à fort achalandage, comme les entrées et les corridors; les espaces entourant les machines distributrices et les postes de travail nécessitent quant à eux un nettoyage quotidien des taches et autres salissures. Le matériel de nettoyage peut lui aussi différer d'une zone à l'autre. Une routine d'entretien complète devrait comprendre un plan de l'édifice indiquant les fréquences, les méthodes et le matériel de nettoyage appropriés. Une routine d'entretien soigneusement conçue prolongera de plusieurs années la durée de vie de votre tapis et, du coup, de votre investissement.

Fréquence de nettoyage des tapis commerciaux

Intensité de la saleté et de la circulation	Propriétaire ou préposé à l'entretien		Spécialiste en nettoyage ou restauration de tapis	
	Passage de l'aspirateur	Nettoyage des taches	Nettoyage intermédiaire (entre les nettoyages de restauration)	Nettoyage de restauration
Légère **Moins de 500 passages par jour**	1 à 2 fois par semaine	Tous les jours, ou dès l'apparition de taches	1 à 3 fois par année	1 à 2 fois par année
Moyenne (modérée) **500 à 1 000 passages par jour**	Tous les jours dans les zones achalandées; 3 à 4 fois par semaine pour le reste	Tous les jours, ou dès l'apparition de taches	3 à 6 fois par année	2 à 4 fois par année
Élevée **1 001 à 2 500 passages par jour**	Tous les jours pour les zones achalandées; 4 à 7 fois par semaine pour le reste	Tous les jours, ou dès l'apparition de taches	6 à 12 fois par année	3 à 6 fois par année
Très élevée **Plus de 2 500 passages par jour**	1 à 2 fois par jour pour les zones achalandées; 7 fois par semaine pour le reste	Tous les jours, ou dès l'apparition de taches	12 à 52 fois par année	6 à 24 fois par année

** Fréquence recommandée selon la norme S100 de l'IICRC (Institute of Inspection, Cleaning, and Restoration Certification)*

La routine d'entretien idéale est conçue pour empêcher la saleté de pénétrer dans le tapis et éliminer cette saleté avant qu'elle ne cause des dommages. Elle fait appel à différentes méthodes pour préserver la propreté et l'aspect d'origine de votre tapis. Ces méthodes varieront selon les besoins de votre établissement, et les fréquences de nettoyage, selon la circulation.

ENTRETIEN PRÉVENTIF

Pour préserver l'apparence de votre tapis, il ne suffit pas de choisir la bonne méthode de nettoyage. En utilisant les bons produits dès le départ, vous augmenterez grandement la durée de vie de votre revêtement de plancher. Les essuie-pieds garderont la saleté hors de l'édifice. Placés à l'extérieur, ils grattent les chaussures afin d'en retirer la saleté et les débris, tandis qu'à l'intérieur, ils éliminent les petites particules de saleté et absorbent l'humidité. Les essuie-pieds intérieurs devraient s'étaler sur au moins 1,8 m à partir de l'entrée. Et s'ils couvrent 4,6 m, ils parviendront à éliminer 80 % de la saleté et de l'humidité avant qu'elles n'atteignent le tapis. Les essuie-pieds peuvent également être efficaces à d'autres endroits à l'intérieur, notamment près des ascenseurs, des distributeurs d'eau et des aires d'alimentation, ainsi qu'au bas et au haut des escaliers. L'entretien des essuie-pieds devrait se faire de la même manière que celui des tapis intérieurs, selon les fréquences recommandées pour les zones à intensité très élevée du tableau **de la page 3.**

UTILISATION DE SOUS-CHAISES

Il n'est PAS obligatoire d'utiliser des sous-chaises avec les tapis d'Interface.

PASSAGE DE L'ASPIRATEUR

Établir une bonne routine de nettoyage à l'aspirateur est essentiel au succès de vos efforts d'entretien. En passant bien l'aspirateur tous les jours, vous diminuerez les entretiens périodiques nécessaires pour préserver la propreté du tapis. L'aspirateur ne fait pas qu'éliminer la saleté, il aide à soulever et à replacer le velours, particulièrement le velours coupé. Mais pour qu'une routine de nettoyage à l'aspirateur soit efficace, il faut absolument utiliser les techniques et le matériel appropriés.

Il est recommandé d'utiliser des appareils à brosses cylindriques et de les régler de sorte que les brosses entrent en contact avec le velours. Il est également préférable d'utiliser des appareils dotés de deux moteurs indépendants, un pour la succion et un pour le brossage. Dans la plupart des cas, un aspirateur vertical est à privilégier, plutôt que les aspirateurs dorsaux sans brosses et les balais mécaniques autoportés avec brosses rotatives, mais l'utilisation de ces derniers n'annulera pas la garantie. Les aspirateurs à filtres HEPA dont le sac se retire par le haut sont fortement recommandés. Le Carpet and Rug Institute (CRI) propose un programme d'évaluation de l'équipement d'entretien, notamment des aspirateurs. Pour voir la liste des aspirateurs certifiés par le CRI, consultez le www.carpet-rug.org.

La fréquence de nettoyage à l'aspirateur requise est déterminée par un examen visuel, mais elle devrait être d'au moins une fois par jour. Les zones à fort achalandage (halls, entrées, tapis d'accueil, etc.), surtout celles exposées à différentes conditions météorologiques, peuvent nécessiter un passage plus fréquent de l'aspirateur. Un nettoyage dans ces zones plusieurs fois par jour empêchera la saleté de se répandre ailleurs. Pour passer l'aspirateur en profondeur, faites des passes lentes qui se chevauchent et couvrez toute la surface. N'éloignez pas l'aspirateur de plus de 50 à 100 cm de votre corps pour éviter d'avoir à vous pencher constamment.

NETTOYAGE DES TACHES

Le nettoyage quotidien des taches et autres salissures aide à préserver l'apparence du tapis entre deux nettoyages prévus au calendrier. En vous attaquant immédiatement aux taches et autres salissures, vous réduisez également les risques de taches permanentes. Il est important d'utiliser des produits adaptés au cas : tache à base d'eau ou d'huile, ou substance solide (p. ex. gomme à mâcher). Essayez toujours d'éliminer la tache avec de l'eau avant d'utiliser un détachant, et appliquez celui-ci en petite quantité lorsque nécessaire. Si possible, utilisez un extracteur portatif; vous serez ainsi en mesure d'éliminer un plus grand nombre de taches.

Traitement des taches à base d'eau
Pour les taches humides, épongez d'abord autant de liquide que possible avec un linge blanc propre. Si la tache est semi-solide ou a durci, grattez-la doucement avec une cuillère ou une spatule, puis essuyez-la avec une éponge humide. Nettoyez toujours de l'extérieur vers le centre. Ne frottez jamais une tache humide de manière à étendre la substance.

Si la tache demeure après un nettoyage à l'eau, utilisez un détachant tout usage. Appliquez une toute petite quantité de produit et frottez doucement avec une brosse à main. Rincez à l'eau et laissez sécher pendant environ une heure, puis passez l'aspirateur. Répétez au besoin. Protégez la zone fraîchement nettoyée jusqu'à ce que le tapis soit entièrement sec. Ne frottez pas la tache vigoureusement.

Traitement des taches à base d'huile
Pour éliminer une tache à base d'huile, par exemple de la peinture, de la graisse, du goudron ou de l'asphalte, vous devrez utiliser un produit nettoyant conçu spécifiquement à cet effet. Vérifiez toujours si le produit affecte la solidité de la couleur en l'appliquant sur une zone cachée du tapis. Vaporisez ou versez le produit sur un linge blanc et pressez le linge sur le tapis. Examinez le linge pour voir s'il présente des traces de teinture. Si c'est le cas, n'utilisez pas ce produit nettoyant. Si la couleur du tapis reste bien en place, appliquez une petite quantité de produit sur un linge blanc propre et pressez le linge sur la tache.

Évitez ici aussi de frotter la tache. Essuyez-la plutôt doucement de l'extérieur vers le centre. Répétez les étapes jusqu'à ce que la tache ait disparu. Rincez à l'eau et laissez sécher pendant environ une heure, puis passez l'aspirateur. Protégez la zone fraîchement nettoyée jusqu'à ce que le tapis soit entièrement sec.

N.B. : SI POSSIBLE, UTILISEZ UN PETIT EXTRACTEUR PORTATIF; VOUS POURREZ AINSI NETTOYER LES TACHES À GRANDE EAU ET ÉLIMINER L'EXCÉDENT D'HUMIDITÉ BEAUCOUP PLUS FACILEMENT. SI VOUS N'ARRIVEZ PAS À ÉLIMINER UNE TACHE, VEUILLEZ COMMUNIQUER AVEC UN CONSEILLER D'INTERFACE.

EXTRACTION À SEC

L'extraction à sec est une méthode à humectage minimal sécuritaire, simple et efficace pour un entretien régulier. Elle fait appel à un composé absorbant (sous forme de poudre) qui ne laisse pas le tapis humide et permet de circuler sur la zone immédiatement après le nettoyage.

Procédure pour l'extraction à sec : Passez l'aspirateur sur tout le tapis. Saupoudrez le composé sur le tapis, puis frottez à l'aide d'un applicateur à faible humidité avec brosses à contre-rotation pour faire pénétrer doucement le composé dans la fibre, afin de déloger et de disperser la saleté accumulée. Laissez sécher pendant 30 minutes avant d'extraire complètement le composé et la saleté à l'aide d'un aspirateur.

ENCAPSULATION

L'encapsulation est une méthode d'entretien à humectage minimal, semblable à certains égards à l'extraction à sec, mais reposant sur un nettoyant par encapsulation liquide plutôt qu'une poudre. En séchant, ce nettoyant forme de petits cristaux qui emprisonnent la saleté et s'extraient facilement avec un aspirateur. Puisqu'elle ne requiert pas de long temps de séchage, cette méthode a notamment pour avantage de permettre un accès immédiat à la zone après le nettoyage.

Procédure pour l'encapsulation : Passez l'aspirateur sur tout le tapis. Appliquez le nettoyant par encapsulation à l'aide d'un pulvérisateur électrique ou d'un simple pulvérisateur à pompe pour le jardinage. Frottez le velours à l'aide d'un applicateur à faible humidité avec brosses à contre-rotation pour faire pénétrer doucement le nettoyant dans la fibre, afin de déloger et de disperser la saleté accumulée. Laissez sécher le nettoyant. Le temps de séchage dépend de plusieurs facteurs, notamment le taux d'humidité, la ventilation et la température de l'air, mais il est généralement de 30 à 60 minutes. Pour terminer, passez l'aspirateur.

UTILISATION D'UNE MACHINE ROTATIVE À BONNET

N.B. : L'UTILISATION D'UNE MACHINE ROTATIVE À BONNET OU DE TOUT AUTRE TYPE DE MACHINE À BROSSES ROTATIVES POUR LE NETTOYAGE OU LE SÉCHAGE N'EST PAS RECOMMANDÉE ET POURRAIT ANNULER TOUTES LES GARANTIES.

EXTRACTION PAR EAU CHAUDE

Comme pour toutes les autres méthodes d'entretien des tapis, passez d'abord l'aspirateur.

L'extraction par eau chaude est une méthode efficace pour éliminer les résidus et les saletés tenaces. Appliquez d'abord un prétraitement en vaporisateur pour tapis à l'aide d'un pulvérisateur électrique ou à pompe; recouvrez tout le tapis, pas seulement les corridors de circulation. Frottez le prétraitement à l'aide d'un applicateur à faible humidité avec brosses doubles à contre-rotation. Laissez reposer 10 minutes. Rincez le tapis en profondeur avec l'extracteur en utilisant uniquement de l'eau propre. Dans les espaces très sales et très achalandés, répétez la procédure jusqu'à ce que l'eau extraite soit relativement claire. La méthode d'extraction par eau chaude injecte de l'eau dans le tapis. La saleté et les contaminants suspendus dans le liquide peuvent ensuite être facilement retirés à l'aide du système d'aspiration intégré à l'extracteur.

Technique recommandée : Utilisez la lance ou l'extracteur autonome en appuyant sur le bouton ou le levier pour appliquer le produit sur une distance d'environ 1 à 1,5 m (ou une distance confortable pour vous). Relâchez le bouton ou le levier avant la fin de votre mouvement pour bien aspirer tout le produit. Repassez sur la même zone deux ou trois fois, avec et sans produit (en aspirant seulement), afin d'éliminer la plus grande quantité de saleté et d'humidité possible. À chaque passage, chevauchez la zone déjà nettoyée sur environ 5 cm et procédez de la façon décrite précédemment. Repassez plusieurs fois sans ajouter de produit pour réduire au minimum l'humidité de la zone. Il est important de ne pas gorger le tapis d'eau et d'en enlever le plus possible à la fin du nettoyage pour accélérer le séchage. Assurez-vous que le système de chauffage, de ventilation et de climatisation fonctionne et utilisez des ventilateurs d'assèchage (échangeurs aérauliques) dans les zones humides pendant et après le nettoyage pour que le tapis sèche complètement.

Pour terminer, passez l'aspirateur en profondeur.

N.B. : ON RECOMMANDE UNE TEMPÉRATURE ENTRE 40 ET 55 °C POUR L'EAU, MAIS L'UTILISATION D'EAU PLUS CHAUDE N'ENDOMMAGERA PAS NOS PRODUITS. DE MÊME, IL EST POSSIBLE D'UTILISER DE L'EAU FROIDE, MAIS UNIQUEMENT AVEC UN DÉTERGENT CONÇU À CET EFFET.

N.B. : LE TEMPS DE SÉCHAGE VARIERA SELON LES CONDITIONS AMBIANTES À L'INTÉRIEUR ET À L'EXTÉRIEUR. PRÉVOYEZ AU MOINS TROIS HEURES DANS DES CONDITIONS NORMALES. NE LAISSEZ PERSONNE MARCHER SUR LE TAPIS AVANT QU'IL NE SOIT SEC, CAR LES FIBRES POURRAIENT SE BRISER ET LE TAPIS, SE RESALIR RAPIDEMENT.

Produits nettoyants

Certains produits nettoyants commerciaux pour les tapis sont très puissants et peuvent endommager les fibres. Il est important de choisir des produits qui respectent les critères de base énoncés ici et de les tester avant de les utiliser.

Vous pouvez utiliser de nombreux produits nettoyants bien connus et facilement accessibles pour l'entretien des tapis Interface. Certains de ces produits ont même obtenu le sceau d'approbation du Carpet and Rug Institute (CRI). Pour voir la liste des produits nettoyants certifiés par le CRI, consultez le www.carpet-rug.org. Suivez toujours les directives du fabricant lorsque vous utilisez un produit nettoyant. Évitez les produits dont le pH est supérieur à 9,5 ou ceux qui contiennent des solvants toxiques ou inflammables. N'utilisez aucun additif antimousse à base d'huile. Les détergents conçus pour l'équipement d'extraction par eau chaude ne doivent pas contenir d'additifs antimousses à base d'huile, qui peuvent laisser des résidus graisseux. Faites également attention à ne pas utiliser trop de détergent, ce qui pourrait laisser un excédent sur le tapis. Dans les deux cas, le tapis se resalira rapidement et devra être nettoyé plus tôt. Évitez également d'utiliser des produits contenant des agents de blanchiment optiques, car ceux-ci peuvent décolorer le tapis et causer un vieillissement prématuré ou un jaunissement.

Les produits utilisés pour les nettoyages intermédiaires et de restauration devraient être testés pour vérifier s'ils laissent des résidus collants pouvant salir le tapis de nouveau. Voici comment faire : versez une petite quantité du produit dans un récipient en verre propre, puis laissez-le sécher complètement à l'air libre (au moins 24 heures). Grattez tout résidu solide à la surface du récipient en verre et examinez-le. Si le résidu est sous forme de poudre, de flocons ou de cristaux secs, le produit est acceptable. S'il est huileux, graisseux, collant ou en forme de flocons cireux, le produit n'est pas acceptable, car il contribuerait probablement à ce que le tapis se resalisse rapidement.

Les détachants devraient être utilisés au besoin et bien rincés avec de l'eau propre une fois la tache traitée.

Matériel d'entretien

Il est tout aussi important d'utiliser le bon matériel que les bonnes techniques et solutions de nettoyage. Vous trouverez ci-dessous les caractéristiques techniques de base prescrites pour les principaux appareils d'entretien de tapis.

ASPIRATEUR (APPAREILS VERTICAUX BIMOTEURS)

Puissance	• 8 A
Filtre	• 0,3 µm ou moins
Succion	• Puissance de succion en colonne d'eau d'au moins 60 po à 90 pi3/min ou plus
Brosse	• Transmission par courroie crantée, de préférence • Vitesse de 2 500 à 5 000 tr/min • Diamètre de 5 à 9 cm • Mécanisme d'ajustement en hauteur indispensable, de préférence automatique
Largeur utile	• 38 à 76 cm
Capacité du sac à poussière	• 4,9 à 6,6 l

N.B. : L'ASPIRATEUR DEVRAIT AVOIR OBTENU LE SCEAU D'APPROBATION DU CARPET AND RUG INSTITUTE DANS LE CADRE DES PROGRAMMES DE CERTIFICATION SEAL OF APPROVAL OU GREEN LABEL PLUS. IL EST FORTEMENT RECOMMANDÉ D'UTILISER UN ASPIRATEUR À FILTRE HEPA DONT LE SAC SE RETIRE PAR LE HAUT. LES BALAIS MÉCANIQUES À COMMANDE ARRIÈRE OU AUTOPORTÉS NE SONT PAS RECOMMANDÉS.

APPLICATEUR À FAIBLE HUMIDITÉ

Puissance	• 2 à 8 A
Largeur	• 30 à 56 cm
Brosses (2)	• À contre-rotation; 25 à 51 cm
Vitesse des brosses	• 400 à 500 tr/min

EXTRACTEUR À EAU CHAUDE

Puissance	• 10 à 15 A
Débit de la pompe	• Minimum de 1,9 l/min (0,5 gal US/min); 689 kPa
Réservoirs	• Produit nettoyant : 30 à 76 l (8 à 20 gal US) • Récupération : 30 à 76 l (8 à 20 gal US)
Succion	• Puissance de succion en colonne d'eau de 100 à 140 po à environ 90 à 100 pi3/min
Patin	• Largeur d'au moins 28 à 46 cm pour les extracteurs à lance ou portatifs
Roues	• Non marquantes, diamètre de 10 à 25 cm
Température de l'eau	• Au moins 49 °C

N.B. : ON RECOMMANDE UNE TEMPÉRATURE ENTRE 40 ET 55 °C POUR L'EAU, MAIS L'UTILISATION D'EAU PLUS CHAUDE, COMME C'EST SOUVENT LE CAS POUR L'EXTRACTION AVEC CAMION-USINE, N'ENDOMMAGERA PAS NOS PRODUITS. DE MÊME, IL EST POSSIBLE D'UTILISER DE L'EAU FROIDE, MAIS UNIQUEMENT AVEC UN DÉTERGENT CONÇU À CET EFFET.

Conseillers

Pour en savoir plus sur l'entretien des tapis, veuillez communiquer avec l'un des conseillers suivants :

ÉTATS-UNIS
Mark French, directeur des services sur le terrain

Bureau : 706 812-6268
Cellulaire : 706 302-1174

mark.french@interface.com

CANADA
Steven Twiss, responsable des relations avec la clientèle

Bureau : 1 800 336-0225, poste 52117
Cellulaire : 613 848-8793

steven.twiss@interface.com

Références supplémentaires

Carpet and Rug Institute : **www.carpet-rug.org**

The Institute of Inspection, Cleaning and Restoration Certification : **www.iicrc.org**

Guía de Mantenimiento de Alfombras Modulares

Interface
Rev. 4/1/19

Tabla de contenidos

Introducción 3
- ¿Por qué es importante el mantenimiento?
- Plan de Mantenimiento integral
- Identificar sus necesidades

Tabla de frecuencia 3

Técnicas de mantenimiento 4
- Mantenimiento preventivo
- Tapetes para sillas
- Limpieza con aspiradora
- Limpieza de manchas
- Extracción en seco
- Aplicación de cristalización
- Limpieza de capó
- Extracción con agua caliente

Soluciones de limpieza 5

Equipo de mantenimiento 6
- Aspiradora
- Baja humedad
- Aplicador de agua caliente Extractor

Consultores y Referencias Adicionales 7

Introducción

¿Por qué es importante el mantenimiento?
Al implementar un programa de mantenimiento de alfombras de rutina, conserva y mantiene el revestimiento de su piso y extiende la vida de su inversión en alfombras. Un programa de mantenimiento de rutina incluye cuidado diario, como aspirar y limpiar manchas, además de la limpieza periódica por extracción con agua caliente. Las manchas excesivas pueden requerir diferentes métodos o una combinación de métodos. Sin embargo, incluso la limpieza restaurativa generalmente no logrará la belleza y el aspecto originales deseados del revestimiento del piso si se descuida la alfombra. El cuidado de rutina se traducirá en un producto más duradero, pero es importante implementar un programa de mantenimiento desde el principio. Tener el equipo y las soluciones de limpieza adecuados junto con técnicos debidamente capacitados es fundamental para el éxito del programa. Un programa de mantenimiento efectivo se planifica y ejecuta cuidadosamente según lo planificado.

Plan de Mantenimiento Integral
Un programa de mantenimiento efectivo consiste en cinco elementos:

- Mantenimiento preventivo: Contenga la suciedad que ingresa al edificio utilizando tapetes de entrada en las puertas. Esto incluye tapetes exteriores, tapetes interiores y tapetes en ciertas áreas interiores con alto tránsito.
- Aspirado: El aspirado regular es la parte más importante de un programa de mantenimiento. La aspiradora está diseñada para eliminar la materia del suelo seco.
- Eliminación de manchas y derrames: La respuesta rápida a los derrames es la clave. Mientras más rápido se limpian, menos posibilidades hay de que dejen una mancha.
- Limpieza provisional: Se pueden utilizar varios métodos diferentes. La limpieza provisional programada regularmente puede prolongar la necesidad de limpieza restaurativa.
- Limpieza restaurativa: Limpieza profunda diseñada para eliminar las manchas impregnadas. La extracción con agua caliente es el método más eficaz y el único método de restauración recomendado por Interface.

Identificando Sus Necesidades de Mantenimiento Específicas
Al igual que varias áreas de su oficina o edificio están sujetas a diferentes usos, cada área exige un nivel diferente de mantenimiento y cuidado. Las áreas con mucho tránsito, como las entradas y los pasillos, requieren aspirado y limpieza con mayor frecuencia. Las áreas alrededor de las máquinas expendedoras y los escritorios necesitan atención diaria a los derrames y manchas. Además, ciertas áreas pueden requerir que se utilicen diferentes tipos de equipos. Un programa de mantenimiento integral debe tener una tabla o diagrama del espacio del piso del edificio que describa las tasas, los métodos y el equipo de limpieza adecuados. Este plan de mantenimiento bien diseñado agregará años de vida útil a su inversión en alfombras.

Tabla de Frecuencia de Limpieza de Alfombras Comerciales

Tasa de Suciedad por Tránsito	Propietario/Personal de Mantenimiento		Profesional de Limpieza o Restauración de Alfombras	
	Aspirar	Limpieza de manchas	Mantenimiento interino (Entre limpiezas restauradoras)	Limpieza Restauradora
Bajo <500 pies de tránsito por día	1 a 2 veces por semana	Diario o en el momento en que se note la mancha	1 a 3 veces al año	1 a 2 veces al año
Medio (moderado) 500-1000 pies de tránsito por días	Diariamente en áreas de tránsito. 3 a 4 veces por semana en total	Diario o en el momento en que se note la mancha	3 a 6 veces al año	2 a 4 veces al año
Pesado 1001 – 2500 pies de tránsito por día	Diariamente en áreas de tránsito. 4 a 7 veces por semana en total	Diario o en el momento en que se note la mancha	6 a 12 veces al año	3 a 6 veces al año
Muy pesado >2500 pies de tránsito por día	1 a 2 veces al día en áreas de tránsito. 7 veces por semana en total	Diario o en el momento en que se note la mancha	12 a 52 veces al año	6 a 24 veces al año

**Guía de frecuencia recomendada por IICRC S100*
(Instituto de Certificación de Inspección, Limpieza y Restauración)

El programa de mantenimiento ideal está diseñado para ayudar a evitar que la suciedad llegue a alfombras y para eliminar la suciedad antes de que cause daños. Para mantener su alfombra limpia y como nueva, este programa de mantenimiento ideal utiliza una combinación de métodos. Estos métodos se adaptan a las necesidades de sus instalaciones. La frecuencia de limpieza se basa en las necesidades específicas de las áreas de tránsito en sus instalaciones.

MANTENIMIENTO PREVENTIVO

Mantener la apariencia de su alfombra significa más que elegir el método de limpieza correcto. Elegir los productos correctos por adelantado contribuye en gran medida al rendimiento general de su revestimiento para pisos. El uso de tapetes de entrada ayuda a evitar que la suciedad entre al edificio. Los tapetes exteriores están diseñados para raspar la suciedad y escombros de los zapatos, mientras que las alfombras interiores están diseñadas para eliminar partículas más pequeñas del suelo y ayudar a absorber la humedad. Las alfombrillas interiores para caminar deben extenderse un mínimo de seis pies dentro de la entrada. A 15 pies, estas alfombras pueden eliminar efectivamente el 80% de tierra y la humedad antes de que lleguen a la alfombra. Los tapetes también pueden ser efectivos en otras áreas interiores, incluidos ascensores, alrededor de enfriadores de agua, áreas de estaciones de alimentos y umbrales de escaleras. Las alfombras de salida deben mantenerse de la misma manera que las alfombras interiores utilizando las pautas de frecuencia para "Muy pesado" según la tabla de la **página 3.**

TAPETES PARA SILLAS

Los tapetes para sillas NO son necesarios para alfombras Interface.

LIMPIEZA CON ASPIRADORA

Un buen programa de aspiración es esencial para el éxito de sus esfuerzos de mantenimiento de alfombras. La aspiración diaria efectiva reduce la frecuencia de los procedimientos de mantenimiento periódico requeridos para mantener la alfombra limpia.

Además de eliminar la suciedad, la limpieza por aspiración también ayuda a levantar y restaurar las alfombras, especialmente para las alfombras de pelo cortado. El equipo y la técnica adecuados son críticos para el éxito de un programa de aspiración.

Las máquinas con cepillos cilíndricos deben usarse y colocarse de modo que los cepillos estén en contacto con las superficies de la alfombra. Las máquinas de motores gemelos con motores independientes para aspiración y cepillado son las preferidas para esta tarea. En la mayoría de los casos se aconseja aspiradoras verticales. Por lo general, no se recomiendan las máquinas de recipientes, tipo mochila sin cepillos y barredoras con cepillos giratorios, pero su uso no anulará la garantía del producto. Las aspiradoras con bolsas para suciedad de carga superior y filtros HEPA son altamente recomendables. El Instituto de Alfombras y Tapetes tiene un programa de Sello de Aprobación que califica diversos equipos de mantenimiento, incluidas las aspiradoras. Para obtener una lista de estas aspiradoras certificadas, consulte el sitio web de CRI en www.carpet-rug.org.

La frecuencia de la aspiración se determina mediante inspección visual, pero debe hacerse diariamente. Las áreas de tráfico pesado, como los vestíbulos, las entradas y los tapetes, en particular los que están expuestos a diversas condiciones climáticas, pueden requerir una aspiración más frecuente. Aspirar estas áreas más de una vez al día ayudará a evitar que la suciedad sea arrastrada hacia otras áreas. El procedimiento para una aspiración completa consiste en realizar movimientos superpuestos y lentos, asegurándose de que toda la superficie de la alfombra sea cubierta. Los trazos no deben durar más de 2 a 3 metros para evitar que se doblen constantemente.

LIMPIEZA DE MANCHAS

La eliminación diaria de manchas y derrames ayuda a mantener la apariencia de la alfombra entre las limpiezas programadas. La acción inmediata contra manchas y derrames también reduce la probabilidad de manchas permanentes. Es importante usar soluciones que sean apropiadas para el tipo específico de derrame: a base de agua, a base de aceite o sólidos, incluyendo goma. Use soluciones para manchas con moderación y siempre intente eliminar las manchas solo con agua antes de usar una solución para manchas. Si está disponible, el uso de un extractor portátil mejorará significativamente la capacidad de eliminar manchas.

Tratar Manchas Base Agua
En el caso de derrames de líquidos, empiece por secar la mayor cantidad de líquido posible con un paño blanco limpio. Si el derrame es semisólido o se ha endurecido, raspe suavemente con una cuchara o espátula y luego seque la mancha con una esponja húmeda. Trabaje siempre desde el borde del punto hacia el centro. Nunca frote un derrame húmedo de manera que la mancha o la contaminación se propaguen desde el área original.

Si la mancha queda después de usar el agua, use un limpiador de manchas de uso general. Aplique una cantidad mínima de solución y use un cepillo de mano para agitar suavemente la solución. Enjuague con agua y deje que el área se seque aproximadamente 1 hora antes de aspirar. Repita la aplicación si es necesario. Proteja el área recién tratada hasta que la alfombra esté completamente seca. No cepille agresivamente en el lugar.

Tratar Manchas Base Aceite
Al eliminar las manchas de grasa como pintura, aceite, alquitrán o asfalto, será necesario usar un limpiador específicamente diseñado para estos tipos de manchas. Siempre verifique la firmeza del color aplicando su solución de limpieza en un área poco visible de la alfombra. Rocíe o vierta la solución de limpieza en un paño blanco y presione sobre la alfombra. Revise la tela para detectar cualquier evidencia de transferencia de tinte. Si la transferencia de color es evidente, no use la solución. Si la solidez del color no es un problema, aplique su solución con moderación en un paño blanco limpio y presione el paño sobre la mancha.

Nuevamente, no frote la mancha, limpie suavemente desde el borde exterior hacia el centro de la mancha. Repita el procedimiento hasta que se haya quitado la mancha. Enjuague con agua y deje que el área se seque aproximadamente 1 hora antes de aspirar. Proteja el área recién limpiada hasta que la alfombra esté completamente seca.

NOTA: SI ESTÁ DISPONIBLE, UN PEQUEÑO EXTRACTOR PORTABLE REALIZA LA TAREA DE LIMPIAR MANCHAS Y REMOVER EXCESOS DE HUMEDAD MUCHO MÁS FÁCILMENTE. SI LAS MANCHAS NO PUEDEN SER REMOVIDAS, POR FAVOR, CONTACTE CON UN CONSULTOR DE INTERFACE

EXTRACCIÓN EN SECO

El método de extracción en seco de baja humedad es un método seguro, fácil y eficaz para manejar el mantenimiento de manera regular. El procedimiento utiliza un compuesto húmedo (polvo) que no deja la alfombra húmeda y permite un acceso y tránsito inmediatos una vez que se complete el procedimiento.

Siga el siguiente proceso para la extracción en seco: Aspire completamente la alfombra. Extienda el compuesto de extracción sobre la alfombra y luego agite usando un aplicador de baja humedad con cepillos de rotación contraria para cepillar suavemente el compuesto húmedo en la fibra, desalojar y dispersar la suciedad acumulada. Espere 30 minutos para que se seque antes de aspirar completamente el compuesto y la suciedad de la alfombra.

APLICACIÓN DE CRISTALIZACIÓN (ENCAPSULADO)

El método de mantenimiento a base de cristalización es un procedimiento de baja humedad similar en algunos aspectos al método de extracción en seco, pero en lugar de usar el polvo, se utiliza una solución de encapsulación líquida. Este proceso está diseñado para encapsular la suciedad a medida que se seca la solución, formando pequeños cristales que se pueden aspirar fácilmente fuera de la alfombra. Los beneficios incluyen el acceso inmediato al área sin la necesidad de un tiempo de secado prolongado.

Siga el siguiente procedimiento para la aplicación de la cristalización: Aspire completamente la alfombra. Aplique la solución de encapsulación utilizando un rociador eléctrico o un rociador de tipo jardín de bombeo simple. Frote la alfombra con un aplicador de baja humedad con cepillos giratorios opuestos para cepillar suavemente la solución en la fibra, desalojar y dispersar la suciedad acumulada. Deje que la solución se seque. El tiempo de secado tiempo variará de acuerdo con varios factores, incluidos la humedad, el flujo de aire y la temperatura del aire, pero generalmente son de 30 a 60 minutos. Terminar con la aspiradora.

LIMPIEZA DE CAPÓ

NOTA: USAR UN CAPÓ O CUALQUIER OTRO TIPO DE MÁQUINA ROTATORIA PARA LA LIMPIEZA O SECADO NO ES RECOMENDADO Y PUEDE ANULAR TODAS LAS GARANATÍAS.

EXTRACCIÓN CON AGUA CALIENTE

Como todos los otros métodos de mantenimiento, siempre prepare la alfombra aspirándola.

La extracción con agua caliente es un método eficaz para eliminar la suciedad pesada y los residuos de las alfombras. Comience aplicando un detergente previo a la pulverización adecuada para alfombras con un pulverizador eléctrico o tipo bomba. La aplicación debe cubrir toda la superficie alfombrada, no solo los carriles de tránsito. Agite el pulverizador previo con un aplicador de baja humedad giratorio en sentido contrario a doble cepillo. Permitir 10 minutos de tiempo de permanencia. Usando solo agua limpia en el extractor, enjuague bien la alfombra. Para áreas de mucho tránsito con mucha suciedad, el procedimiento puede repetirse hasta que el agua extraída esté relativamente clara. El método de extracción con agua caliente inyecta agua en la alfombra. El agua inyectada suspende el suelo y los contaminantes en la solución para que el sistema de vacío integrado pueda eliminarlos fácilmente

Técnica recomendada: Opere la vara del piso o el extractor autónomo presionando la válvula o el botón de la solución y tirando o empujando el equipo por aproximadamente tres a cinco pies (o a una distancia cómoda). Libere la válvula de la solución antes de llegar al final de su pase para asegurarse de que aspire toda la solución. Cubra la misma área dos o tres veces con solución y sin solución (solo succión) para eliminar la mayor cantidad de suciedad y humedad de la alfombra. Superponga cada pasada aproximadamente dos pulgadas en el área ya limpiada y proceda como se describe anteriormente. Realice varias pasadas adicionales con la válvula de solución desactivada para eliminar la mayor cantidad de humedad del área como sea posible. Es importante no mojar demasiado la alfombra y eliminar la mayor cantidad de humedad posible para acelerar el secado. Asegúrese de que el sistema de HVAC esté encendido y use ventiladores de secado (motores de aire) en áreas húmedas durante y después de la limpieza para permitir que la alfombra se seque completamente. Complete el procedimiento con una aspiración completa.

NOTA: AUNQUE SE RECOMIENDA EL RANGO DE TEMPERATURA DEL AGUA ENTRE 110 ° - 130 ° F, USAR AGUA CON TEMPERATURAS MENORES A ESTE RANGO, COMO CON LA EXTRACCIÓN PROFESIONAL, NO SE DAÑAN LOS PRODUCTOS. DE IGUAL MANERA, SE PUEDE UTILIZAR AGUA FRÍA, PERO SOLAMENTE CON UN DETERGENTE DISEÑADO PARA USO CON AGUA FRÍA.

NOTA: LOS TIEMPOS DE SECADO VARIARÁN SEGÚN LAS CONDICIONES AMBIENTALES INTERNAS Y EXTERNAS. PLANEE UN MÍNIMO DE 3 HORAS BAJO CONDICIONES NORMALES. NO PERMITA EL TRÁNSITO EN LA ALFOMBRA HASTA QUE ESTÉ SECO. PERMITIR EL TRÁNSITO ANTES DE QUE LA ALFOMBRA ESTÉ SECA PUEDE CAUSAR DAÑO A LA FIBRA.

Soluciones para la Limpieza

Algunas soluciones de limpieza de alfombras comerciales son muy duras y pueden dañar la fibra de la alfombra. Es importante seleccionar soluciones que cumplan con los estándares básicos descritos aquí y evaluar cada producto antes de usarlo.

Las alfombras de la marca Interface se pueden mantener utilizando una gran cantidad de agentes de limpieza de alfombras ampliamente reconocidos y fácilmente disponibles. Algunos limpiadores han ganado el Sello de Aprobación del Instituto de Alfombras y Tapetes. Para obtener una lista de estas soluciones de limpieza certificadas, consulte el sitio web de CRI en www. carpet-rug.org. Siempre siga las pautas recomendadas por el fabricante para usar cualquier solución de limpieza. Evite los productos con niveles de pH superiores a 9.5 y los productos que contienen disolventes tóxicos o inflamables. No utilice antiespumantes a base de aceite de ningún tipo. Los detergentes diseñados para su uso en equipos de extracción de agua caliente no deben contener un desespumante a base de aceite y se debe tener precaución con la cantidad de detergente agregado. Los antiespumantes a base de aceite tienen el potencial de dejar residuos aceitosos y agregar demasiado detergente podría dejar el exceso de detergente en la alfombra. Ambos escenarios conducirán a una rápida proliferación de suciedad y a una necesidad de limpieza más frecuentes. Además, no se deben usar soluciones de limpieza que contengan blanqueadores ópticos. Los blanqueadores ópticos pueden afectar negativamente la coloración de la alfombra y provocar un envejecimiento

Las soluciones de limpieza utilizadas para la limpieza provisional y/o restaurativa deben someterse a prueba para detectar residuos pegajosos que puedan volver a ensuciarse. Para probar una solución, vierta una pequeña cantidad en un plato de vidrio limpio. Deje que la solución se seque al aire libre por completo (24 horas como mínimo). Rompa cualquier residuo duro en la superficie del plato de vidrio y examínelo. Si el residuo se puede caracterizar como polvo seco, escamas secas o cristales secos, la solución es aceptable. Si el residuo parece graso, graso, pegajoso o en escamas cerosas, la solución no es aceptable, ya que probablemente contribuya a una rápida acumulación de la suciedad.

Las soluciones para manchas deben usarse según sea necesario y deben enjuagarse con agua limpia después de que el lugar haya sido tratado.

Equipo de mantenimiento

Usar el equipo correcto es tan importante como usar las soluciones de limpieza adecuadas y las mejores técnicas. Estas pautas proporcionan las especificaciones técnicas básicas que necesita para piezas clave de equipos de mantenimiento de alfombras.

ASPIRADORA (PARA MOTORES DOBLES)

Energía	• 8 amp
Filtración	• Hasta 0.3 micrones o menos
Aspiradora	• 60" motor de agua o major @ 90+ cfm
Cepillo	• Correa dentada preferible
	• Velocidad de cepillado 2,500 - 5000 rpm
	• Diámetro de cepillado 2" - 3½"
	• Ajuste esencial de altura de cepillo; diseño de auto ajuste preferido
Ancho de trabajo	• 15" - 30"
Capacidad de bolsa	• 300 - 400 pulgadas cúbicas

NOTA: EL LIMPIADOR DE ASPIRADORA DEBE TENER EL SELLO DE APROBACIÓN/CERTIFICADO DE ETIQUETA VERDE DEL INSTITUTO DE ALFOMBRAS Y TAPETES. LAS BOLSA PARA POLVO DE CARGA SUPERIOR CON FILTROS HEPA SON MUY RECOMENDADAS. NO SE RECOMIENDA EL USO DE TRAPEADORES.

APLICADOR DE BAJA HUMEDAD

Energía	• 2-8 amp
Ancho	• 12 " - 22"
Cepillos (2)	• 10 " - 20 " sentido antihorario
Velocidad de cepillado	• 400 - 500 rpm

EXTRACTOR DE AGUA CALIENTE

Energía	• 10 - 15 amp
Suministro de fluidos	• mínimo de ½ galón/minuto - 100 psi
Tanques	• 8-20 galones de solución
	• 8-20 galones de recuperación
Aspiradora	• 100 " - 140 " cargador de agua a 90-100 cfm
Zapata de aspiradora	• mínimo de 11 " - 18 " ancho para varas y extractores portátiles
Ruedas	• Diámetro 4 " - 10 " no marcado
Temperatura de agua	• mínimo de 120°F

NOTA: AUNQUE SE RECOMIENDA EL RANGO DE TEMPERATURA DEL AGUA ENTRE 110 ° - 130 ° F, USAR AGUA CON TEMPERATURAS MAYORES A ESTE RANGO, NO DAÑAN LOS PRODUCTOS. DE IGUAL MANERA, SE PUEDE UTILIZAR AGUA FRÍA, PERO SOLAMENTE CON UN DETERGENTE DISEÑADO PARA USO CON AGUA FRÍA.

Consultores

Para mayor información sobre mantenimiento de alfombras, por favor, contacte con uno de los siguientes consultores:

ESTADOS UNIDOS
Mark French – Director de Servicios de Campo

(oficina) 706-812-6268

(celular) 706-302-1174

mark.french@interface.com

CANADÁ
Steven Twiss – Gerente de Servicio al Cliente

(oficina) 800-336-0225 x 52117

(celular) 613-848-8793

steven.twiss@interface.com

Referencias Adicionales

The Carpet Rug Institute - Instituto de Alfombras y Tapetes - **www.carpet-rug.org**

Instituto de Certificación de Inspección, Limpieza y Restauración - **www.iicrc.org**

Guía de Mantenimiento de Alfombras Modulares

Interface
Rev. 4/1/19

Diretrizes para Manutenção de Placas de Carpete

Introdução 3
- Por que a manutenção é importante?
- Manutenção abrangente.
- Plano para identificar suas necessidades

Tabela de frequência 3

Técnicas de manutenção 4
- Manutenção preventiva
- Protetor de piso
- Aspirador de pó
- Limpeza localizada
- Lavagem a seco
- Cristalização
- Limpeza com bonnet
- Extração com água quente

Soluções de limpeza 5

Equipamentos de manutenção 6
- Aspirador de pó
- Aplicador de baixa umidade
- Extratora com água quente

Consultores y Referencias Adicionales 7

Introdução

Por que a manutenção é importante?
Ao implementar um programa rotineiro de manutenção de carpetes, você preserva e mantém o seu revestimento de piso e amplia a vida do seu investimento no carpete. Um programa rotineiro de manutenção inclui cuidados diários, como aspiração de pó e limpeza localizada, além de limpeza restaurativa periódica por extração com água quente. Excesso de sujeira e manchas podem exigir métodos diferentes ou uma combinação de métodos. Contudo, mesmo a limpeza restaurativa normalmente não atinge a beleza e aparência originais desejadas do revestimento de piso caso o carpete tenha sido descuidado. Cuidados rotineiros resultam em uma duração prolongada do produto, mas é importante implementar um programa de manutenção desde o início. Ter os equipamentos e as soluções de limpeza certos juntamente com técnicos devidamente treinados é essencial para o sucesso do programa. Um programa de manutenção eficaz é cuidadosamente planejado e executado seguindo um cronograma

Plano de manutenção abrangente
Um programa de manutenção eficaz consiste em cinco elementos-chave:

- Manutenção preventiva: contém a entrada de sujeira no edifício utilizando capachos nas entradas. Isso inclui tapetes externos, tapetes internos e tapetes em determinadas áreas internas de alto tráfego.
- Aspiração de pó: a aspiração de pó regular é a parte mais importante de um programa de manutenção. A aspiração de pó é concebida para remover sujeira seca.
- Remoção de manchas e respingos: uma resposta rápida a respingos é essencial. Quanto mais rápido limpar os respingos, menores serão as chances de eles deixarem manchas.
- Limpeza intermediária: vários métodos diferentes podem ser utilizados. Uma limpeza intermediária programada regularmente pode prolongar a necessidade de limpeza restaurativa.
- Limpeza restaurativa: limpeza profunda concebida para remover sujeira grossa. A extração com água quente é o método mais eficiente e o único método restaurativo recomendado pela Interface.

Como identificar suas necessidades específicas de manutenção
Assim como as diversas áreas do seu escritório ou edifício estão sujeitas a diferentes usos, cada área exige um nível diferente de manutenção e cuidado. Áreas com tráfego intenso, como entradas e corredores, exigem aspiração e limpeza mais frequentes. Áreas próximas a máquinas automáticas de vendas e escrivaninhas precisam de atenção diária para respingos e manchas. Além disso, determinadas áreas podem exigir diferentes tipos de equipamentos a serem utilizados. Um programa de manutenção abrangente deve ter um quadro ou diagrama das áreas de piso do edifício delineando taxas de frequência, métodos e equipamentos de limpeza adequados. Esse plano de manutenção bem elaborado acrescentará anos à vida útil do seu investimento em carpete.

Quadro de frequência de limpeza de carpetes comerciais

Classificação de sujeira por tráfego	Proprietário/mantenedor do carpete		Limpador/restaurador profissional de carpetes	
	Aspiração de pó	Limpeza localizada	Manutenção intermediária (entre as limpezas restaurativas)	Limpeza restaurativa
Leve **Menos de 500 pedestres trafegando por dia**	1 a 2 vezes por semana	Diariamente ou assim que as manchas forem observadas	1 a 3 vezes anualmente	1 a 2 vezes anualmente
Médio (moderado) 500 a 1.000 pedestres trafegando por dia	Diariamente em áreas de tráfego. Em geral, 3 a 4 vezes por semana	Diariamente ou assim que as manchas forem observadas	3 a 6 vezes anualmente	2 a 4 vezes anualmente
Pesado **1.001 a 2.500 pedestres trafegando por dia**	Diariamente em áreas de tráfego. Em geral, 4 a 7 vezes por semana	Diariamente ou assim que as manchas forem observadas	6 a 12 vezes anualmente	3 a 6 vezes anualmente
Muito pesado **Mais de 2.500 pedestres trafegando por dia**	1 a 2 vezes diariamente em áreas de tráfego. Em geral, 7 vezes por semana	Diariamente ou assim que as manchas forem observadas	12 a 52 vezes anualmente	6 a 24 vezes anualmente

**Guia de frequência recomendada conforme o IICRC S100*
(Instituto de Certificação de Inspeção, Limpeza e Restauração)

Técnicas de manutenção

O programa de manutenção ideal é concebido para ajudar a evitar que a sujeira chegue ao carpete e para remover a sujeira antes que cause danos. Para manter o seu carpete limpo e com aparência de novo, esse programa de manutenção ideal usa uma combinação de métodos. Esses métodos são criados sob medida para as necessidades das suas instalações. As frequências de limpeza são baseadas nas necessidades específicas de áreas com tráfego nas suas no seu local.

MANUTENÇÃO PREVENTIVA

Manter a aparência do seu carpete significa mais do que escolher o método de limpeza certo. Escolher os produtos de limpeza certos de antemão contribui significativamente para o desempenho geral do seu revestimento. Usar capachos ajuda a evitar a entrada de sujeira no edifício. Tapetes externos são criados para raspar sujeira e detritos de sapatos, enquanto os tapetes internos são criados para remover partículas de sujeira menores e ajudar a absorver a umidade. Capachos internos devem se estender por um mínimo de 182 centímetros dentro da entrada. A 452 centímetros, esses tapetes podem remover com eficiência 80% da sujeira e umidade antes que cheguem ao carpete. Os tapetes também podem ser eficazes em outras áreas internas, incluindo elevadores, ao redor de bebedouros e áreas de refeições, além de soleiras de degraus. A manutenção dos capachos deve ser feita da mesma maneira que o carpete interno utilizando as diretrizes de frequência para "Muito pesado" com base no **quadro na página 3.**

PROTETORES DE PISO

Protetores de piso não são necessários com nenhum carpete da Interface.

LIMPEZA COM ASPIRADOR DE PÓ

Um bom programa de aspiração de pó é essencial para o sucesso dos seus esforços de manutenção de carpetes. Uma aspiração de pó diária eficaz reduz a frequência de procedimentos de manutenção periódica necessários para manter o carpete limpo.

Além de remover sujeira, a limpeza com aspirador de pó também ajuda a erguer e restaurar os fios, especialmente no caso de carpetes de pêlo cortado. O emprego de técnicas e equipamentos adequados é essencial para o sucesso do programa de aspiração.

Equipamentos com escovas cilíndricas devem ser usados e definidos de modo que as escovas estejam em contato com as superfícies felpudas. Equipamentos com motores duplos e motores independentes para sucção e escovação são preferenciais para essa tarefa. Na maioria dos casos, aspiradores de pó verticais são aconselháveis. Equipamentos em formato tambor, mochila sem escovas e varredoras de condutor com escovas giratórias normalmente não são recomendados, mas seu uso não anulará a garantia do produto. Aspiradores de pó com sacos de carga superiores e filtros HEPA são altamente recomendados. O Carpet and Rug Institute tem um programa de selo de aprovação que classifica os diversos equipamentos de manutenção, incluindo aspiradores de pó. Para uma lista desses aspiradores de pó certificados, consulte o site do CRI em www.carpet-rug.org.

A frequência da aspiração de pó é determinada por inspeção visual, mas deve ser feita diariamente. Áreas de tráfego intenso como lobbies, entradas e tapetes de barreira, especialmente aquelas expostas a várias condições climáticas, podem exigir aspiração de pó com mais frequência. Aspirar o pó dessas áreas mais de uma vez ao dia ajudará a evitar o transporte de sujeira para outras áreas. O procedimento para uma aspiração completa deve utilizar movimentos de sobreposição lentos, certificando-se de que toda a superfície do carpete seja aspirada. Os movimentos não devem ser superiores a 60 a 90 centímetros de comprimento para evitar curvaturas constantes.

LIMPEZA LOCALIZADA

A remoção diária de manchas e respingos ajuda a manter a aparência do carpete entre as limpezas programadas. A ação imediata contra manchas e respingos também reduz a probabilidade de manchas permanentes. É importante usar soluções que sejam apropriadas para o tipo específico de mancha ou respingo: água, óleo ou sólidos, incluindo chiclete. Use soluções contra manchas moderadamente e sempre tente remover a mancha com água antes de recorrer a uma solução contra manchas. Se estiver disponível, usar uma extratora portátil melhorará significativamente a capacidade de remover manchas.

Tratamento de manchas por água
Para respingos de líquidos, comece absorvendo o máximo possível de líquido com um pano branco limpo. Se o respingo for parcialmente sólido ou tiver endurecido, raspe delicadamente com uma colher ou espátula e, em seguida, absorva a mancha com uma esponja úmida. Sempre trabalhe a partir da borda em direção ao centro da mancha. Nunca esfregue um respingo molhado de modo que faça com que a mancha ou contaminação se espalhe a partir da área original.

Se a mancha permanecer após usar água, utilize um agente de limpeza de manchas de uso geral. Aplique uma quantidade mínima de solução e use uma escova de mão para agitar levemente a solução. Enxágue com água e deixe a área secar por cerca de 1 hora antes de aspirar. Repita a aplicação se for necessário. Proteja a área recém-limpa até que o carpete seque completamente. *Não aplique força excessiva ao esfregar a mancha.*

Tratamento de manchas oleosas
Quando remover manchas oleosas como tinta, graxa, piche ou asfalto, será necessário usar um agente de limpeza especificamente criado para esses tipos de manchas. Sempre verifique a solidez da cor ao aplicar sua solução de limpeza a uma área não visível do carpete. Pulverize ou despeje a solução de limpeza em um pano branco e pressione-o sobre o carpete. Verifique o pano para identificar qualquer transferência de tinta. Se houver transferência de cor, não use a solução. Se a solidez da cor não for um problema, aplique a solução a um pano branco limpo e pressione-o sobre a mancha.

Novamente, não esfregue a mancha, mas sim deslize suavemente da borda externa em direção ao centro da mancha. Repita o procedimento até que a mancha tenha sido removida. Enxágue com água e deixe a área secar por cerca de 1 hora antes de aspirar. Proteja a área recém-limpa até que o carpete seque completamente.

OBSERVAÇÃO: SE ESTIVER DISPONÍVEL, UMA PEQUENA EXTRATORA PORTÁTIL TORNA A TAREFA DE REMOVER MANCHAS E EXCESSO DE UMIDADE MUITO MAIS FÁCIL. SE NÃO FOR POSSÍVEL REMOVER A MANCHA, ENTRE EM CONTATO COM UM CONSULTOR DA INTERFACE.

EXTRAÇÃO A SECO

O método de extração a seco de baixa umidade é um modo seguro, fácil e eficaz para realizar manutenção regularmente. O procedimento usa um composto úmido (pó) que não deixa o carpete molhado e permite o acesso e o tráfego imediatos assim que o procedimento é concluído.

Siga este processo para a extração a seco: Aspire completamente o carpete. Espalhe o composto de extração sobre o carpete e depois agite utilizando um aplicador de baixa umidade com escovas de rotação em sentidos opostos para escovar delicadamente o composto úmido na fibra, deslocando e dispersando a sujeira acumulada. Deixe secar por 30 minutos antes de aspirar completamente o composto e a sujeira do carpete.

APLICAÇÃO DE CRISTALIZAÇÃO (ENCAPSULAMENTO)

O método de cristalização de manutenção é um procedimento de baixa umidade similar em alguns aspectos ao método de extração a seco, porém, em vez de usar o pó, uma solução líquida de encapsulamento é utilizada. Esse processo é concebido para encapsular a sujeira à medida que a solução seca, formando pequenos cristais que podem ser facilmente aspirados do carpete. Os benefícios incluem o acesso imediato à área sem a necessidade de ampliar o tempo de secagem.

Siga este procedimento para a aplicação da cristalização: Aspire completamente o carpete. Aplique a solução de encapsulamento utilizando um pulverizador elétrico ou um pulverizador de bombeamento do tipo usado em jardins. Agite os fios do carpete usando um aplicador de baixa umidade com escovas de rotação em sentidos opostos para esfregar suavemente a solução na fibra, deslocando e dispersando a sujeira acumulada. Aguarde a solução secar. O tempo de secagem varia com base em diversos fatores, incluindo umidade, fluxo de ar e temperatura do ar, mas normalmente é de 30 a 60 minutos. Encerre com a aspiração.

LIMPEZA COM BONNET

OBSERVAÇÃO: O USO DE BONNET OU QUALQUER OUTRO TIPO DE MÁQUINA GIRATÓRIA PARA LIMPEZA OU SECAGEM NÃO É RECOMENDADO E PODERÁ ANULAR TODAS AS GARANTIAS.

EXTRAÇÃO COM ÁGUA QUENTE

Assim como todos os outros métodos de manutenção, sempre prepare o carpete ao fazer a aspiração.

A extração com água quente é um método eficaz de remover sujeira pesada e resíduos de carpetes. Comece aplicando pulverização prévia com detergente apropriado para carpetes com um pulverizador elétrico ou de bombeamento. A aplicação deve cobrir toda a superfície acarpetada, não só as áreas de tráfego. Agite o spray de pulverização prévia com um aplicador de baixa umidade de escova de rotação em sentidos opostos. Deixe em contato por 10 minutos. Utilizando apenas água limpa na extratora, enxágue completamente o carpete. Para áreas com sujeira por excesso de tráfego, o procedimento pode ser repetido até que a água esteja relativamente clara. O método de extração com água quente injeta água no carpete. A água injetada suspende a sujeira e os contaminantes na solução para uma fácil remoção pelo sistema de aspiração integrado.

A técnica recomendada: Opere o tubo de aspiração ou a extratora independente acionando a válvula com solução ou um botão e puxando ou empurrando o equipamento por aproximadamente 90 a 150 centímetros (ou a uma distância confortável). Solte a válvula com a solução antes de atingir o final da sua passagem para assegurar que tenha aspirado toda a solução. Cubra a mesma área duas ou três vezes com a solução e sem a solução (apenas sucção) para remover o máximo possível de sujeira e umidade do carpete. Cada movimento deve ultrapassar em cerca de cinco centímetros a área já limpa. Continue a limpeza conforme descrito acima. Realize várias passagens adicionais com a válvula da solução desligada para remover o máximo possível de umidade da área. É importante não molhar excessivamente o carpete e remover o máximo possível de umidade para agilizar a secagem. Certifique-se de que o sistema HVAC esteja ativado e use ventiladores de secagem (circuladores de ar) em áreas molhadas durante e após a limpeza para que o carpete seque completamente. Conclua o procedimento com uma aspiração completa.

OBSERVAÇÃO: EMBORA SEJA RECOMENDADO QUE A TEMPERATURA DA ÁGUA VARIE ENTRE 43 °C – 54 °C (110 °F – 130 °F), USAR ÁGUA COM TEMPERATURAS ACIMA DESSA FAIXA, NORMALMENTE COM EXTRAÇÃO TRUCKMOUNT, NÃO DANIFICARÁ OS NOSSOS PRODUTOS. TAMBÉM É POSSÍVEL USAR ÁGUA FRIA, MAS SOMENTE COM UM DETERGENTE ESPECÍFICO PARA USO COM ÁGUA FRIA.

OBSERVAÇÃO: OS TEMPOS DE SECAGEM VARIAM COM BASE NAS CONDIÇÕES AMBIENTAIS INTERNAS E EXTERNAS. PLANEJE UM MÍNIMO DE 3 HORAS PARA CONDIÇÕES NORMAIS. NÃO PERMITA O TRÁFEGO DE PEDESTRES NO CARPETE ATÉ QUE ESTEJA SECO. PERMITIR O TRÁFEGO DE PEDESTRES NO CARPETE ANTES DE ESTAR SECO PODE CAUSAR DANOS À FIBRA E RAPIDAMENTE SUJAR O AMBIENTE DE NOVO.

Soluções de limpeza

Algumas soluções de limpeza de carpete comerciais são muito agressivas e podem danificar a fibra do carpete. É importante selecionar soluções que atendam aos padrões básicos descritos aqui e avaliar cada produto antes de utilizar.

A manutenção dos carpetes da marca Interface pode ser feita utilizando uma variedade de agentes de limpeza de carpetes amplamente reconhecidos e prontamente disponíveis. Alguns desses agentes de limpeza receberam o selo de aprovação do Carpet & Rug Institute. Para ver uma lista dessas soluções de limpeza certificadas, consulte o site do CRI em www.carpet-rug.org. Sempre siga as diretrizes recomendadas do fabricante para usar qualquer solução de limpeza. Evite produtos com níveis de pH acima de 9,5 que contenham solventes tóxicos ou inflamáveis. Não use antiespumantes à base de óleo de nenhuma espécie. Detergentes projetados para uso com equipamentos de extração com água quente não devem conter antiespumante à base de óleo e deve-se tomar cuidado com a quantidade de detergente adicionado. Antiespumantes à base de óleo podem deixar resíduos oleosos, e adicionar detergente demais pode deixar excesso de detergente no carpete. Ambos os cenários resultarão em uma rápida retomada da sujeira e na necessidade de limpezas mais frequentes.

Além disso, soluções de limpeza contendo branqueadores ópticos não devem ser utilizadas. Branqueadores ópticos podem afetar adversamente a coloração do carpete e resultar em desgaste prematuro ou amarelamento do carpete.

Soluções de limpeza utilizadas para limpeza intermediária e/ou restaurativa devem ser testadas para resíduos pegajosos que possam causar mais sujeira. Para testar uma solução, despeje uma pequena quantidade em um prato de vidro limpo. Deixe a solução secar completamente (mínimo de 24 horas). Retire qualquer resíduo duro na superfície do prato de vidro e examine-o Se for possível caracterizar o resíduo como pó seco, flocos secos ou cristais secos, a solução é aceitável. Se o resíduo tiver aparência oleosa, gordurosa, pegajosa ou em flocos de cera, a solução não é aceitável, pois provavelmente contribuiria para rapidamente sujar novamente o ambiente.

Soluções removedoras de manchas devem ser utilizadas conforme necessário e devem ser enxaguadas com água limpa após o tratamento da mancha.

Equipamentos de manutenção

Usar os equipamentos certos é tão importante quanto usar as soluções de limpeza certas e as melhores técnicas. Estas diretrizes fornecem as especificações técnicas básicas de que você precisa para os principais equipamentos de manutenção de carpetes.

ASPIRADOR DE PÓ (PARA VERTICAIS COM MOTOR DUPLO)

Potência	• 8 A
Filtragem	• 0,3 mícron ou menos
Aspiração	• 60" de sucção motorizada de água ou melhor a mais de 90 cfm Escova • Preferencialmente acionada por correia dentada • Velocidade da escova 2.500 a 5.000 rpm • Diâmetro da escova 2" – 3½" • O ajuste da altura da escova é essencial; preferencialmente com design de autoajuste
Largura de atuação	• 15" - 30"
Capacidade do saco para pó	• 300 – 400 polegadas cúbicas

OBSERVAÇÃO: O ASPIRADOR DE PÓ DEVE TER O SELO DE APROVAÇÃO DO CARPET AND RUG INSTITUTE POR MEIO DE SEU SELO DE APROVAÇÃO/PROGRAMA DE CERTIFICAÇÃO DE RÓTULOS VERDES. EQUIPAMENTOS COM SACO PARA PÓ DE CARGA SUPERIOR COM FILTROS HEPA SÃO ALTAMENTE RECOMENDADOS. VARREDORAS MECÂNICAS OU DE CONDUTOR NÃO SÃO RECOMENDADAS.

APLICADOR DE BAIXA UMIDADE

Potência	• 2 a 8 A
Largura	• 12" – 22"
Escovas (2)	• 10" – 20" com rotação em sentidos opostos
Velocidade da escova	• 400 – 500 rpm

EXTRATORA COM ÁGUA QUENTE

Potência	• 10 a 15 A
Suprimento de fluido	• mínimo de ½ galões/minuto – 100 psi
Tanques	• solução de 8 a 20 galões • Recuperação de 8 a 20 galões
Aspiração	• 100" – 140" de sucção de água a cerca de 90 – 100 cfm
Sapata de aspiração	• mínimo de 11" – 18" de largura para tubos de aspiração e extratoras portáteis
Rodas	• Lisas 4" – 10" de diâmetro
Temperatura da água	• mínimo de 48 °C (120 °F)

OBSERVAÇÃO: EMBORA SEJA RECOMENDADO QUE A TEMPERATURA DA ÁGUA VARIE ENTRE 43 °C – 54 °C (110 °F – 130 °F), USAR ÁGUA COM TEMPERATURAS ACIMA DESSA FAIXA, NORMALMENTE COM EXTRAÇÃO TRUCKMOUNT, NÃO DANIFICARÁ OS NOSSOS PRODUTOS. TAMBÉM É POSSÍVEL USAR ÁGUA FRIA, MAS SOMENTE COM UM DETERGENTE ESPECÍFICO PARA USO COM ÁGUA FRIA.

Consultores

Para obter mais informações sobre manutenção de carpetes, entre em contato com um dos seguintes consultores:

ESTADOS UNIDOS E AMÉRICA LATINA
Mark French – Diretor de Serviços de Campo

(escritório) 706-812-6268

(celular) 706-302-1174

mark.french@interface.com

CANADÁ
Steven Twiss – Gerente de Relacionamento com o Cliente

(escritório) 800-336-0225 x 52117

(celular) 613-848-8793

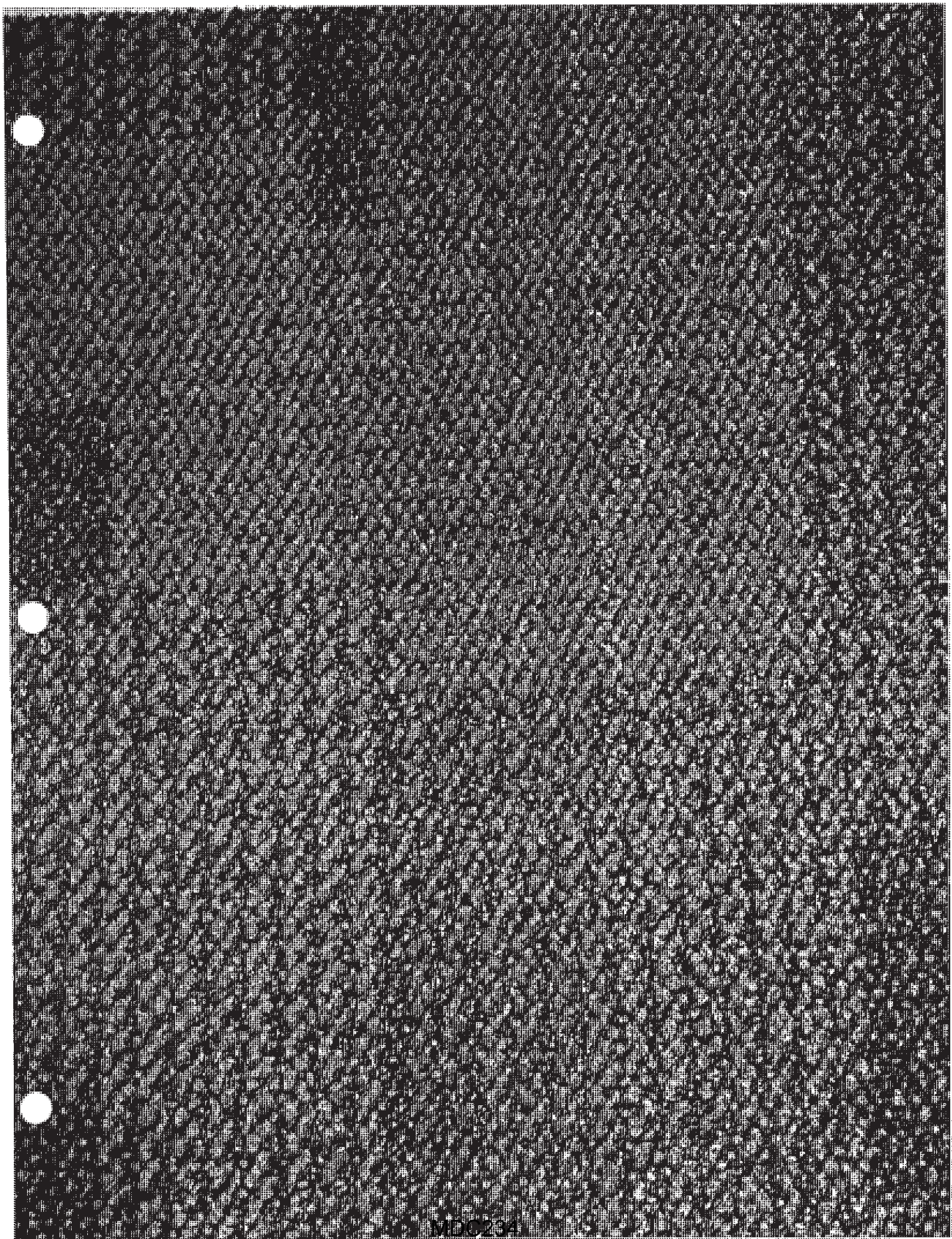
steven.twiss@interface.com

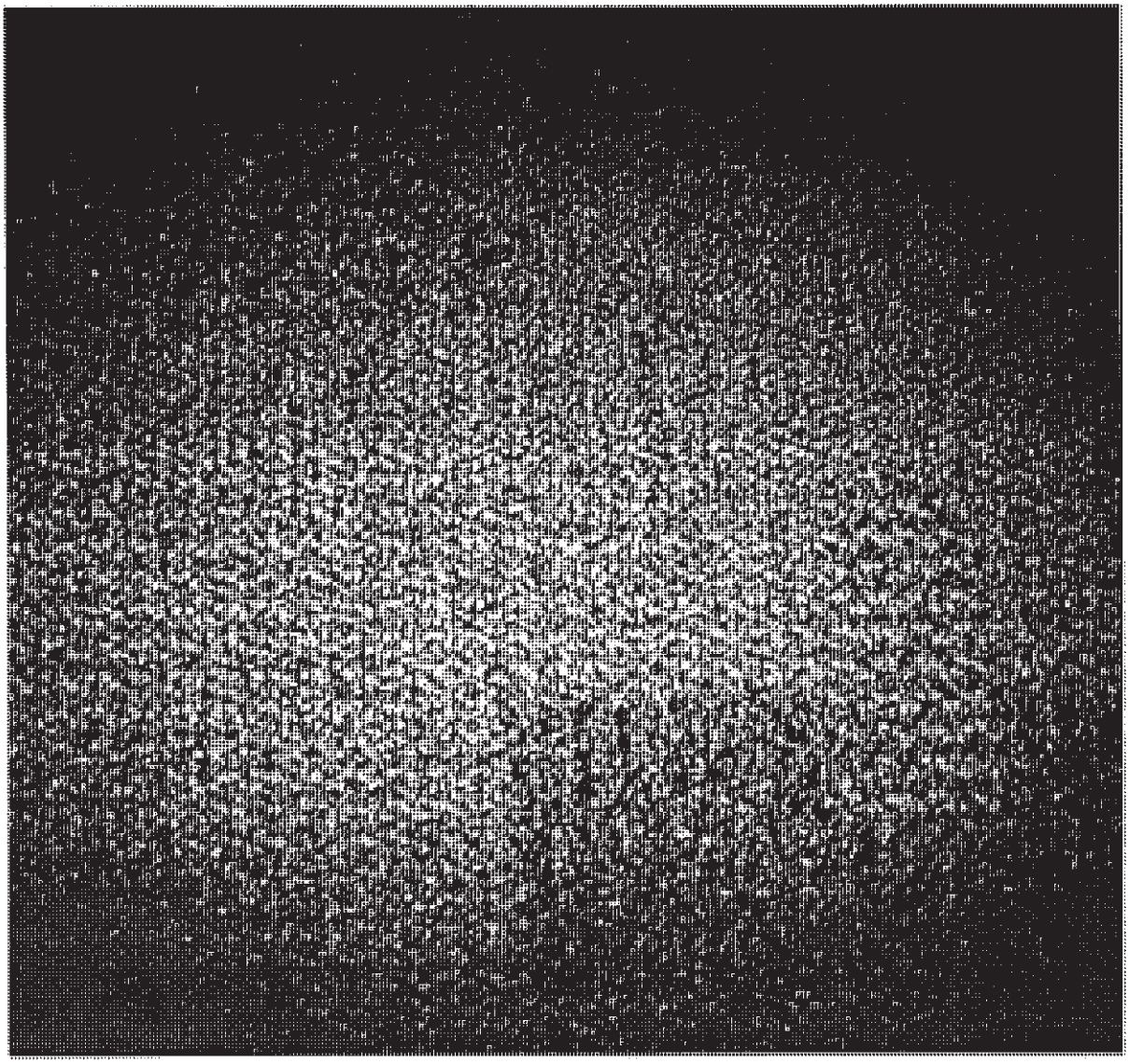
Referências adicionais

Carpet and Rug Institute (Instituto de Carpetes e Tapetes) – **www.carpet-rug.org**

The Institute of Inspection, Cleaning and Restoration Certification (Instituto de Certificação de Inspeção, Limpeza e Restauração) – **www.iicrc.org**

MDC232



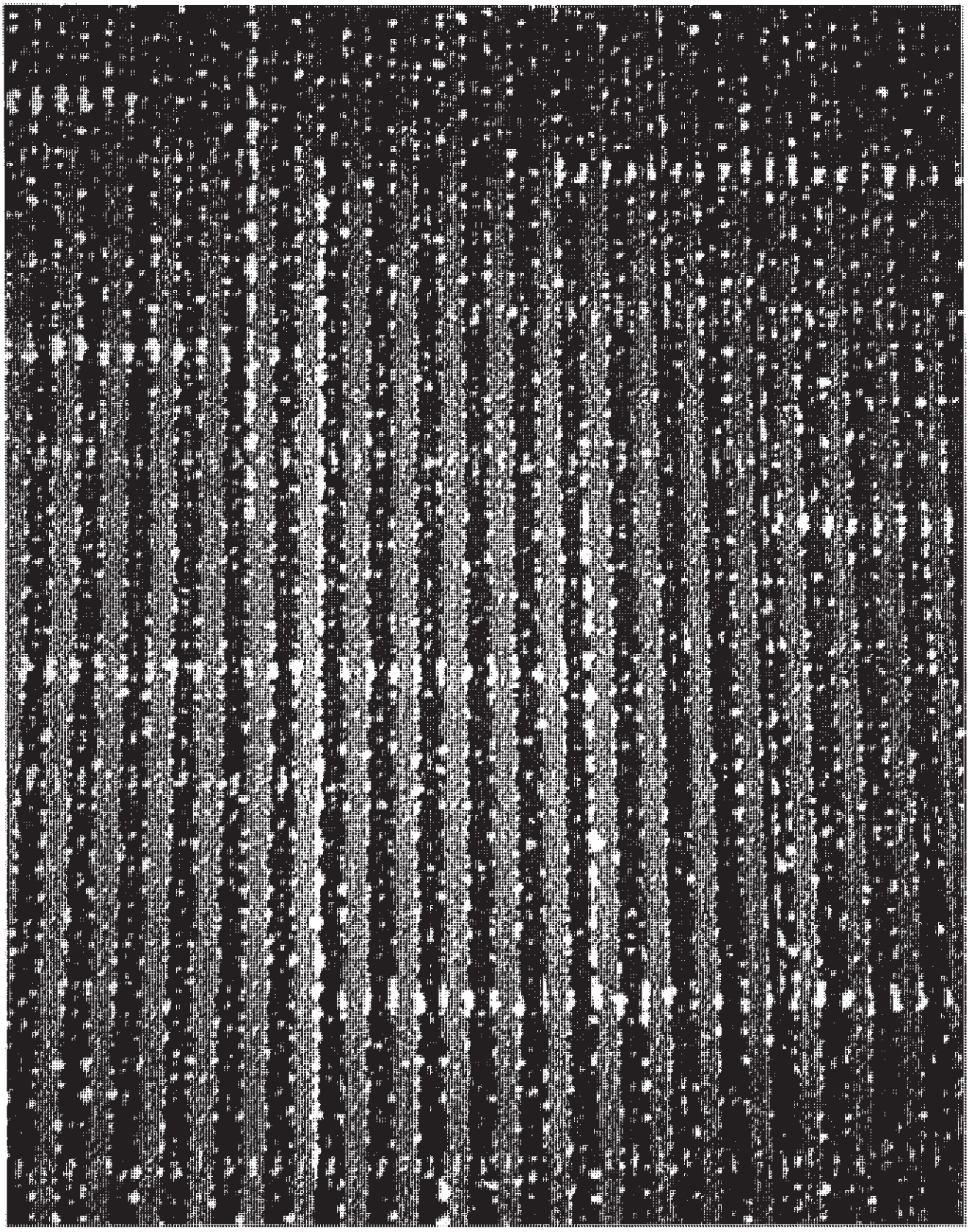


Manufacturer: Interface
Style Name: Entropy
Style#: 1660202500
Color Name: Random
Color #: 3477
Size: 50cm tiles
Tiles/box: 20
Sq. Yd.: S.98

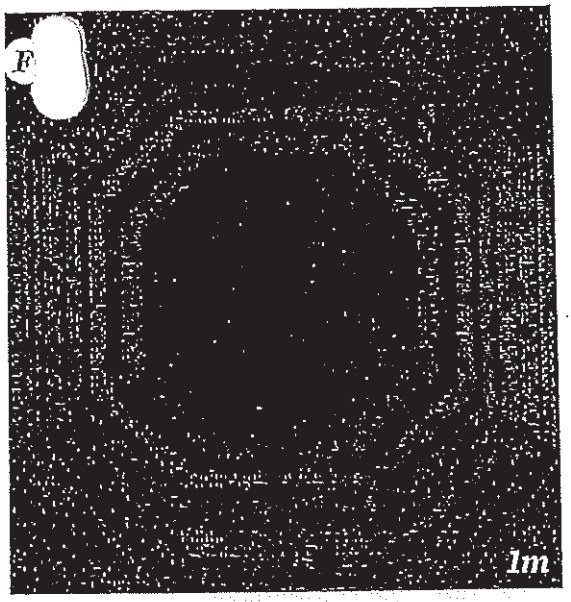
Warehouse Location: 701
Install Location: Back of House

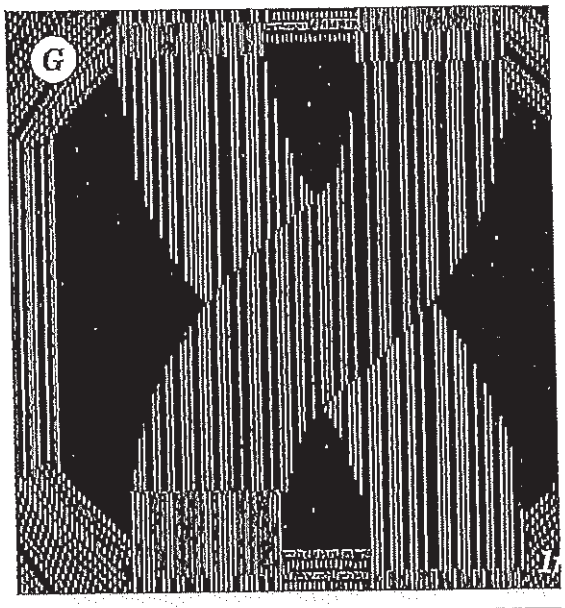
Quantity: +/- 4 boxes

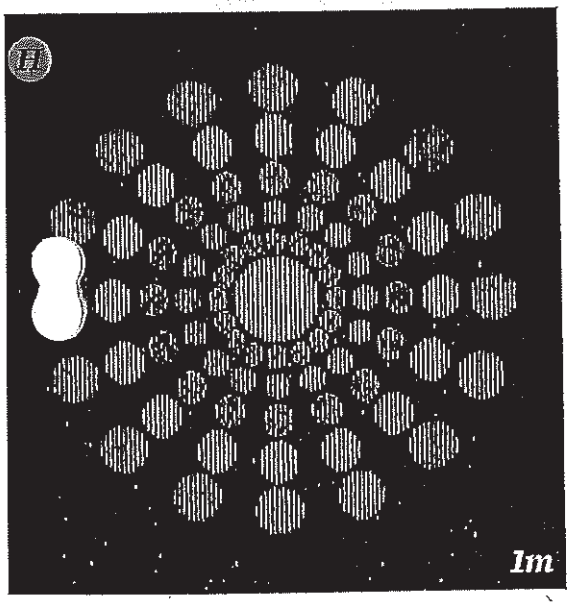
Skywalk 3rd Floor
D Thru J
ID Section-3rd Floor
Terminal D

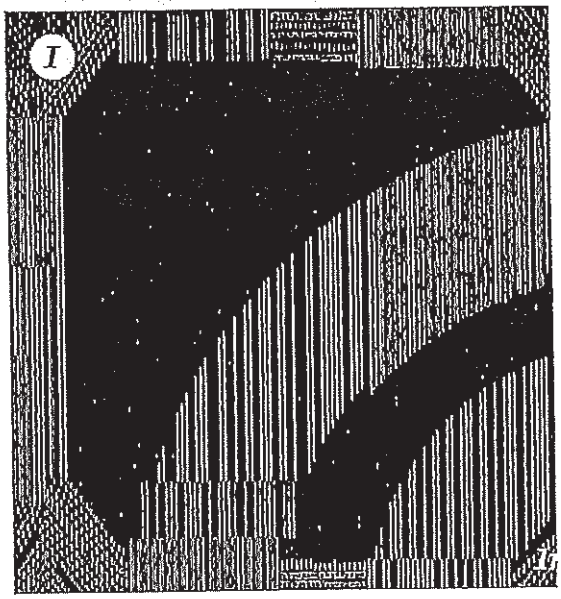


INTERFACE: EXCHANGE STREET









968 Collection Patterns (50cm)

1. *Market Street™*
2. *Green Street™*
3. *New Road™*
4. *Exchange Street™*

968 Collection Patterns (1m)

1. *Station Hill™*
2. *Hoo Road™*
3. *Town Street™*
4. *Ring™*
5. *Blackwell Street™*

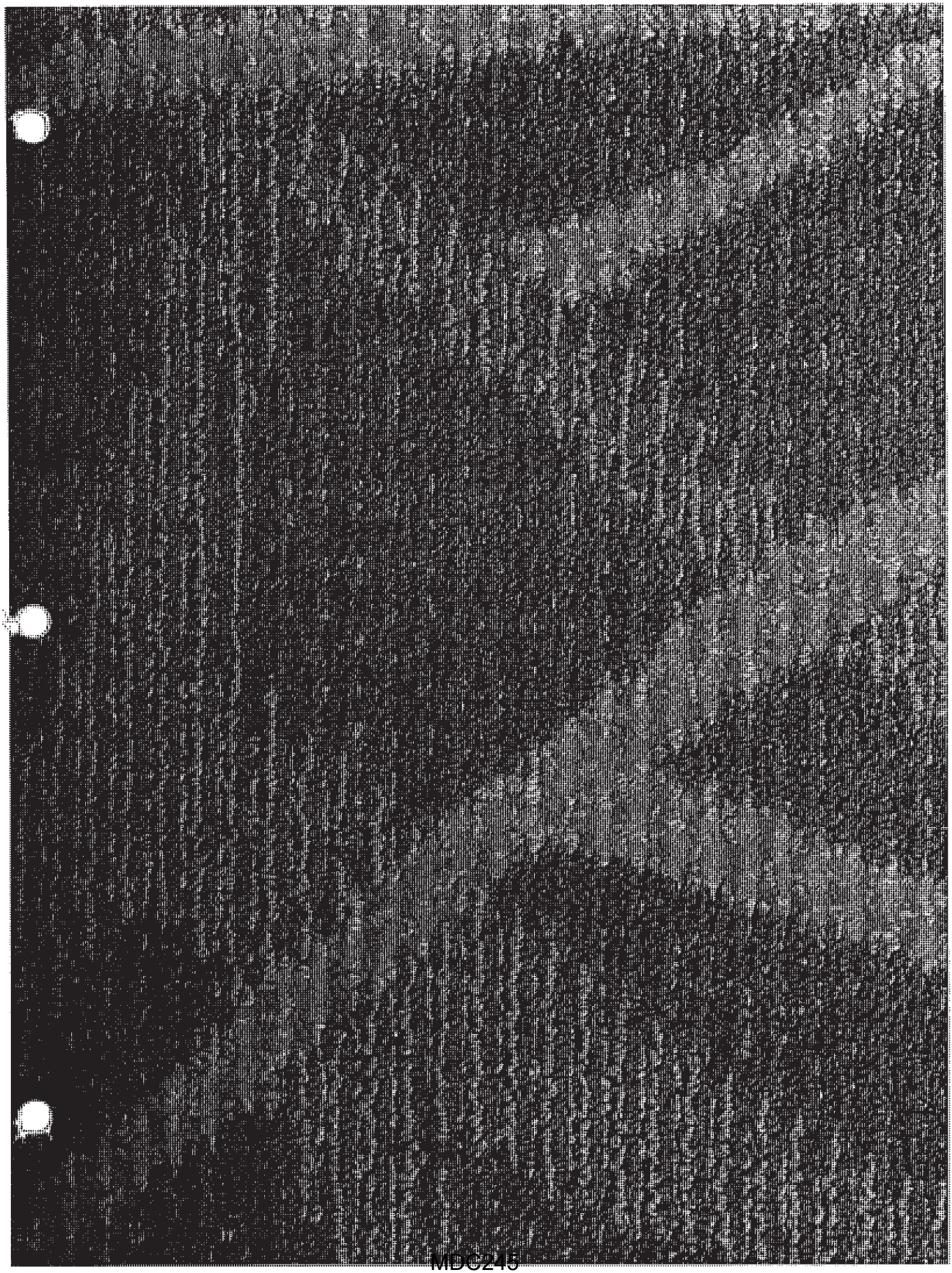
The Terminal Chapel Interface Carpet

Manufacturer: Interface
Style Name: B603
Style#: 1266802500
Color Name: Pacific
Color #: 102922
Size: 50cm tiles
Tiles/box: 20
Sq. Yd.: 5.98

Warehouse Location: 701
Install Location: Chapel

Quantity: +/- 1 box

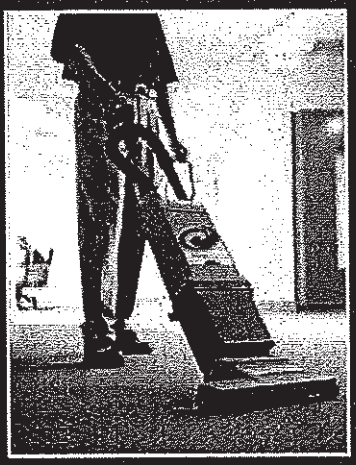
Director's Office
E Tower
Mannington Carpet



Concourse F
Mohawk Carpet

COMMERCIAL CARPET CARE & MAINTENANCE GUIDE

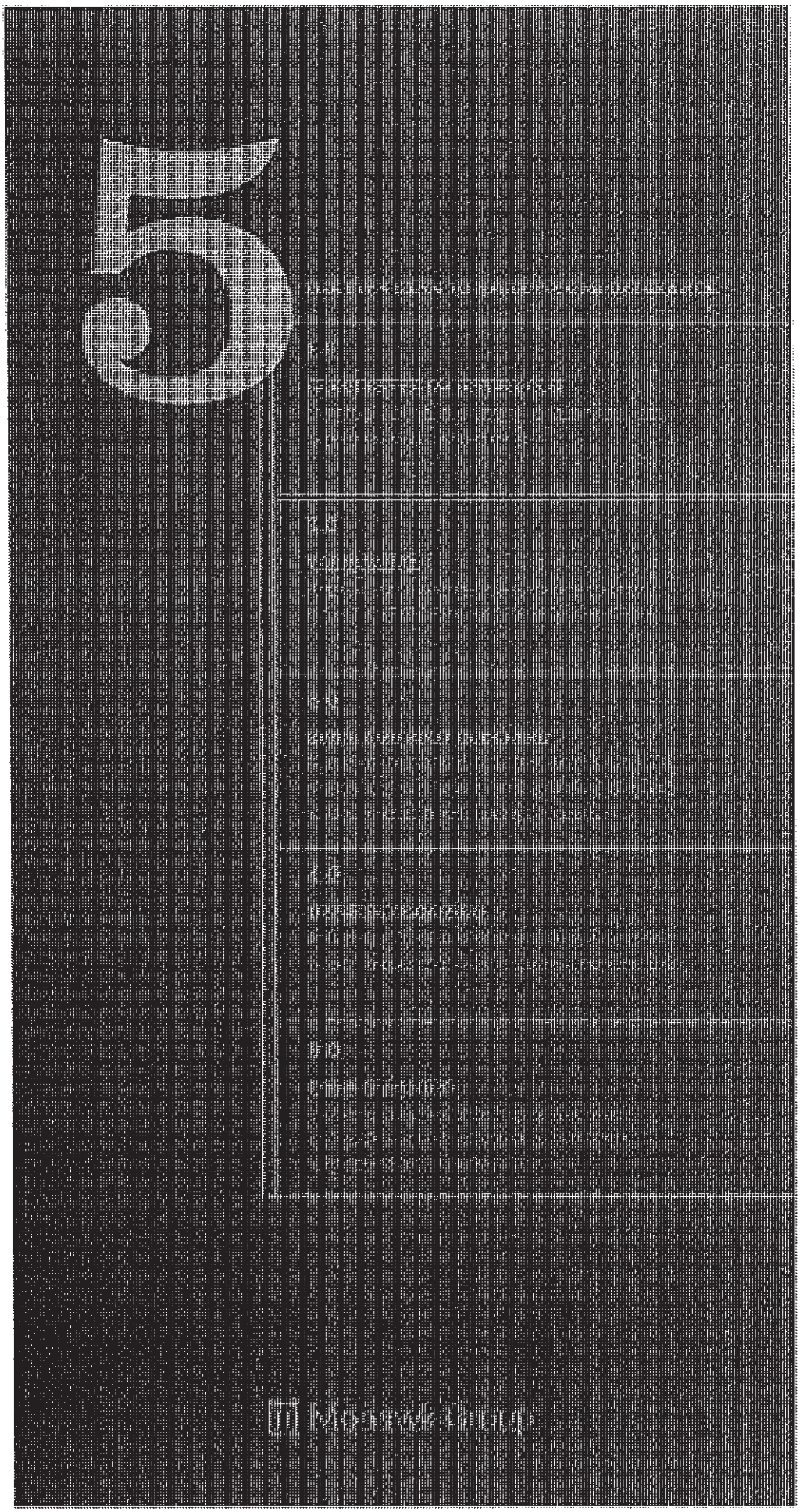
MOHAWKGROUP.COM



CARPET CARE 101

PREVENTIVE MAINTENANCE	SEC. 1.0
VACUUMING	SEC. 2.0
SPILL AND SPOT CLEANING	SEC. 3.0
INTERIM CLEANING	SEC. 4.0
DEEP CLEANING	SEC. 5.0

Mohawk Group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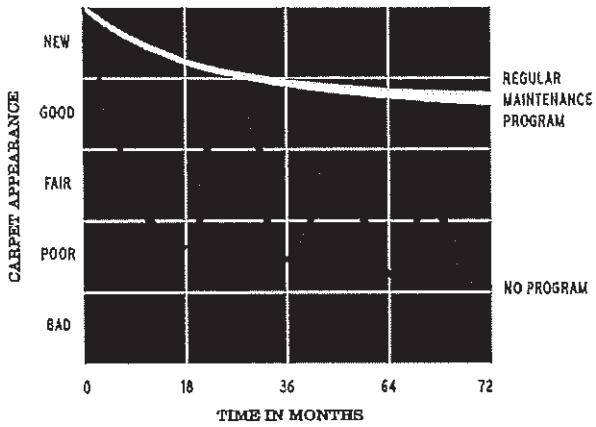
THANK YOU FOR CHOOSING MOHAWK CARPET! We appreciate your choice and we will continually strive to earn your business through service after the sale. One of the ways we do that is by providing you with the best possible information regarding the care and maintenance of your carpet. We want you to have an enjoyable experience with your carpet throughout its life on your floor.

With this guide, we want to help you maximize your carpet investment by showing you how to implement an effective carpet maintenance program right from the start. A comprehensive maintenance program will extend your carpet's performance, appearance and life. The longer your carpet lasts, the less it costs.

AN EFFECTIVE MAINTENANCE PROGRAM WILL PROTECT YOUR CARPET INVESTMENT



CARPET APPEARANCE
With and without a planned maintenance program

PREVENTIVE MAINTENANCE

Mohawk Group offers walk-off tiles to fit any type of entrance situation. To learn more about our walk-off tiles contact your local sales representative or you can visit our website at: mohawkgroup.com

KEEP THE DIRT OUT

An often overlooked, but vitally important part of a maintenance program is preventive maintenance, which prevents soil from being deposited into the carpet. The best way to do this is with proper and adequate walk-off systems at all entrances and other sources of soil.

Proper walk-off material is able to scrape and hold large amounts of dry soil as well as absorb water or oil-based moisture. Mohawk walk-off tiles are made to do both, or you can use separate mats for soil containment.

Adequate walk-off material should capture five or six footsteps (roughly 10-15 feet). This amount has been shown to trap 80% of the soil and moisture that would have migrated into your facility.

Along with placing walk-off material at all entrances to your facility, you can use mats at other sources of soil, such as break rooms, water fountains and coolers, to prevent soil from being deposited into the carpet.

For walk-off material to be effective, we recommend daily vacuuming, just as with your other surfaces. Actually, walk-off material requires more frequent cleaning because it is your first line of defense and accumulates soil much more quickly. If this accumulated soil is not removed, the walk-off material will become saturated with soil and lose its ability to prevent soil from entering your facility.

THOROUGH PREVENTIVE MAINTENANCE INCLUDES

- Keeping sidewalks and parking areas clean
- Using chair pads to prevent casters from grinding soil into the carpet
- Placing trashcans in easily accessible areas

PREVENTIVE MAINTENANCE FACTS

- A 15 ft. walk-off tile area effectively removes about 80% of soil and moisture before it reaches the carpet.
- Removing a pound of dirt once it is inside a building is estimated to cost more than $500.
- It is estimated that up to 24 lbs. of dirt can be tracked in by 1,000 people entering a building over a 20-day work period.

VACUUMING

Proper vacuuming is the single most important part of any maintenance program.

When selecting vacuums, a great place to start is the Carpet and Rug Institute's (CRI) Seal of Approval list. The vacuums listed at www.carpet-rug.org have been tested in an independent, certified laboratory and have met minimum standards for cleaning efficacy.

THE MOST IMPORTANT MAINTENANCE TASK

Frequent and thorough vacuuming is the single most important component of a carpet maintenance program. Studies of the soil composition in a facility show that roughly 80% is dry, insolnble soil, or what most of us refer to as dirt. The most efficient way to remove this dry, insoluble soil is with frequent and thorough vacuuming.

Soil accumulation is inevitable if vacuuming isn't planned at routine intervals. The best way to plan your vacuuming is to identify high-, medium- and low-traffic areas. Continually monitor these areas for changes in carpet performance and make adjustments to the maintenance schedule as needed.

It is important to note that carpet is a three-dimensional product. Unlike hard, two-dimensional flooring, carpet has depth and the ability to hide soiling. Carpet can trap and hold up to one pound of dirt per square foot before it appears dirty, which is a major advantage that carpet has over other flooring types. Even though it may not appear dirty, carpet requires routine maintenance, particularly vacuuming, to remove soiling and keep it looking beautiful for years.

VACUUMING TIPS

- Vacuum with slow, deliberate passes in length and width for maximum effectiveness.
- Heavy traffic areas require multiple passes back and forth to sufficiently extract embedded soil.
- A vacuum with a brush roller will provide agitation to help with soil removal.
- Slow movement allows time for air to circulate through the face yarn and extract soil.

RECOMMENDED EQUIPMENT

To adequately remove dry soil with routine vacuuming, you will need to ensure that you use the proper equipment. Mohawk recommends:

- An upright, dual-motor vacuum with a brush roller and high-efficiency filtration for the bulk of your vacuuming needs. Dual-motor vacuums have one motor for the vacuum suction and one for the brush roller.
- A wide-area vacuum for large corridors and other wide-open areas.
- A backpack or canister vacuum for stairs.

EQUIPMENT MAINTENANCE

Just as you maintain the floor, you need to perform routine maintenance on your vacuums. The crucial parts to pay special attention to are the bags, belts and brush rollers.

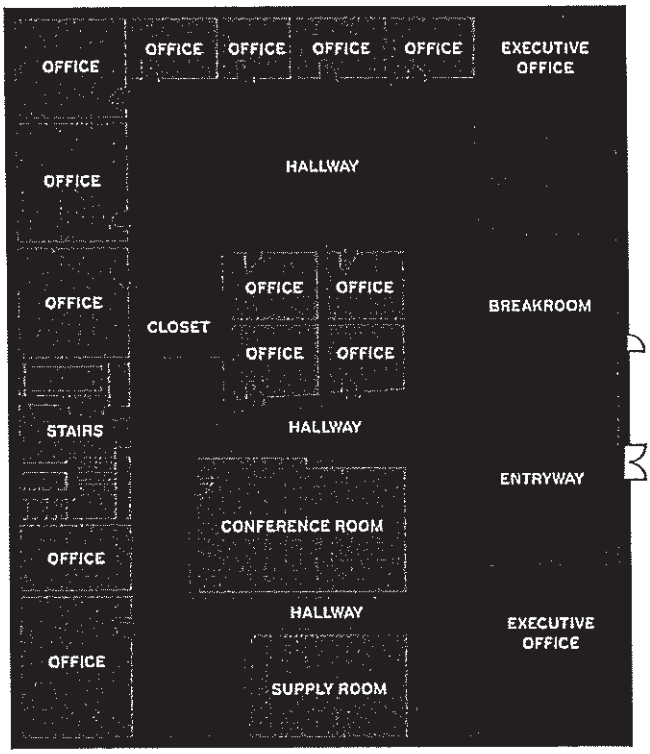
- Bags should not get more than two-thirds full before being replaced. The vacuum loses suction significantly and will not pick up much dirt when the bag is too full.
- Vacuum belts stretch out over time and become loose. They need to be changed regularly to keep the vacuum in good working condition.
- Check the brush roller periodically for a build-up of loose items, such as strings or hair, which could impair its function. Monitor the brush roller to make sure that it hasn't worn down to the point that it is no longer making contact with the carpet face fibers. You can easily check by running a straight edge, such as a driver's license or a credit card, across the vacuum suction opening to make sure it makes contact with the brush roller.

VACUUMING FREQUENCIES

The table below is provided as a general reference for how often different types of traffic areas should be vacuumed during normal situations.

AREA TYPE	TRAFFIC CONDITION
Entry	Heavy
Ground Floor Halls	Heavy
Breakroom or Food Areas	Heavy
Above Ground Halls	Medium
General Office Areas	Medium
Classrooms/Guest Rooms	Medium
Hospital/School Corridors	Medium
Conference Rooms	Medium
Nursing Stations	Medium
Supply Rooms	Medium
Patient Rooms*	Medium
Executive Offices	Light
Boardrooms	Light

* Occupancy and traffic will determine frequency



CLEANING FREQUENCIES FOR A TYPICAL CORPORATE OFFICE

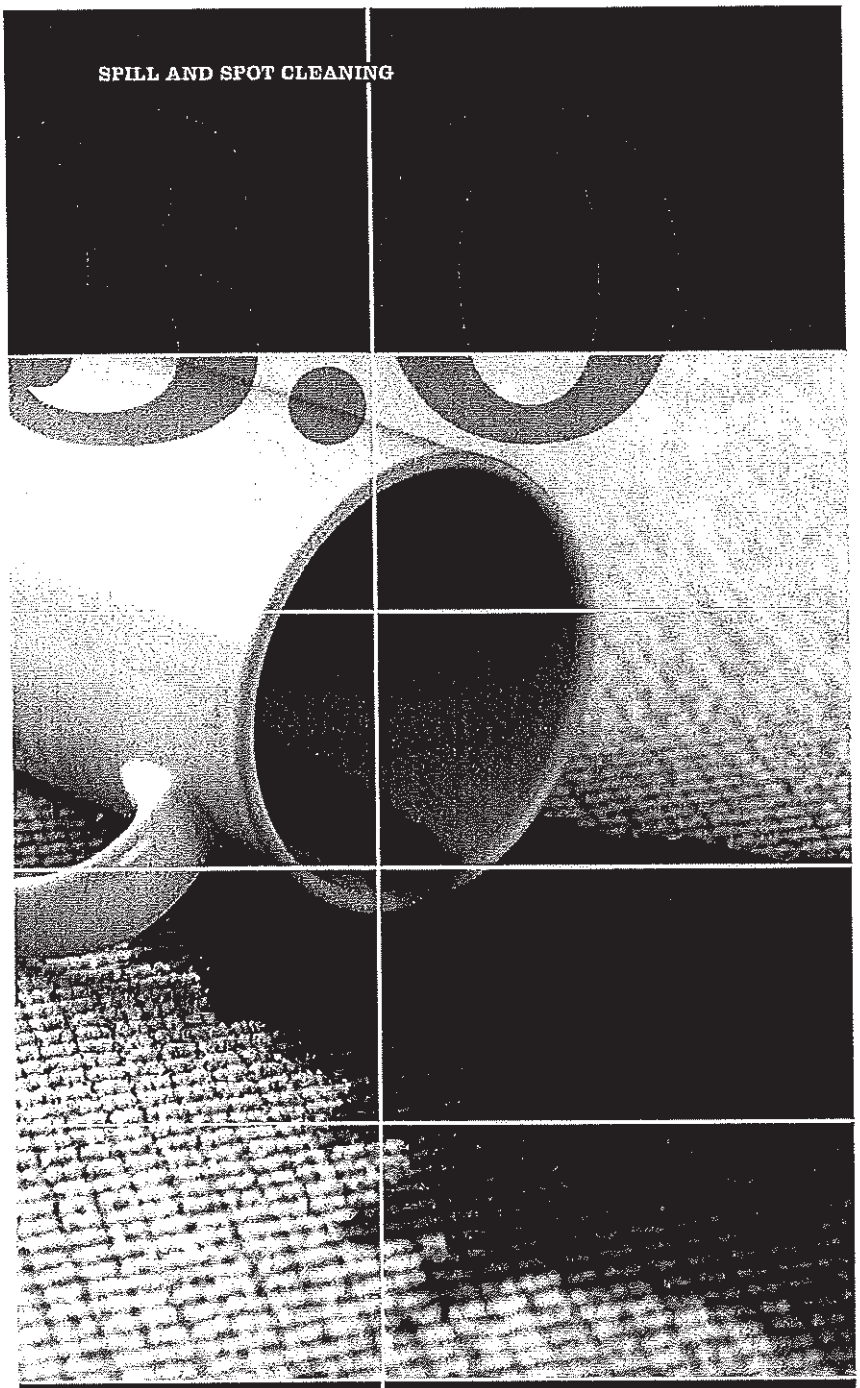
VACUUMING FREQUENCY
Daily
Daily
Daily
3 Times / Week
3 Times / Week
3 Times / Week
3 Times / Week
3 Times / Week
3 Times / Week
3 Times / Week
3 Times / Week
Weekly
Weekly

HEAVY COMMERCIAL TRAFFIC
The classification of heavy commercial traffic refers to public spaces such as main corridors, lobby and entrance areas, vending machine areas, airports, casinos, assisted living and retail facilities.

MEDIUM COMMERCIAL TRAFFIC
Medium commercial traffic areas are those that must withstand high foot traffic such as school corridors and classrooms, administrative and general office areas.

LIGHT COMMERCIAL TRAFFIC
Light commercial traffic areas include cubicles, executive offices and boardrooms. Traffic is minimal, thus reducing the soil in this area.

SPILL AND SPOT CLEANING



NOTE:
When cleaning a spot always work from the edge toward the center of the spot. Always blot, never scrub, as it may spread the spot or distort the fibers.

EFFECTIVE SPOT REMOVAL STARTS WITH
THE PROPER PRODUCT SPECIFICATION

If you specify one of Mohawk Group's stain resistant fiber systems Duracolor, SmartStrand or ColorShield you are specifyiug the best stain resistant systems available. These products allow 96% of all spills to be removed with water only, ensuring that your carpet will last longer, look new longer, be less expensive and more environmentally friendly to maintain.

SPOT CLEANING IS ESSENTIAL

Dry soil often hides within the carpet pile, but spots and spills can staud out, depending upon the carpet's color and pattern. Therefore, to keep your carpet looking as good as possible it's essential that spot cleaning become an important part of your maintenance program. Since most carpet manufactured today has mill-applied stain blockers and soil-resist treatments, your chances for success with spot cleaning are greatly improved if you act quickly and use the proper products, tools and techniques.

TAKE IMMEDIATE ACTION

Spot cleaning is often regarded as a cumbersome chore and very often the same large equipment used to perform deep cleanings of a large areas ends up being used to clean spots that should be attended to sooner. Don't delay cleaning spots until your regularly schednled cleaning. The best time to treat a spot is when you see it, and a simple way to extract it is by blotting it with a plain, white absorbent towel. If your cleaning staff has towels at their disposal, they can quickly blot up as much of a fresh spill as possible.

If the spot has dried, blot it with a towel that has been dampened with plain water or a general-purpose spotter. This is a great first step to get as much of the contanninant out of the carpet as possible, and it can remove many common water-borne spots. If a residue remains, a spot extractor can be used at a more appropriate time and the spot will disappear with much less effort.

Another simple but effective option for spot cleaning is through the use of an absorbent compound. This method, often called dry extraction, uses an absorbent material that is applied to the affected area. The compound absorbs and dislodges the soil and is then easily vacuumed away. This cleaning method has the advantage of no drying time since little water is used.

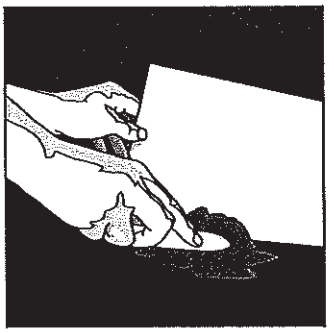
PROPER TOOLS FOR SPILL AND SPOT CLEANING

We recommend you have a "spot kit" on hand to deal with your most common spots and spills. You will need the following list of materials:

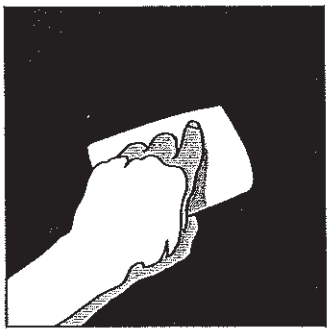
- Absorbent towels
- Water
- General purpose spotter or absorbent compound
- Bone spatula or soft bristle brush
- Small extractor or vacuum

MECHANICS OF MOST SPILL REMOVAL FOR DURACOLOR, SMARTSTRAND AND COLORSHIELD

The spill removal instructions below should work for most spills.



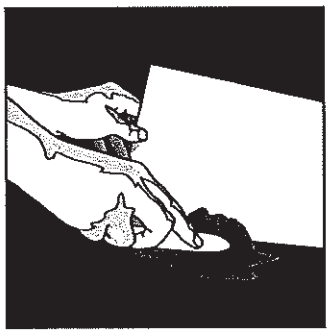
1. Blot or scrape up the substance (DO NOT SCRUB)



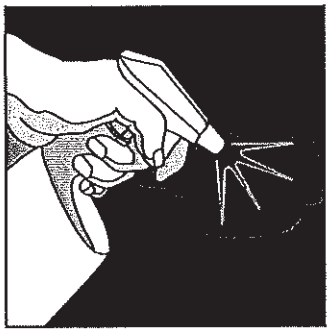
2. Use a water moistened towel to blot up remaining spill

MECHANICS OF SPOT REMOVAL.

The spot removal instructions below will work on a majority of the spots you may encounter.



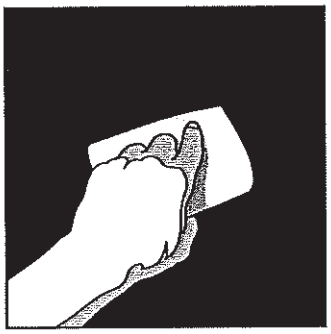
1. Blot or scrape up the substance (DO NOT SCRUB)



2. Apply cleaning solution or absorbent compound to the affected area

NOTE:
See section 3.2 on the next page for more detailed instructions about how to remove specific types of spots.

3. Agitate with bone spatula or soft bristle brush



4. Blot or extract the affected area or vacuum if absorbent compound was used (Repeat 2-4 if necessary)

TYPES OF SPOTS & HOW TO REMOVE

- CATEGORY "A" SPOTS

  Water based spots such as catsup, fruit juice, etc.

  STEP 1: Blot or extract to remove substance. Rinse thoroughly with clear water. Apply a mild carpet spotter cleaning solution sparingly and gently agitate the discolored area. Blot or extract to remove substance. Rinse thoroughly with clear water to remove residue. Blot or extract to remove remaining excess moisture.

  STEP 2: Repeat if necessary.

- CATEGORY "B" SPOTS

  Petroleum based spots such as grease, oil, shoe polish, etc.

  STEP 1: Blot or extract to remove substance. Try implementing cleaning procedure for Category "A" spots using a mild carpet spotter.

  STEP 2: Blot or extract to remove substance. Apply only enough cleaning fluid to dampen the discolored area. Gently agitate. Blot or extract to remove substance. Rinse thoroughly with clear water. Repeat as long as the spot continues to transfer from the carpet to the towel. Rinse thoroughly with clear water. Blot or extract to remove remaining excess moisture.

  STEP 3: Apply a specific POG (Paint, Oil and Grease) Dry Solvent Cleaner sparingly to a clean white towel or paper towel and apply to the discolored area. Gently agitate. Blot or extract to remove substance. Rinse thoroughly with clear water. Blot or extract to remove remaining excess moisture.

- CATEGORY "C" SPOTS

  Coffee and tea based spots.

  STEP 1: Blot or extract to remove substance. Rinse thoroughly with clear water. Apply coffee stain remover according to manufacturer's recommendations. Rinse thoroughly with clear water to remove residue. Blot or extract to remove remaining excess moisture.

- CATEGORY "D" SPOTS

  Biological spots such as blood, urine, vomit, etc.

  STEP 1: If solids are present, first remove these with a Bone Spatula.

  STEP 2: Blot or extract to remove substance. Rinse thoroughly with clear water. Apply an alkaline disinfectant type cleaner (below 10 pH) according to manufacturer's recommendations. Rinse thoroughly with clear water to remove residue. Blot or extract to remove remaining excess moisture.

MOST COMMON SPOTS AND THEIR CATEGORIES

Asphalt *	B	Copier Toner	VACUUM ONLY
Ball Point Pen	A	Cosmetics	B
Beer	A	Glue, Latex	B
Bleach	A	Grass	A
Blood	D	Grease *	B
Brass Stain	A	Ink, Copying	B
Betadine *	B	Ink, Permanent	B
Butter	B	Iodine *	B
Calcium Chloride (De-Icer)	A	Mildew	A
Candle	B	Oil *	B
Candy	A	Paint, Latex	A
Carbolic Acid (Disinfectant)	A	Paint, Oil *	B
Carbon, Black	B	Peanut Butter	A
Catsup	A	Perfume	A
Cement, Building	A	Salad Dressing	B
Cement, Contact	B	Shoe Polish	B
Chewing Gum	A	Soy Sauce	B
Children's Drink Mix	A	Tea *	C
Chocolate	A	Tomato Juice	A
Cigarette Burn	A	Tomato Paste	A
Clay	A	Urine	D
Coke	A	Vomit	D
Coffee *	C	Wine	A

* These difficult spots must be treated immediately to ensure removal of the spot.

NEED ASSISTANCE? Contact the Mohawk Group Technical Department at 800.833.6954 for any further information.

INTERIM CLEANING

CAUTION: Mohawk Group does not recommend the use of a spin bonnet, as it can damage the fibers in your carpet.

When selecting chemicals and equipment, a great place to start is the Carpet and Rug Institute's (CRI) Seal of Approval list. The chemicals and equipment listed at www.carpet-rug.org have been tested in an independent, certified laboratory and have met minimum standards for cleaning efficacy.

INTERIM CLEANING METHODS

Interim cleaning is a cost effective way to keep your carpet attractive and odor free between hot water/wet extractions. Mohawk recommends two different methods of interim cleaning. The absorbent compound cleaning method, and the low moisture encapsulation cleaning method. Both methods use various chemicals to dissolve and absorb water and oil based soils, holding them until they are removed by vacuuming (dry extraction).

ABSORBENT COMPOUND CLEANING METHOD

This cleaning method uses an absorbent compound moistened with water and other cleaning agents. The compound absorbs the soil and spots as they are hrushed into the carpet, and then removed by vacuuming.

ABSORBENT COMPOUND PROCESS

1. Vacuum thoroughly to remove as much dry soil as possible. (Pile lifter will help remove embedded soil)
2. Apply the absorbent cleaning compound to the carpet. This may include the use of as pre-spray, depending on the type and severity of soiling.
3. Agitate with a counter-rotating brush machine, working the absorbent compound throughout the carpet to suspend and absorb the soil.
4. Vacuum thoroughly to remove the soil and dirty compound.

LOW MOISTURE ENCAPSULATION CLEANING METHOD

Low moisture encapsulation uses special chemistry formulated to encapsulate the soil and dry it into a crystalline form, which is then removed by vacuuming.

LOW MOISTURE ENCAPSULATION PROCESS

1. Vacuum thoroughly to remove as much dry soil as possible. (Pile lifter will help remove embedded soil)
2. Apply the encapsulation pre-spray to the carpet.
3. Agitate the area with a counter-rotating brush machine.
4. Vacuum thoroughly once the carpet is dry.

INTERIM CLEANING TIPS

- Operate equipment with slow, deliberate passes in length and width for maximum effectiveness.
- Heavy traffic areas may require multiple passes back and forth to sufficiently extract embedded soil.

RECOMMENDED EQUIPMENT

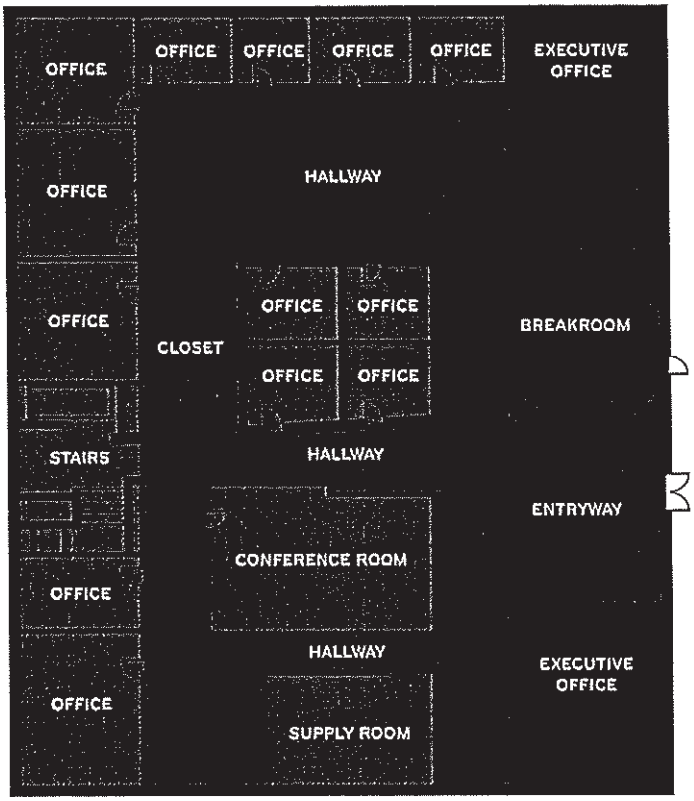
- For interim cleaning the Mohawk Group recognizes that there are many absorbent compound and low moisture cleaning brands available in the marketplace. We suggest that you analyze several brands for effectiveness and cost, to determine which best suits the needs of your facility.
- Closely follow all the manufacturer's nser instructions for the cleaning method you choose. Any cleaning method improperly carried out can lead to poorly maintained and damaged carpet.

INTERIM CLEANING FREQUENCIES

The table below is provided as a general reference for how often different types of traffic areas should be Interim cleaned dnring normal situations.

AREA TYPE	TRAFFIC CONDITION	INTERIM CLEANING FREQUENCY
Entry	Heavy	18 Times / Year
Ground Floor Halls	Heavy	18 Times / Year
Breakroom or Food Areas	Heavy	18 Times / Year
Above Ground Halls	Medium	9 Times / Year
General Office Areas	Medium	9 Times / Year
Classrooms/Guest Rooms	Medium	9 Times / Year
Hospital/School Corridors	Medium	9 Times / Year
Conference Rooms	Medium	9 Times / Year
Nursing Stations	Medium	9 Times / Year
Supply Rooms	Medium	9 Times / Year
Patient Rooms*	Medium	9 Times / Year
Executive Offices	Light	3 Times / Year
Boardrooms	Light	3 Times / Year

* Occupancy and traffic will determine frequency



CLEANING FREQUENCIES FOR A TYPICAL CORPORATE OFFICE

HEAVY COMMERCIAL TRAFFIC

The classification of heavy commercial traffic refers to public spaces such as main corridors, lobby and entrance areas, vending machine areas, airports, casinos, assisted living and retail facilities.

MEDIUM COMMERCIAL TRAFFIC

Medium commercial traffic areas are those that must withstand high foot traffic such as school corridors and classrooms, administrative and general office areas.

LIGHT COMMERCIAL TRAFFIC

Light commercial traffic areas include cubicles, executive offices and boardrooms. Traffic is minimal, thus reducing the soil in this area.

[redacted]

[redacted]

[redacted]

DEEP CLEANING

Deep Cleaning is restoring the carpet's appearance by extracting soil and substances that can damage your carpet. The Mohawk Group recommends hot water extraction as the most effective method to give restorative deep cleaning results. Soil is abrasive and will cause premature wear of the fibers if it is not properly removed and hot water extraction is the only method that can remove the soil and residue from deep down in the fibers.

HOT WATER EXTRACTION CLEANING METHOD

Hot Water extraction, performed with truck-mount, portable, or self-contained equipment, uses the high-pressnre force of water injected into the carpet followed by powerful vacunm suction to remove suspended soil. The process happens almost instantaneously and does not allow cleaning agents to have adequate dwell time. Therefore, the only cleaning agent you should use in the machine's tank is an acidic rinse agent to help return the pH to neutral, or a de-foamier to cut down on the accumulation of detergent foam in the machine. Instead, use your cleaning agent as a pre-spray, agitate, and then rinse with your extractor using plain water.

HOT WATER EXTRACTION PROCESS

1. Vacuum thoroughly to remove as much dry soil as possible
2. Pre-spray with cleaning agent
3. Agitate with a counter rotating brnsh or carpet rake to work the pre-spray throughout the carpet pile and suspend the soil
4. Rinse with plain water

NOTE: During extraction, it is essential to extract as much moisture as possible with dry passes (3 to 4 dry passes per each wet pass). Enhance the drying time by using air movers allowing three to four hours drying time after the last extraction before traffic is allowed on the carpet.

HOT WATER EXTRACTION TIPS

- Test the cleaning agent to be sure it dries without stickiness or residue; otherwise it can cause rapid re-soiling.
- Use only cleaning agents that have a pH factor below 10 and contain low levels of volatile organic compounds (VOCs).
- When preformed properly, carpet should be dry within 4-6 hours.
- We recommend the use of portable or trnck-mounted equipment or self-contained extractors. Extractors incorporating a brush between the water jet and vacuum are recommended.
- Remove as much moisture as possible with dry passes.
- Enhance drying time by using air movers and, if possible, do not permit traffic on the carpet until it is dry.

RECOMMENDED EQUIPMENT

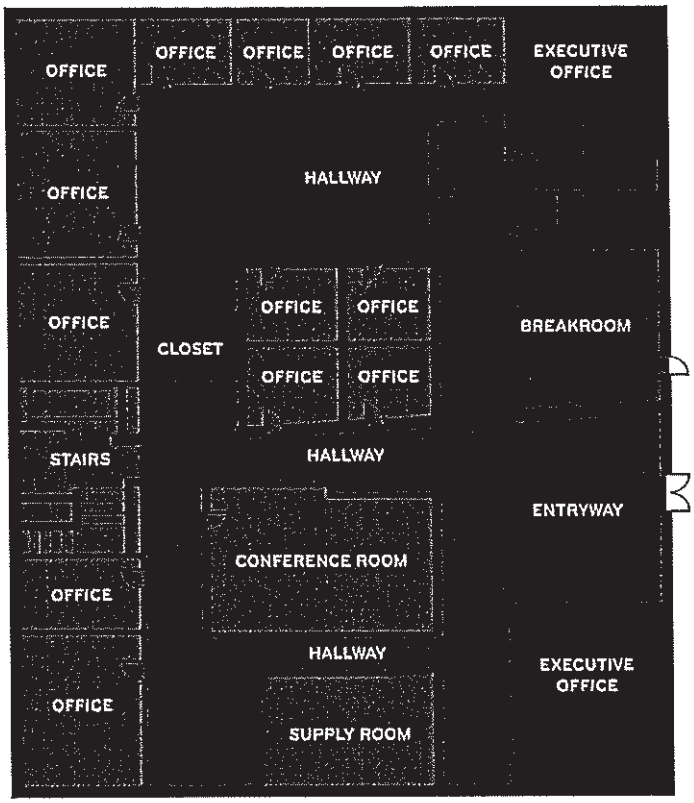
- Presprays are a vital part of a good hot water extraction.
- Dual cylinder brush scrubber is recommended to agitate and pile lift the yarn.
- All equipment and chemicals must be CRI approved.

DEEP CLEANING FREQUENCIES

The table below is provided as a general reference for how often different types of traffic areas should be Deep cleaned during normal situations.

AREA TYPE	TRAFFIC CONDITION	DEEP CLEANING FREQUENCY
Entry	Heavy	6 Times / Year
Ground Floor Halls	Heavy	6 Times / Year
Breakroom or Food Areas	Heavy	6 Times / Year
Above Ground Halls	Medium	3 Times / Year
General Office Areas	Medium	3 Times / Year
Classrooms/Guest Rooms	Medium	3 Times / Year
Hospital/School Corridors	Medium	3 Times / Year
Conference Rooms	Medium	3 Times / Year
Nursing Stations	Medium	3 Times / Year
Supply Rooms	Medium	3 Times / Year
Patient Rooms*	Medium	3 Times / Year
Executive Offices	Light	1 Times / Year
Boardrooms	Light	1 Times / Year

* Occupancy and traffic will determine frequency



CLEANING FREQUENCIES FOR A TYPICAL CORPORATE OFFICE

HEAVY COMMERCIAL TRAFFIC

The classification of heavy commercial traffic refers to public spaces such as main corridors, lobby and entrance areas, vending machine areas, airports, casinos, assisted living and retail facilities.

MEDIUM COMMERCIAL TRAFFIC

Medium commercial traffic areas are those that must withstand high foot traffic such as school corridors and classrooms, administrative and general office areas.

LIGHT COMMERCIAL TRAFFIC

Light commercial traffic areas include cubicles, executive offices and boardrooms. Traffic is minimal, thus reducing the soil in this area.

BEYOND VACUUMING AND ROUTINE SPOT CLEANING

In addition to preventive maintenance, proper vacuuming and spot cleaning, a planned program of both interim and deep cleaning is the best approach to maintain your carpet's appearance by extracting soil and substances that can damage your carpet.

When deciding on the right carpet for your business, it was necessary to consider many factors unique to your own needs. The same is true when considering the most appropriate cleaning method for your carpet. Just as there is no "one-size-fits-all" carpet, there is no "one-size-fits-all" maintenance program.

However, there are cleaning principles that apply across the spectrum, and apply to carpet the same way they apply to cleaning any other object. We refer to these principles as TACT...

➡ TIME ➡ AGITATION ➡ CHEMISTRY ➡ TEMPERATURE

TIME is for dwell time, allowing the cleaning agent to do its work in breaking the bond between the soil and fiber and either dissolving it, absorbing or encapsulating it. Just as we don't apply toothpaste to our teeth and immediately spit it out, we can't expect good results if we apply cleaning agents to the carpet and then immediately remove them.

AGITATION is for mechanical agitation, which serves to work the cleaning agent throughout the carpet pile and to help break the bond between the soil and the carpet fibers.

CHEMISTRY is any carpet-appropriate cleaning agent that is used to remove soil. Different types of soiling require different types of cleaning agents. We use chemistry in cleaning every day of our lives and should not be afraid to use it appropriately when cleaning carpet.

TEMPERATURE means using the appropriate temperature for the type of soiling. This mainly applies to wet extraction and does not always mean heat. Heat is a catalyst that speeds up chemical reactions and aids in the cleaning process by helping to lower surface tension and loosen most soiling bonds.

These principles apply regardless of the cleaning method you employ. Optimal cleaning results will be achieved when using all of these principles together. Should you find that one of the principles is not available to you such as lack of hot water, you will need to increase the use of the other principles, i.e., more agitation or dwell time to achieve equitable results.

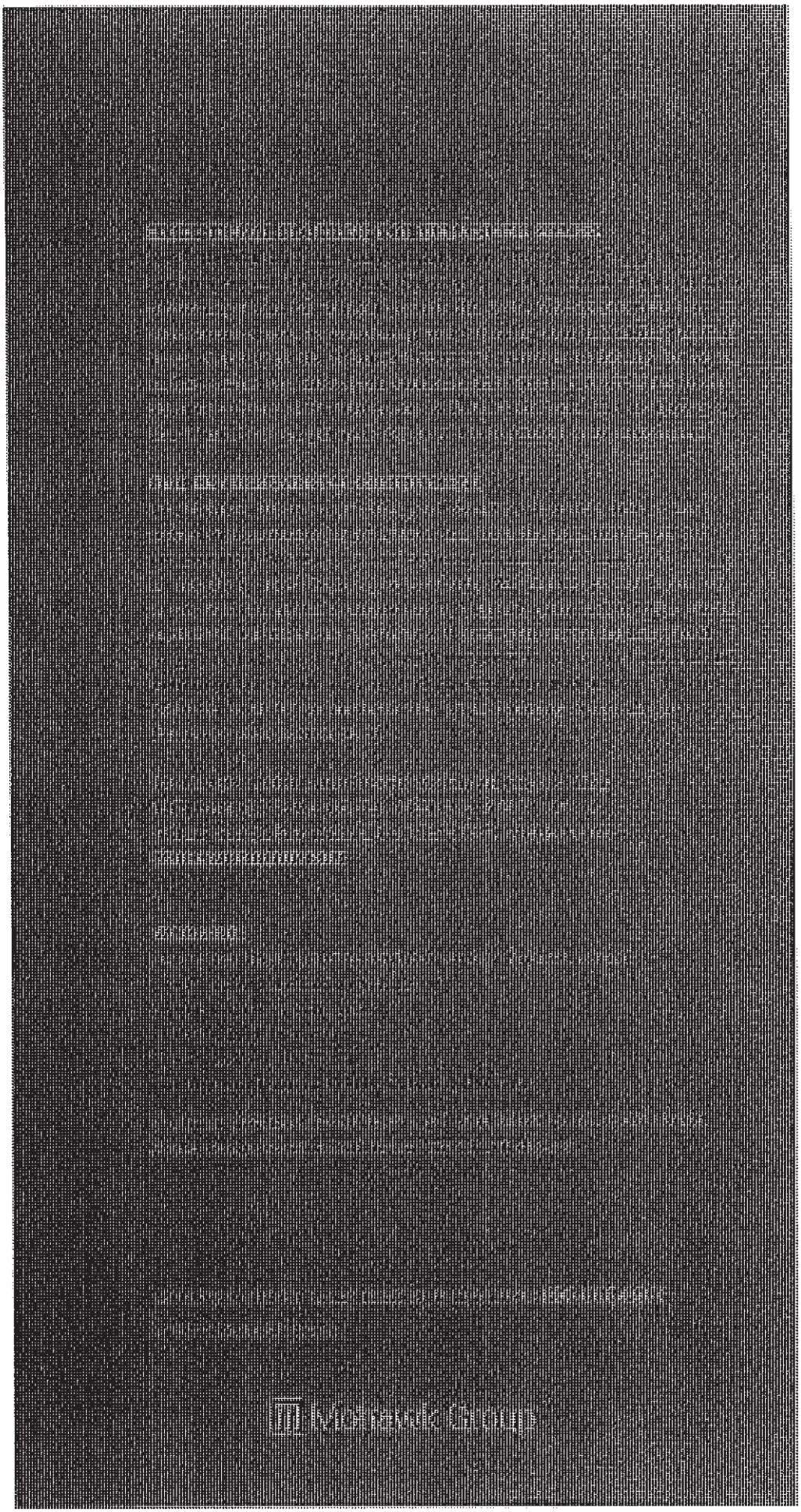
ANNUAL INTERIM & DEEP CLEANING FREQUENCIES

The table below is provided as a general reference for how often the three different types of traffic areas (Heavy, Medium & Light) should be cleaned during normal situations.

WEEK	CLEANING TYPE	WEEK	CLEANING TYPE
01	Interim	27	Interim
02	Interim	28	Interim
03	Interim	29	Interim
04	Interim	30	Interim
05		31	
06	Interim	32	Interim
07	Interim	33	Deep
08	Deep	34	Deep
09		35	
10	Interim	36	Interim
11	Interim	37	Interim
12	Interim	38	Interim
13		39	
14	Interim	40	Interim
15	Deep	41	Interim
16	Deep	42	Deep
17	Interim	43	Deep
18		44	
19	Interim	45	Interim
20	Interim	46	Interim
21	Interim	47	Interim
22		48	
23	Interim	49	Interim
24	Interim	50	Deep
25	Deep	51	Deep
26		52	

TRAFFIC CONDITION

Heavy Commercial Traffic
Medium Commercial Traffic
Light Commercial Traffic



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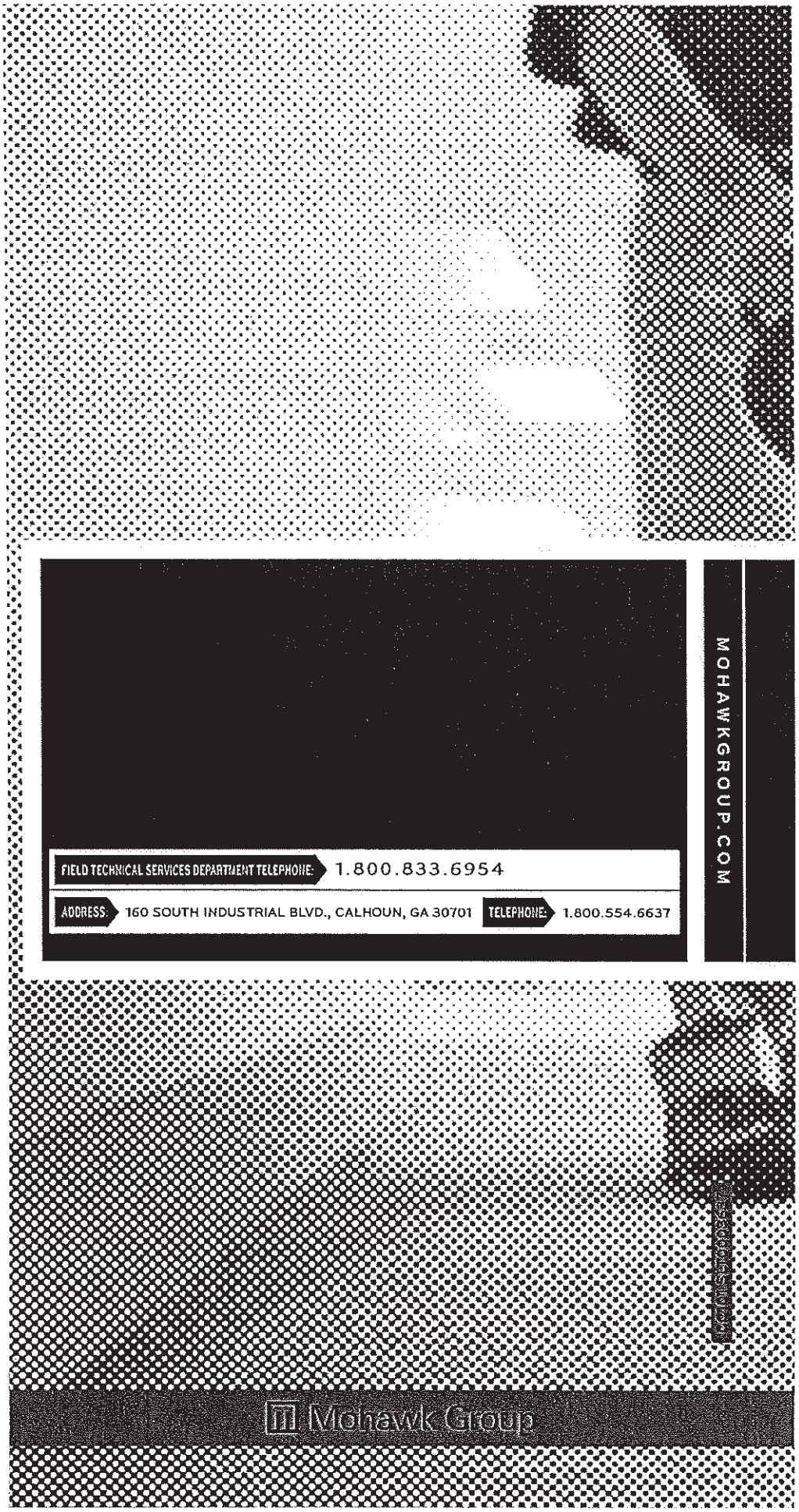
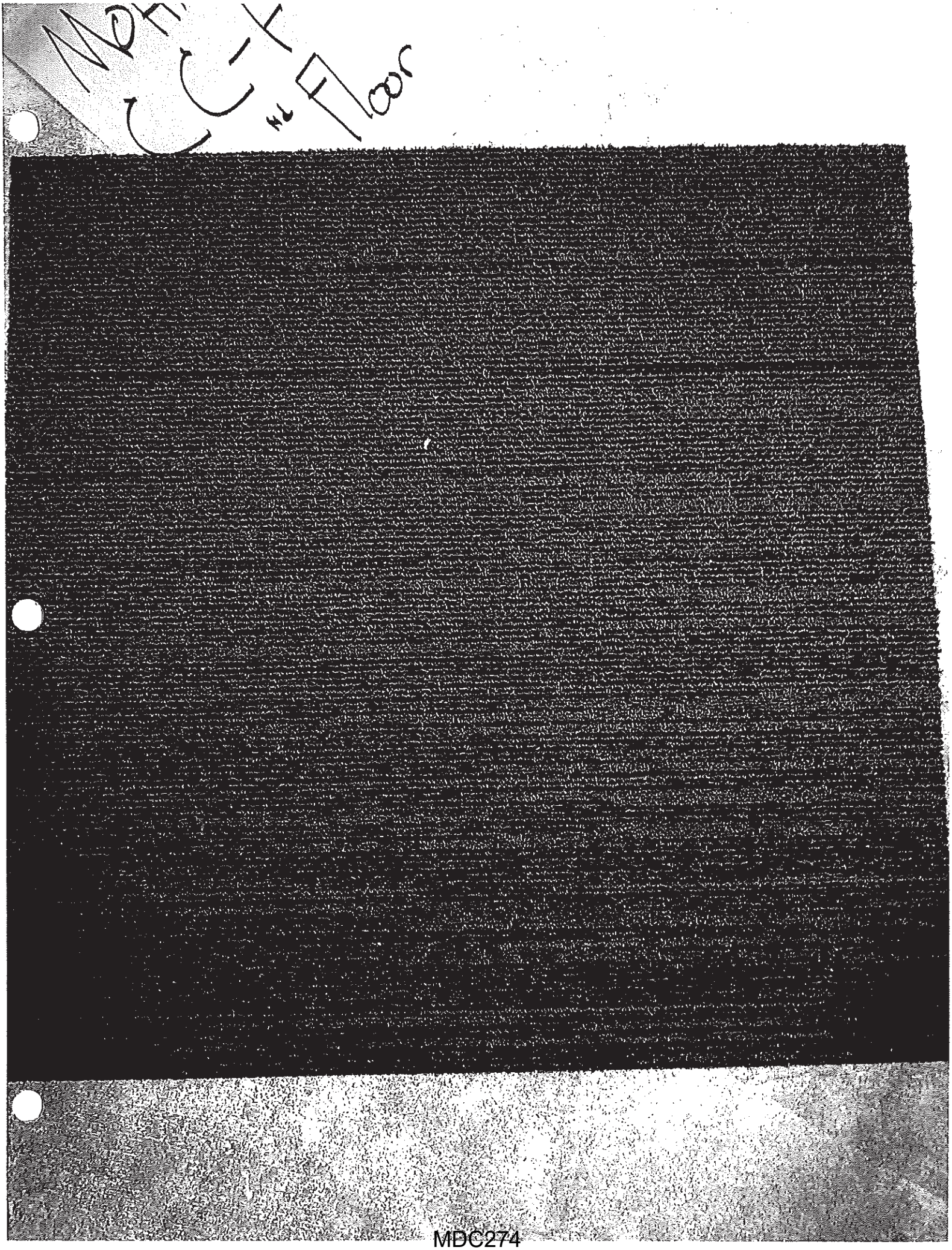
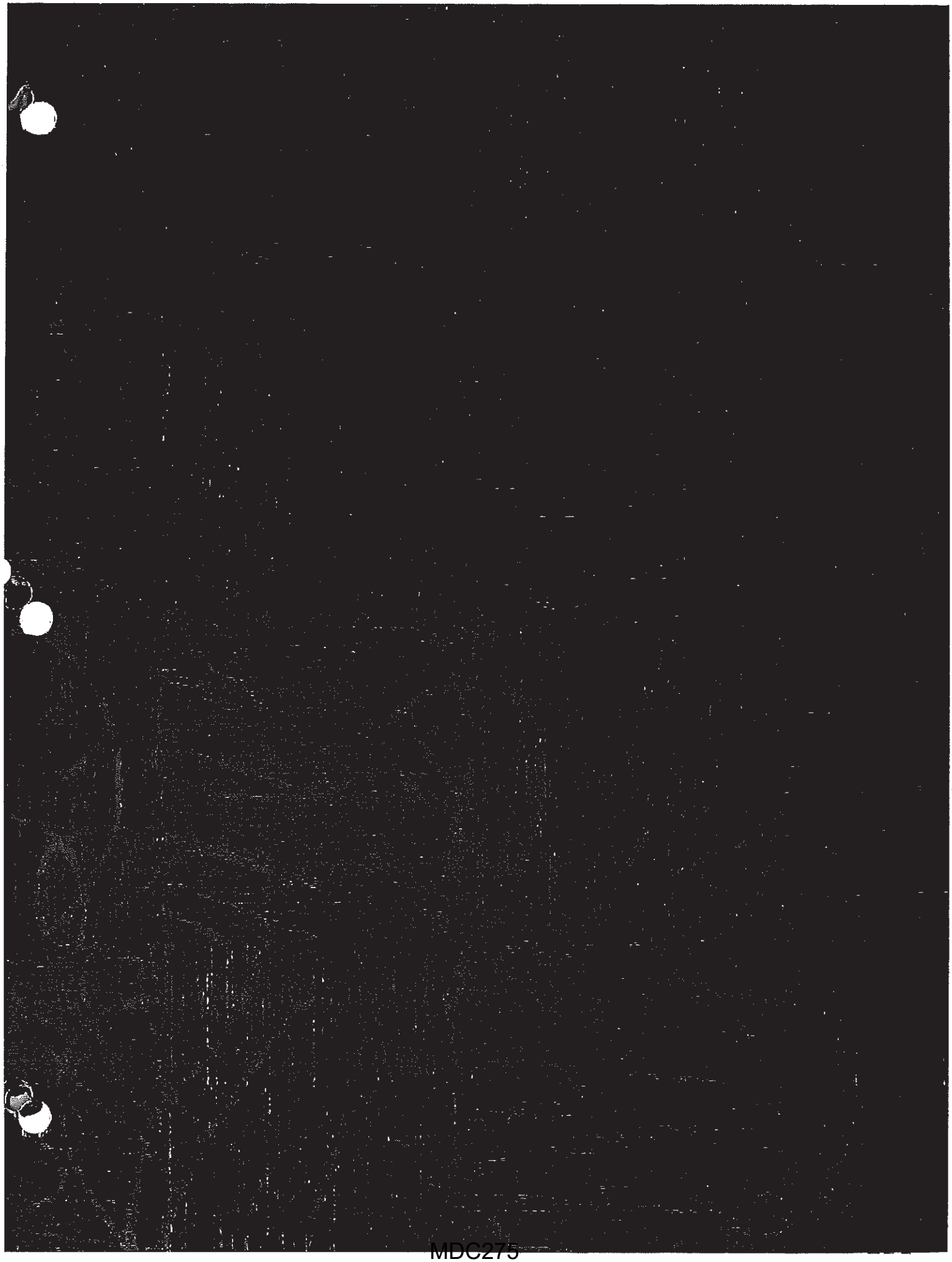
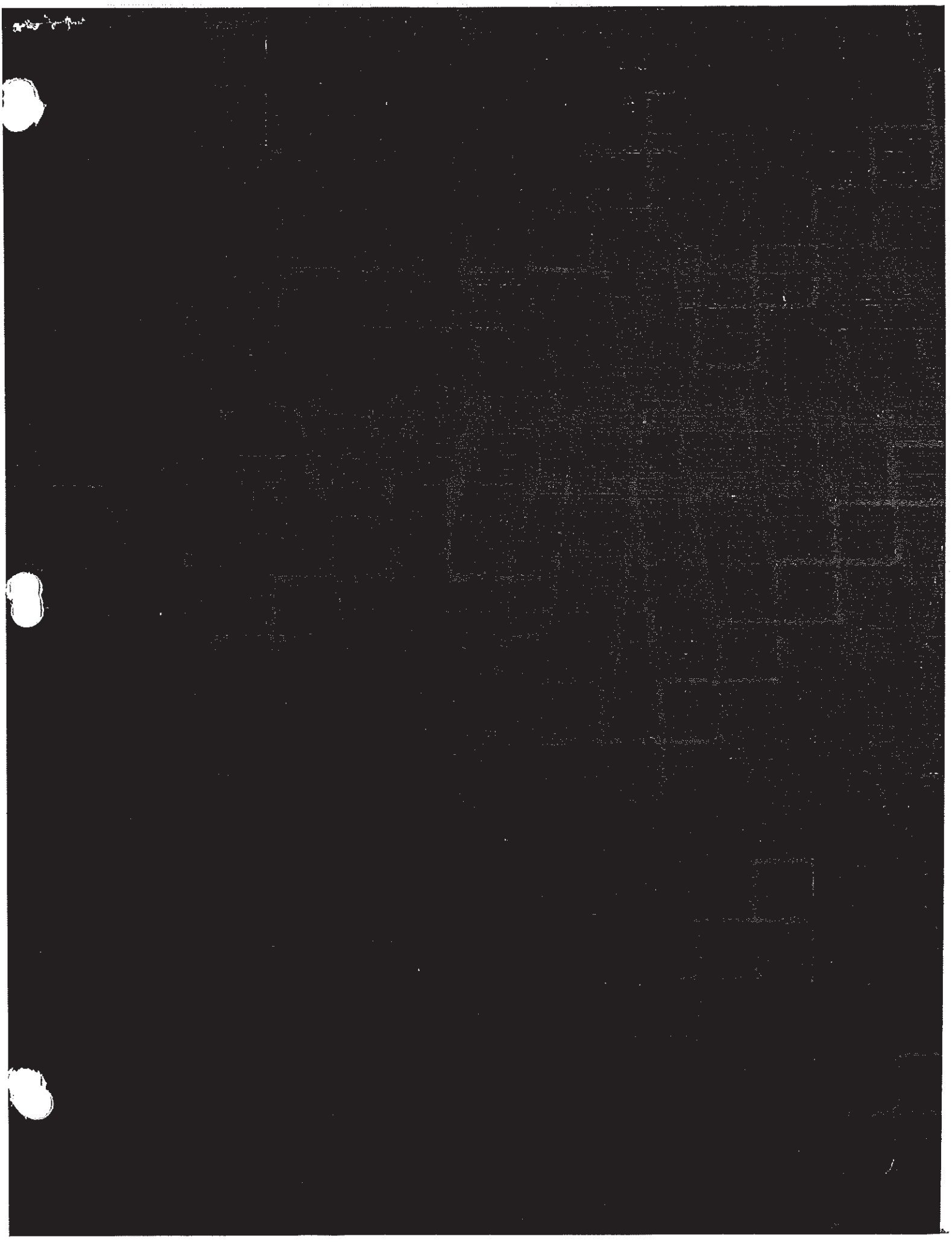

FIELD TECHNICAL SERVICES DEPARTMENT TELEPHONE: 1.800.833.6954
ADDRESS: 160 SOUTH INDUSTRIAL BLVD., CALHOUN, GA 30701
TELEPHONE: 1.800.554.6637
MOHAWKGROUP.COM
Mohawk Group

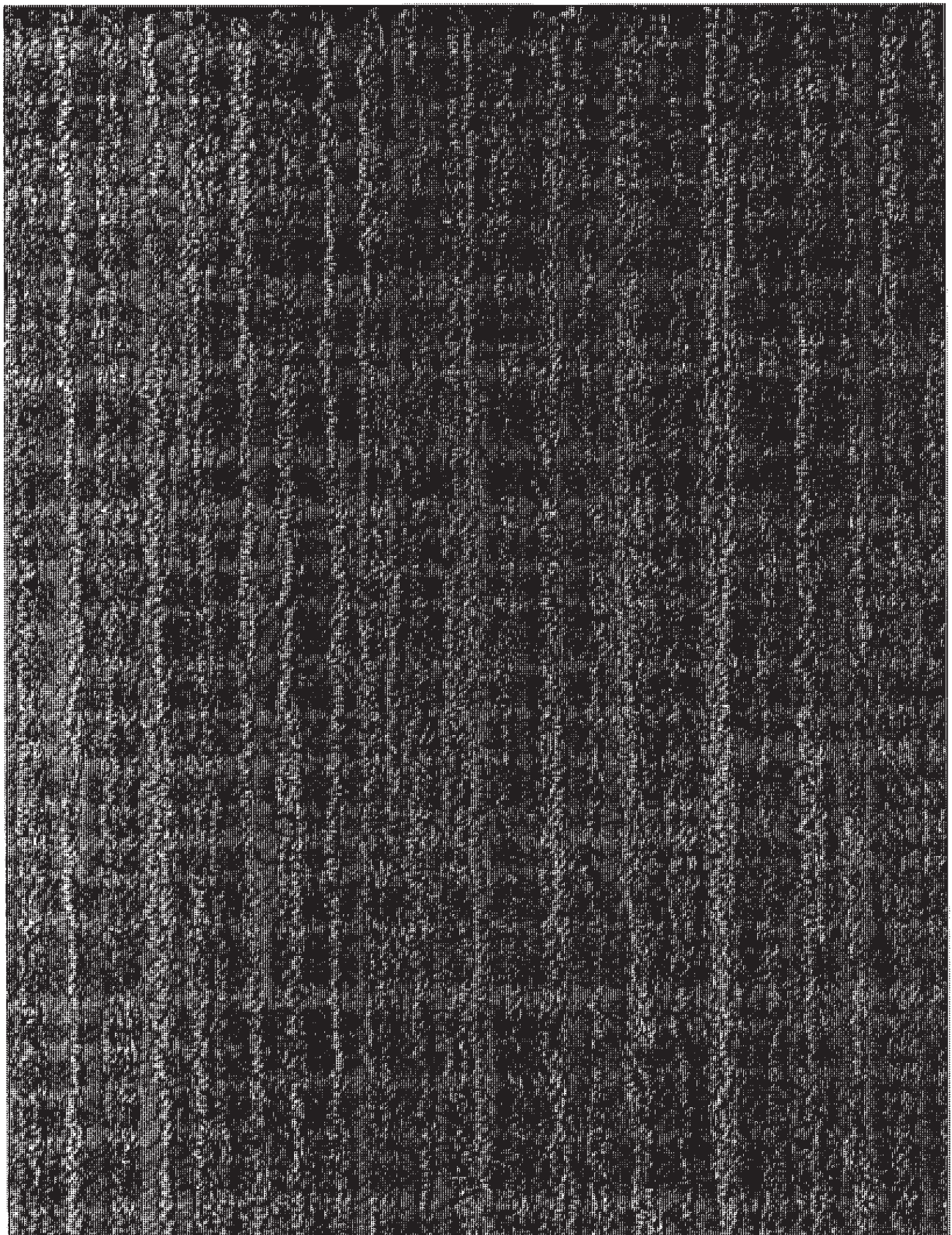

Floor





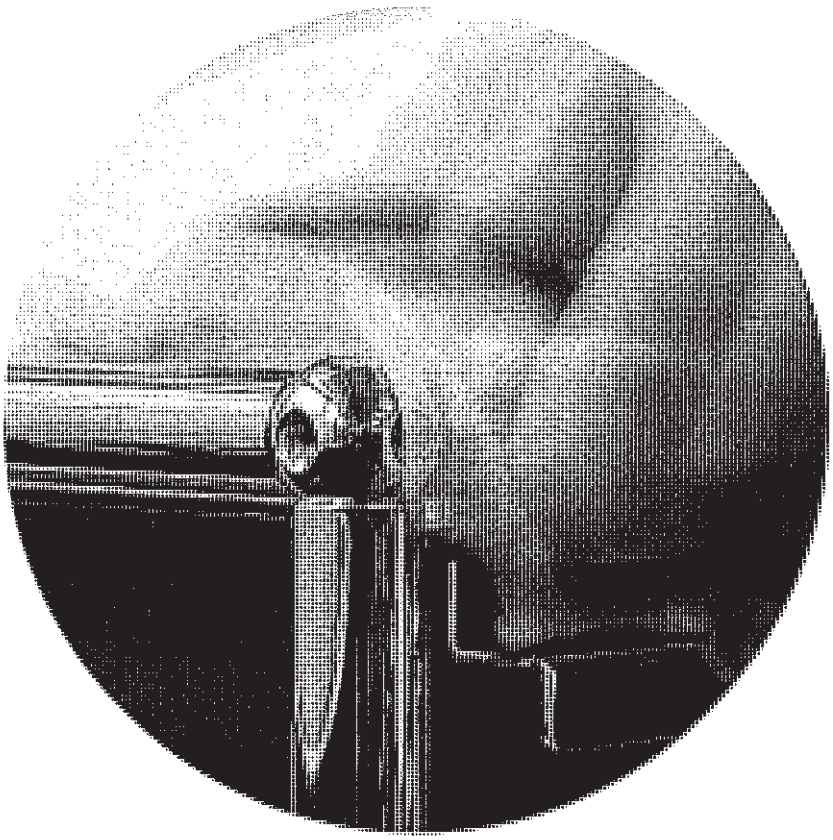
Protocol Lounge

Terminal F 2nd Floor



Concourse F

Arconas Gate Counters
(USM Modular Furniture)



MDC280

Recommendations for disinfecting USM Modular Furniture Haller and USM tabletops

In the cleaning and care instructions for USM Haller and USM tabletops, USM generally recommends dry or wet cleaning to prevent any damage to surfaces and help the products remain beautiful for years to come.

Since the outbreak of the coronavirus pandemic, disinfectants have also been increasingly used to clean various surfaces, especially in the workplace.

⚠ Only disinfect the surfaces using the disinfectants recommended in this document and always follow the correct cleaning sequence indicated below.

Disinfectants for USM Modular Furniture Haller

If wet cleaning with a diluted neutral cleaner is not sufficient for the area of use, the surfaces can also be cleaned with disinfectants. Please note the following points when selecting a disinfectant:

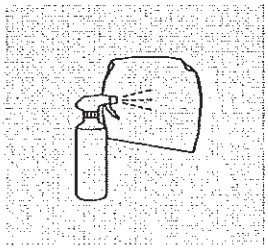
1. When disinfecting chrome or powder-coated surfaces, **only use alcohol-based disinfectants**.

2. Do not use disinfectants that contain oxidative agents, e.g. sodium hypochlorite or hydrogen peroxide. Other bleach-based cleaning products must also be avoided as the sodium hypochlorite contained in them attacks the surfaces.

Cleaning sequence for USM Haller

1. Spray the disinfectant onto the cleaning cloth*.

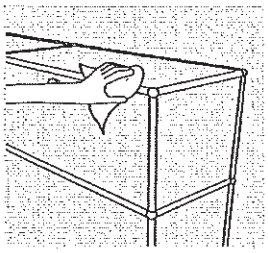
⚠ Do not spray the product directly onto the surfaces. If it is not fully wiped off and forms deposits in small gaps, the spray mist could cause damage.



USM U. Schärer Söhne AG, Thunstrasse 55, 3110 Münsingen, Switzerland
Telephone +41 31 720 72 72, info.ch@usm.com, www.usm.com

March 2021

2. Use the disinfectant-dampened cloth* to wipe the desired surfaces.



*We recommend using a USM fabric cloth

Disinfectants for USM tabletops

Most USM tabletops surfaces are highly resistant to acids, alkalis and solvents, which means they are also highly resistant to many generally available disinfectants.

⚠ In the case of tabletops, we recommend testing the selected cleaning agent or disinfectant on a discreet area prior to its general use.

⚠ It is important never to leave liquids on surfaces for long and never to use abrasive cleaning cloths.

Recommendations for disinfecting tabletops

Table finishes – laminate
Laminate has a high tolerance for common household cleaners and alcohol-based disinfectants (e.g. ethanol) provided they do not contain any abrasive materials, acids or highly alkaline substances.

Table finishes – Fenix
Fenix is highly resistant to chemicals (e.g. ethanol or acetone).

Table finishes – MDF, powder coated
Clean with diluted neutral cleaners (pH level < 9). Never use solvents such as high-proof alcohol, general-purpose thinner, brush cleaner, etc.

Table finishes – linoleum
Hand sanitisers and device disinfectants can leave stains due to their high solvent content. Surface disinfectants are available that are specifically suited to linoleum (e.g. https://www.ecoplan-hygiene.ch/de/GEBÄUDE-REINIGUNG/BUZIL/Desinfektion/G592). However, these should be tested beforehand on a sample or an inconspicuous area.

Table finishes – wood veneer, lacquered
The lacquer on our tabletops can withstand ethanol for 2 minutes, petrol for 2 minutes and acetone for 10 seconds.

Table finishes – wood veneer, oiled
Hand sanitisers and device disinfectants can leave stains due to their high solvent content.

Table finishes – glass (applies equally to clear glass, back-lacquered glass and satinised glass)
Extremely resistant to all common household cleaners and disinfectants.

Shaw Carpet
& LVT
Concourse G

shaw contract® | **shaw** hospitality®

Maintenance Guidelines (LVT)

RESILIENT MAINTENANCE CHECKLIST

Proper care of your resilient floor will help maintain the appearance and performance of your resilient floor by following recommended preventative, routine and wet cleaning guidelines.

Maintenance instructions for Shaw Hard Surface Resilient and US Floor Resilient

POST CONSTRUCTION CLEANING

- Dry mop floor using a micro fiber mop pad or appropriate floor vacuum to remove dust particulate from the floor.
- Spray neutral pH cleaner, such as Shaw Hard Surface Cleaner or Diversey Stride, onto the floor in manageable area (spray mist will dry quickly). Use a micro fiber wet mop pad to mop the floor with cleaner. If pad becomes dirty, be sure to replace the pad with a new micro fiber wet mop pad.Work floor in sections.
- Always rinse the floor with water only by mopping water to remove any remaining residue from the floor.

In the event where dry wall dust/construction dust is mopped with water only, a residue film will appear on the floor after drying. Use the process below to remove the film from the floor.

Process to remove construction residue or cloudy film from resilient flooring

1. **Dry mop floor to remove any construction dust or exterior soil tracked onto the flooring. Use micro fiber dry mop pad. If micro fiber dry mop pad gets dirty, replace pad with a clean pad.**
2. **Spray neutral pH cleaner, such as Shaw Hard Surface Cleaner or Diversey's Stride, onto the floor in manageable area (spray mist will dry quickly). Work floor in sections. For smooth surface, use a low rpm (175 rpm) buffer with a 3M red pad on flooring with neutral pH cleaner applied to the floor to remove the residue film. (Never Dry Buff). For embossed or textured flooring, use a cylindrical brush scrubber with red brushes and a neutral pH cleaner applied to the floor to remove the residue film.**
3. **Using a wet micro fiber mop pad, rinse with water only to remove any remaining residue from the flooring. When wet mop pad becomes dirty, be sure to replace the pad with a new micro fiber wet mop pad.**
4. **Repeat steps #2 and #3, if necessary.**

When the resilient flooring is cleaned properly, the floor will have the same visual as right out of the box!

PREVENTATIVE MAINTENANCE

1. Care for newly installed floors.

- Avoid heavy traffic for 24 hours.
- Proper furniture protection is required to prevent scratching and scuffing of LVT flooring. It is recommended to use industrial strength felt protection. These can be purchased from the following websites: www.1877floorguy.com, www.expandedtechnologies.com, www.flexifelt.com.
- Moving heavy objects requires protective barriers to distribute the weight such as plywood (¼" or thicker) or heavy cardboard to prevent damage to the wear layer.
- Remove adhesive residue with a clean white cloth dampened with odorless mineral spirits or isopropyl alcohol.
- Only low moisture or damp mopping is recommended initially, if needed.
- Wait 4 days before normal wet cleaning and/or auto scrubbing the floor.
- Avoid direct sunlight on LVT flooring as it can cause fading and expansion of vinyl planks. Use window protection
- Surface temperature should not reach 140 degrees from sunlight or bed bug treatment as it would cause expansion of vinyl planks.

For reference purposes only if printed or downloaded.

2. Identify and address all sources of soiling.

- Maintain a clean exterior (parking lots and walk ways) where dirt enters the building.
- Proper mats should have non-staining backing, use PVC backed matting. Use mats at entranceways, transition areas and special areas such as food service areas/restrooms to confine soil, oil, grease and high moisture areas.
- Entrance mats keep soil and moisture outside. Two matting categories are:
  - Soil Removal – used at exterior entrances to remove soil from shoes
  - Absorbent mats – used inside to minimize moisture
- Mats should cover at least 6 footsteps to capture soil transferring from shoes. Additional matting may be necessary during inclement weather. Include mats in the maintenance program and keep them clean.

ROUTINE MAINTENANCE

1. Remove dry soil.

- Sweep, vacuum or dust-mop frequently to remove soil particles that can abrade the wear layer.
- Dust mop treatments are not recommended since these products can transfer and attract soil.
- Do not use vacuums with rotating beater bars on hard surfaces.

2. Promptly address spots and spills.

- All spills should be addressed as quickly as possible to avoid staining and slip/fall hazards.
- Absorb wet spills and if necessary use a neutral pH vinyl cleaner* and rinse with water.
- Isopropyl alcohol or mineral spirits can be used for oil/grease (petroleum-based) and/or scuff marks.

3. Remove scuffs.

- Cleaning with an auto scrubber or spray buffing with a spray/buff solutions* using a low (175 rpm) machine and red pad will remove scuff marks. Agitation is the key to remove these marks.
- A tennis ball placed on the end of a stick, such as a broom handle, can be used as a tool to remove scuff marks. This allows you to remove scuffs from a standing position on smaller areas.

WET CLEANING

- Always pre-vacuum or dry dust mop before wet cleaning.
- Use neutral pH vinyl cleaner* and follow the manufacturer's instructions for dilution and use.
- Common systems are: 1) Micro fiber wet mop or mop and two-bucket system, and 2) Automatic scrubbing with a red 3M pad/equivalent brushes.
- Rinse the floor with clean water. Repeat the rinse process if necessary to remove all haze
- Do not use brown or black pads/brushes. These pads are too aggressive and can damage the floor.
- Products containing bleach and steam mops are not recommended.

The above guidelines are recommended to maintain LVT, LVP and sheet resilient products. Application of finish is optional in certain applications. Always follow the finish manufacturer's instructions for mixing and method of application. It is also recommended that if finish is applied, additional cleaning products be from the same manufacturer due to compatibility issues. Specialty floors such as sports floors with cushion back, ESD/static-control and floating floors will have exceptions to the maintenance guidelines. Contact the Information Center or Technical Support at 877.502.7429.

*There are many available cleaning and maintenance products for hard surfaces, especially resilient floors. These products should be evaluated since each location can have different requirements due to the type of soil, performance expectations and available maintenance equipment. Applying finishes will change the original product and the finish becomes the wear layer. The following are suggested products to assist the maintenance program:

- Neutral Cleaners: Diversey STRIDE® or PROMINENCE®, Shaw Hard Surface Cleaner, Hilway Direct Neutral Cleaner
- Spray and Buff: Diversey SNAPBACK®
- Matte Finish: Diversey Carefree Matte® Hilway Direct Plus Matte

For reference purposes only if printed or downloaded.

- Gloss Finish: Diversey Carefree® Hilway Direct Plus Gloss
- Technical phone numbers:
  - Diversey: 1.800.558.2332
  - Shield Industries for Shaw Cleaner: 1.877.209.7309
  - www.1877floorguy.com 1.877.356-6748

SUGGESTED FREQUENCY CHART FOR RESILIENT FLOOR CARE

Traffic Level	Vacuum or Dust Mop	Spot Removal	Wet Mop or Auto-Scrub
Light • Private offices • Cubicles	2+ times per week	As needed	Wet Mop Weekly Scrub Quarterly
Moderate • Shared offices • Secondary hallways • Conference rooms • Classrooms	1 time per day	As needed	Wet Mop Daily Scrub Monthly
Heavy • Common entrances • Elevators • Main hallways • Break rooms • Work rooms • Mail rooms • Patient rooms • Waiting areas	1+ times per day	As needed	Wet Mop Daily Scrub Weekly

This chart represents a general guideline; identify and schedule your facility for specific conditions and frequencies.

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How to Protect Your Floor

Preventing Scratching, Scuffing, Gouge & Mar Issues

Luxury Vinyl Tile is a plastic and will scratch if proper preventative maintenance is not used. Many furniture protectors have plastic chair glides or protectors, this type of protection will scratch LVT flooring. A good rule of thumb, use soft protection on hard flooring. Shaw Contract recommends using heavy duty felt protectors for furniture. Do not use felt protection that can be purchased retail as these protectors will easily fall off. There are three recommended websites where proper felt protectors can be ordered:

www.1877floorguy.com, www.expandedtechnologies.com, www.allglides.com

Three Keys to Protecting Your Floor

To protect your floor from common surface issues remember the three key factors of protecting hard surfaces: Furniture Rests, Walk-Off Mats and Cleaning & Maintenance.

1. Proper furniture rests and protection

- The contact area should be large enough to distribute the load evenly, without damaging the floor.
- The contact area should be smooth, flat to provide full contact, and free of small protrusions, irregularities, roughness, depressions, mold lines, embedded dirt, grit, etc.
- All edges should be slightly rounded to prevent damage if briefly turned on edge.
- Furniture protection should be made of heavy duty felt. Resources for retro-fitting existing furniture can be found at www.1877floorguy.com or www.expanded technologies.com or www.allglides.com.
- Furniture protection should be manufactured from non-staining materials.
- Furniture protection should be properly maintained. Worn, damaged, or missing furniture rests should be replaced.
- Furniture, appliances, equipment, and other objects should be properly leveled so that all rests are fully and firmly on the floor at all times.

2. Walk-off mats at all main entries with proper maintenance.
Proper mats should have non-staining backing with PVC backed matting.
A two-mat system works best.

- Soil Removal – used at exterior entrances to remove soil from shoes
- Absorbent mats – used inside to minimize moisture

3. Overall proper flooring maintenance performed on a regular basis. This will help remove debris from the floor to prevent scratching and abrading the surface. Using the proper pH neutral cleaner will prevent a sticky or dulling residue that can be left behind when using higher pH cleaners.

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How to Protect Your Floor

A Guide to Cleaning, Repairing and Replacing

Understanding how to protect your floor will ensure longevity in the life of your product but it is also important to understand when a floor simply needs to be cleaned, repaired or replaced.

Terms to Know

Scratch
To score or mark the surface with a sharp object. This can be cleaned or repaired depending on the severity.

Abrasion Scratching
Wearing, grinding, or rubbing away by friction. This can be cleaned or repaired depending on the severity.

Light Scratch
Visible damage to the surface that is fixable when utilizing repair or cleaning techniques. This can be cleaned or repaired depending on the severity.

Deep Scratch
Penetration of the surface that damages the product beyond the ability to clean or repair the material. This might need to be replaced depending on the severity.

Gouge
A groove or cavity in the flooring surface accompanied by material removal and penetration below the immediate flooring surface. This should be replaced.

Scuff
Transfer of material onto the surface of the flooring from shoes or other objects. This can be cleaned.

Mar
Visual change to the surface of the product that is not a scratch or scuff and is not removable through cleaning efforts. This might need to be replaced depending on the severity.

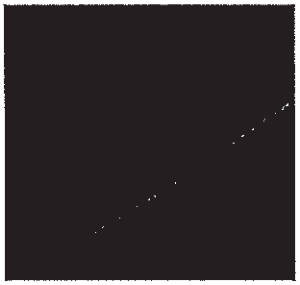
Stain
Chemical or reagent that visual discolors the surface of the product that is not easily cleaned. This might need to be replaced depending on the severity.

Surface Dulling
Defined as a change in gloss. This can be cleaned or repaired depending on the severity.

Color Change
Discoloration of the product. This might need to be replaced depending on the severity.

Light Scratch, Repaired

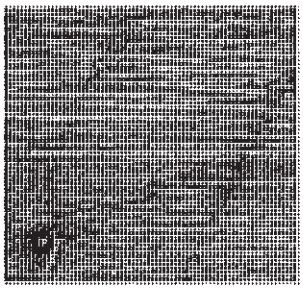
Before



After

Scuff, Cleaned

Before



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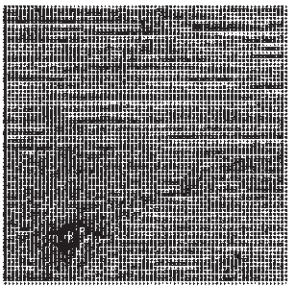
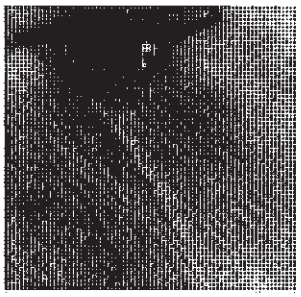
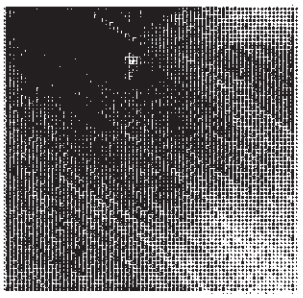


Mar, Repaired

Before



After



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Cove - 09277
Plaster - 27111

Cove - 09277
Caster - 27518

Cove - 09277
Gesso - 27520

Cove - 09277
Cornerstone - 27585

Inlet - 09266
Raw - 26549

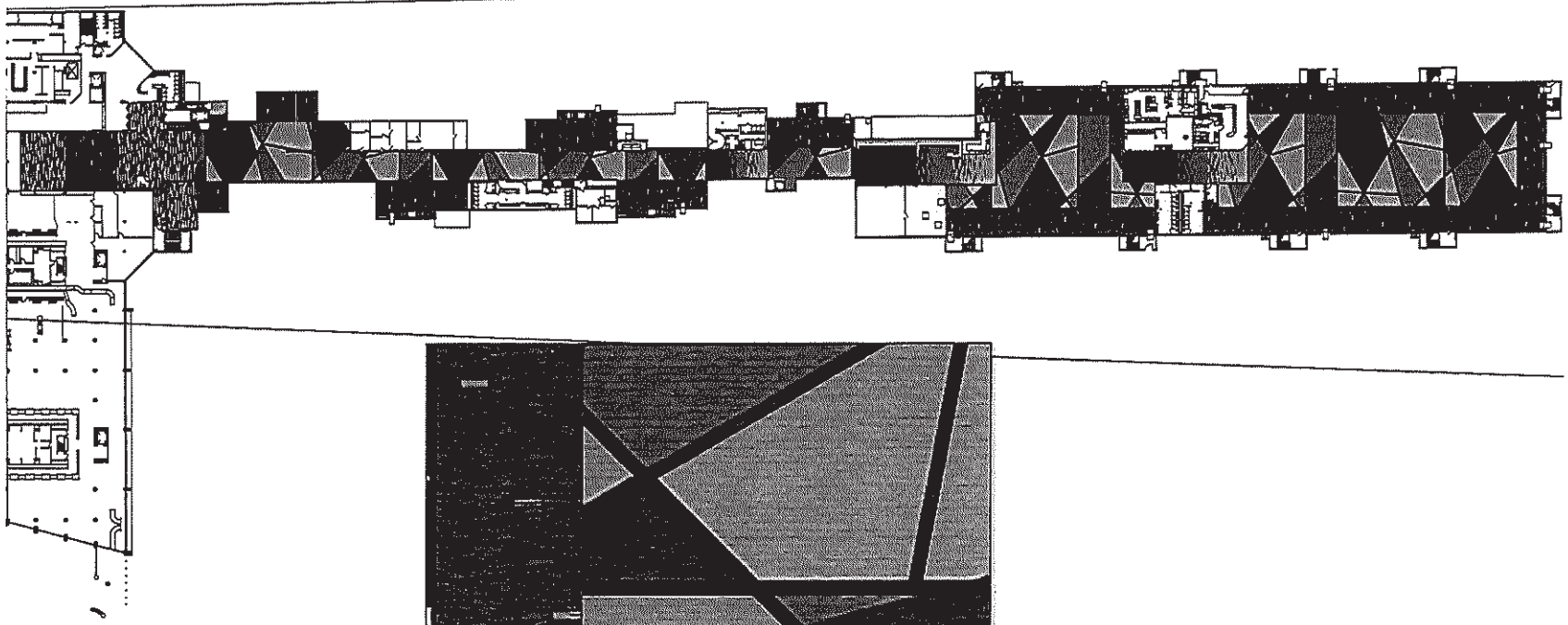
Uncover - ST150
Concrete - 50481

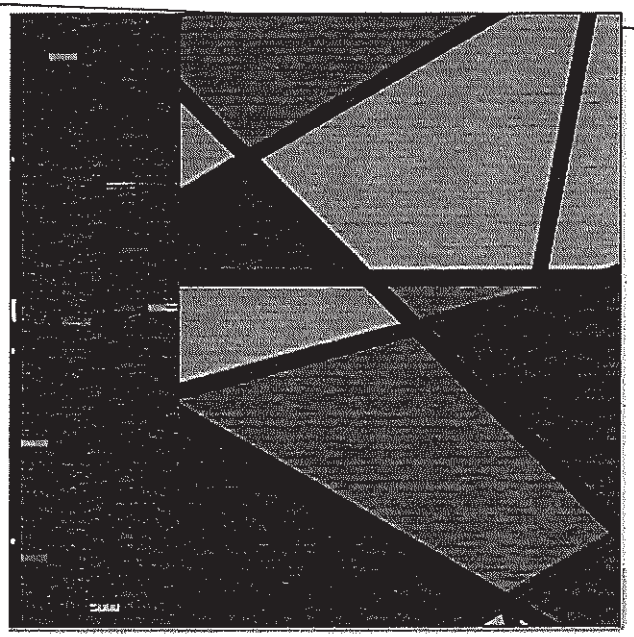
Inlet - 09266
Thatch - 26720

Uncover - ST150
Pewter - 50515

Uncover - ST150
Alum - 50760

MDC289





The layout and scale rendered in this floor plan may not be an exact representation of the actual flooring. Please review product samples for accurate color and repeat scale. The rendering provided is only for design purposes and should not be used for ordering, estimating or exact layout details. An estimate must be completed by a professional for accurate ordering and layout information

Project: Terminal G (5v3)
Date: July 11, 2019
Account Manager: Aileen Garciga 305.849.2917
Rendered By: CP

shaw contract

Concourse G

MDC291

G14

Concourse H
Milliken Carpet

Milliken

CARPET MAINTENANCE GENERAL INFORMATION (FOR IN-HOUSE MAINTENANCE)

INTRODUCTION:

Purpose of this specification is to provide an alternate maintenance recommendation to end users/customers in countries or territories where we do not have a MilliCare Franchisee or MilliCare products available. You should follow this specification if you do not have MilliCare franchise in your market.

Carpet is a long-term investment and requires a maintenance program to protect and prolong its appearance. Programmed maintenance is also the key to extending the life expectancy of carpet. Every building must have clean, healthy carpet every day of the year. This can be accomplished by the selection of the maintenance system that best meets the facility's needs. The next step is to program the system to provide great looking carpet every day and at the same time protect the carpet investment by extending the beauty and life of the carpet surfaces.

The best place to start with carpet maintenance to reduce time and costs is to keep as much soil as possible out of the building. Placement of walk-off mats outside at heavily used entrances will collect soil from the shoes before it's tracked inside. These mats are especially helpful during rainy weather. It's a good idea to have outside matting, foyer matting, and inside matting. The mats should be of a construction that will effectively clean and hold soil from shoe soles before it is tracked into the interior carpet surfaces.

Consideration should also be given to the carpeting of elevators, even if the entrance lobby is not carpeted. It is certainly wiser to have soil wiped off in the elevator rather than having it tracked over the carpet elsewhere.

Watch for areas inside the building that could become trouble spots. Areas in front of vending and soft drink machines should be checked for spills more frequently. Areas in front of doors leading from concrete surfaces should be vacuumed more frequently to remove concrete dust that will be tracked in. Care should be taken when mopping or refinishing hard surface floors that butt up to carpet in order not to contaminate the carpet edge. Walk-off mats should be considered for use in these potential trouble spots.

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The MilliCare Program and Procedures have been proven effective, but certain markets do not have the providers or products available. The following are recommendations when Millicare is not available or in-house cleaning is desired. Each property needs to evaluate their own needs and make adjustments to the recommended frequencies to insure the proper maintenance of their carpets.

DAILY ACTIVITIES

Vacuuming:

Proper vacuuming is one of the most important parts of a total preventive maintenance program. Ineffective equipment or procedures will accelerate the appearance loss of the carpet by allowing dirt and grit to penetrate the pile surface. The accumulation of this soil, especially the smaller respirable particulates, can lead to Indoor Air Quality problems. The janitorial or housekeeping staff is typically assigned the task of scheduled vacuuming. Vacuuming frequencies should be determined by four factors:

1. Type of carpet installed and appearance expectations.
2. Type and quality of vacuum used.
3. Expected traffic for each area of the facility.
4. Soiling environment of each area of the facility.

The amount of vacuuming performed should be in direct proportion to the amount and location of traffic. Areas near entryways, lobbies, elevators, and ground floors are considered heavy soiling areas and require more frequent vacuuming. By spending more time on heavily trafficked areas with a vacuum program, less soil is tracked farther into the building. Vacuum heavily trafficked areas with regularity, even if soil is not visible.

The upright vacuum machine with brush action is effective for soil removal. The action of the brush agitates the pile surface of the carpet and brushes soil from the fibers. The vacuum motor and suction then remove the soil from the carpet.

Vacuum bags should be emptied frequently and never allowed to become more than one quarter full. As bags fill up, vacuum efficiency decreases. When vacuuming heavy traffic areas, bags should be checked and emptied often. Top fill vacuums are more efficient than other types.

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Typical vacuuming frequencies are as follows:

- High Traffic:
  - Every full workday. All entrances, exits, lobbies, food service areas, main corridors, elevators, funnel and pivot points. The vacuum should make a minimum of three passes in all high traffic areas.

- Medium Traffic:
  - Every other workday. All secondary corridors, conference rooms, private offices.

- Low Traffic:
  - Once a week. Minimal use corridors, rarely used conference rooms and training rooms.

Daily vacuuming of high traffic areas should be performed with a two-motor top fill upright with nylon bristle brushes. The following vacuums are suggested.

1. Windsor Versamatic (see attached example)
2. Advance Carpet Twin
3. Kirby G-4 Upright
4. Hoover Conquest

PILE BRUSHING

Pile brushing is a recommended supplement to routine vacuuming in high traffic areas, under chairs and in pivot point areas. The pile brush lifts the carpet fibers to an upright position, while removing embedded soils, and extending carpet life. Frequency of pile brushing should be weekly in high traffic areas, monthly in medium traffic areas and quarterly in low traffic areas. For best results, pile Brushing should be performed with a Certified Pile Brush, manufactured by Nilodor, Inc.

The following procedures should be followed when operating the pile lifter:

1. Determine the direction of the pile lay.
2. Move the brush to the starting position. The pile brush must be pulled against the pile direction to be most effective.
3. Pull the brush backward, placing as much weight on the brush as possible without lifting the rear wheels.
4. Repeat until the entire area has been completed.

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SPOT CLEANING

Spots and stains are one of the biggest detriments to high appearance levels. To maintain a consistent appearance level between periodic maintenance, it's critical that spots and stains be removed on a daily basis. In most cases, daily spotting is the responsibility of the janitorial or housekeeping staff. All chemicals used in this daily spotting program should:

1. Be proven low emitters of volatile organic compounds in the indoor environment.
2. Have current Safety Data Sheets (S.D.S.'s) available.
3. Be proven to leave minimal amounts of residue on the fiber of the carpet.
4. Be compatible with the chemicals used in the system for the overall planned preventive maintenance program.

Spills and spots should be attended to as soon as possible. The longer contaminants remain on the carpet fibers, the harder and more difficult the spots or stains are to remove. Spot cleaning is an important phase of the overall maintenance program, and when correctly performed, will provide an even, overall appearance to the carpet. Place emphasis on removing the spot during the process. Keep the carpet as dry as possible. If loosened too quickly with too much liquid, the foreign matter can run down man-made hydrophobic fibers deeper into the pile.

Spot removal is a precise science. Many spots, if addressed immediately and correctly, are easily removed. Soft drinks, coffee, gum, and mud fall into this category. More difficult spots to remove would be nail polish, shoe polish, auto greases, and urine. Spots that only a professional cleaner should attempt, either due to the hazardous nature of the required chemicals needed to remove the spot or the permanent damage that improper techniques might produce in the carpet are rust, paints, flooding, medicines, ink, furniture stains, and dyes.

Patience is a must. Do not over wet the spot because you may run the contaminant deeper into the face yarn and into the carpet back. Most heavy liquid spills will work their way back to the carpet pile surface because the carpet back can act as a reservoir for the spill. Sometimes a spot will return even after we think it has been removed. This is due to some of the contaminant being left in the carpet back and wicking back to the surface. Sometimes the spotting material may leave a sticky residue that collects soil and causes the spot to return. The return of a spot following removal is no reflection on the carpet. Re-treating these types of spills will eventually eliminate their return.

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PRETEST EVERY CLEANING AGENT

1. Test the spotting products to be used on a scrap piece of the same carpet first. If no carpet scrap is available, test in an inconspicuous area. Allow test area to completely dry; then check for any color change before proceeding. If there is a color change, do not continue. Pretest additional products until a safe spotting agent is found or call a professional cleaning technician.

2. Remove any dry spill with the use of a spotting brush and bone spatula to scrape up the dry residue. (This process is very efficient for mustard and ketchup.) Then dry vacuum the area.

3. Blot up wet spills immediately with a white absorbent cotton cloth, a layer of white towels, or an absorbent dry-cleaning compound.

WET SPOTTING

1. The general rule is that unless you know the origin of the stain and have determined that a wet spotter is required, you should always start with a nonflammable dry-cleaning solvent (available through a janitorial supply company.) Work from the outer edge of the spot toward the center to avoid enlarging the spot. Never pour any dry-cleaning solvent – or any other liquid cleaner – directly onto the carpet as this causes penetration into the carpet back that can produce buckling and deterioration of the backing system. Rather, pour a small amount of solvent on the cloth and then gently apply to the spot. Blot the area with a dry white cotton cloth (or paper towels). Work the spot by alternately moistening and blotting. When there is no longer any transfer of the spot substance to the cloth, allow the area to dry thoroughly.

2. When stain has been removed, completely rinse the area with tap water on a towel to remove spotting agents and any residue. In some carpet colors, a slight "white halo" may remain. Immediately vacuum with wet/dry vacuum. Blot with a stack of white paper towels until the moisture is absorbed.

GUM REMOVAL:

An Aerosol Gum Remover should be used for removal of chewing gum. Spray the chewing gum until it freezes. The gum can then be easily removed by breaking it into pieces with a blunt instrument. Vacuum the frozen pieces immediately before they re-soften. Use care to not pull carpet tufts from primary backing or cause excessive "fuzzing".

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PERIODIC MAINTENANCE

We recommend CFR PRO 400 Cleaning Recycling System. Pro Station 400 is especially designed for superior carpet restoration as well as general maintenance. The system also tackles upholstery, modular office panels, and fabric-covered walls. The Pro Station 400 is one of the highest performance system available for the residential, commercial and industrial contractor. It is recommended that plain, hot, tap water be used in the unit. CFR's patented High Energy Application and Recovery System is based on 3 unique principles:

- High Energy Micro-Application atomizes high velocity solution to power-wash each individual fiber.
- Instantaneous Solution Recovery integrates solution application and retrieval into a single uninterrupted process. Since the solution is never "turned over" to gravity, it's almost impossible to over wet fabrics.
- Continuous Flow Recycling virtually eliminates dumping and refilling in the middle of a job, because the patented CFR filtration system cleans the recovered solution and recycles it up to 7 times without loss of cleaning effectiveness.

WET EXTRACTION

1. Clear the area of chairs and small furnishings.
2. Spot clean entire area using appropriate spotting techniques.
3. Pile lift the entire area with recommended equipment.
4. Extract the area with warm water only (not exceeding 135 degrees F). Continue extraction until clear water is being recovered from the carpet. Caution: do not over wet the carpet.
5. Allow time for the area to completely dry. Use air blowers if needed.
6. Additional pile lifting may be necessary in areas that still show signs of crushing.

Note:
This complete cleaning process may need to be accomplished on multiple or consecutive days due to the time required for the carpet to completely dry. The maximum dry time is typically 2 – 4 hours. Otherwise the carpet is being over wetted or poorly extracted.

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Regular Maintenance, Deep Cleaning and the Use of Disinfectants on Milliken Carpet Products

You've entrusted Milliken as your flooring supplier, and we're here to support you not only as you get your facilities back up and running, but also in how you maintain your physical locations long-term. We've created the following recommendations pertaining to regular maintenance, deep cleaning, and the use of disinfectants on Milliken Floor Covering products within your facilities.

For concerns related to COVID-19 please visit the Centers for Disease Control and Prevention (CDC) webpage regarding 'Cleaning and Disinfection for Community Facilities.' This webpage also provides CDC recommendations on the cleaning and disinfection of rooms or areas occupied by those with suspected or with confirmed COVID-19 and provides specific information related to soft (porous) surfaces such as our carpet products.

According to the CDC guidelines, soft (porous) surfaces should be cleaned before using disinfecting products. Please reference our Carpet maintenance instructions for recommendations on regular maintenance and deep cleaning guidelines. Once cleaned, the CDC recommends using EPA-approved disinfectants for your space.

Milliken has evaluated these EPA-approved disinfectants for cost, availability, impact to indoor air quality, and effect to flooring materials from repeated long term exposure. Based on our evaluation, we recommend using, EPA-approved Hydrogen Peroxide and organic acid based cleaners (e.g. Citric acid, Lactic acid) for broad based application on our flooring. EPA-approved disinfectants with peroxide and organic acids as the primary active ingredients tend to have the lowest impact on indoor air quality, a critical concern when applying disinfectants over a wide surface area such as flooring. In addition, these active ingredients tend to leave less residue and are less likely to impact carpet performance with repeated applications over time.

Regardless of which active ingredient is chosen, it's important to consider a few primary concerns as facilities consider the need for regular application of disinfectants:

- **Frequency:** One-time application of EPA-approved broad use disinfectants are generally well tolerated. The main concern is the impact to flooring where repeated and frequent application takes place. To minimize the impact of higher frequency application, regular extraction is needed to remove residual chemicals from the floor.
- **Residual chemicals:** Most disinfectants require removal after being applied in order to remove residual active and other added ingredients that may build up over time. For soft surface this will typically involve an extraction process (powder based or hot water extraction) at a regular interval. This interval will vary depending on the frequency of application and the disinfecting agent used.
- **Chemical concentrations and dilution:** When required, special care should be taken to properly dilute the disinfectant per the disinfectant manufacturer's user manual and equipment manufacturer user manual depending on how the disinfectant will be applied.
- **Pre-test every cleaning and disinfecting agent:** As with any cleaning product, test the cleaning or disinfecting agent to be used on a scrap piece of the same carpet first. If no carpet scrap is available, test in an inconspicuous area. Allow test area to completely dry; then check for any physical change before proceeding. If there is a physical change, do not continue. Pretest additional products until a safe product is found or call a professional cleaning technician.

Please contact the Milliken Technical Services team for more information regarding specific cleaning procedures and application of disinfectants on Milliken Floor Covering products (1-800-528-8453, option 2).

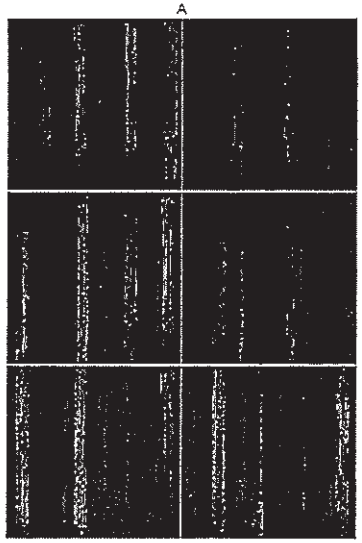
THUMBNAIL NOTES

DISCLAIMER:
THESE IMAGES ARE NOT WARRANTED TO REPRESENT THE EXACT PATTERN SCALE OR THE EXACT COLOR OF THE SPECIFIED PRODUCT

Bill of Material

Label	Product ID	Thumbnail	Type	# Tiles / Planks	Square Yards	Glue Sq Yds	Repeat/Tile Size	Base Name	Backing	Sidemark	Comment
A	00823884		TileRandom	1410	1686.35	1614	39.4" x 39.4"	Roadrunner - 1m	Underscore		
B	00825317		TileRandom	4305	5148.74	4923	39.4" x 39.4"	Roadrunner - 1m	Underscore	CUT TILES USED	
C	00829945		TileRandom	2440	2918.22	2787	39.4" x 39.4"	Roadrunner - 1m	Underscore	CUT TILES USED	

A



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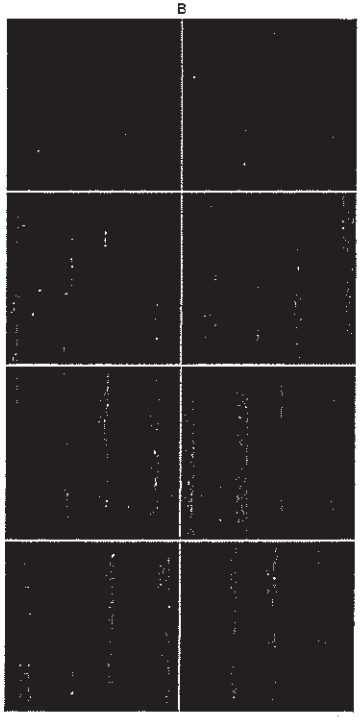

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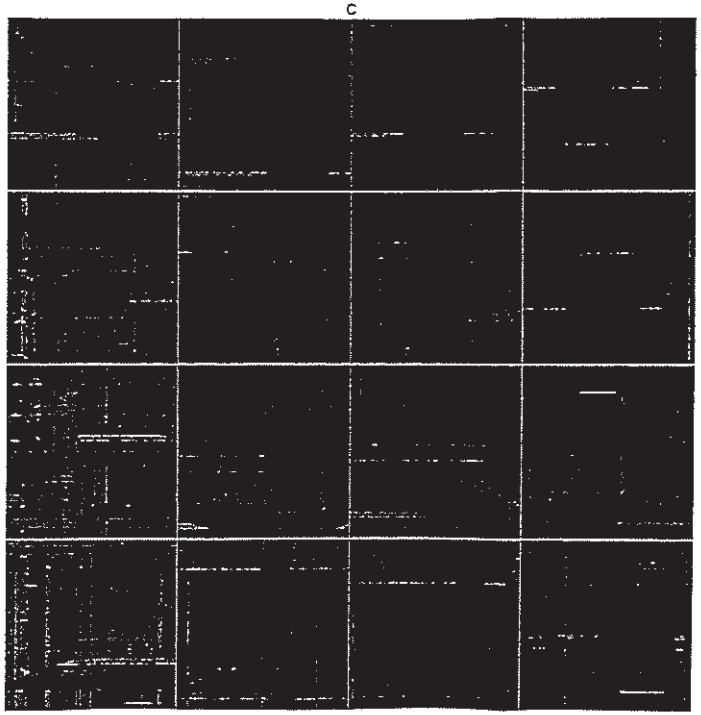


MDC301

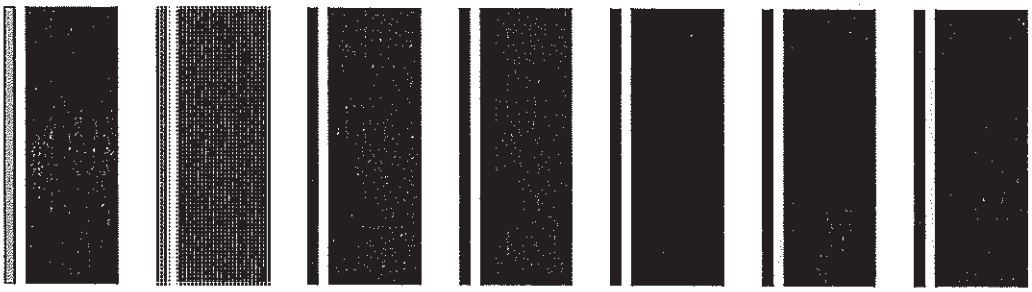
MIA Concourse H

Milliken

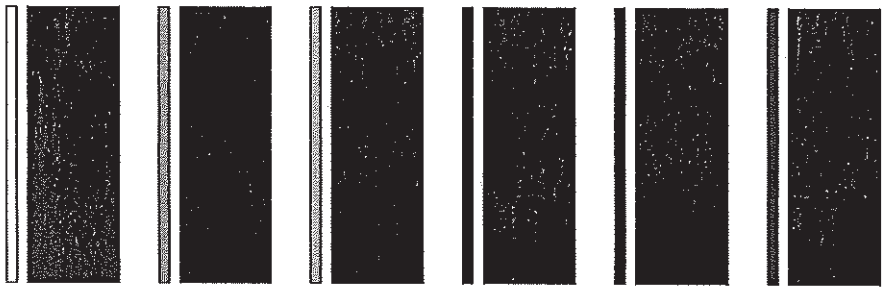
Concourse J
Mohawk Carpet

FOR MOHAWK CARPET CLEANING INSTRUCTIONS

REFER TO CONCOURSE F SECTION



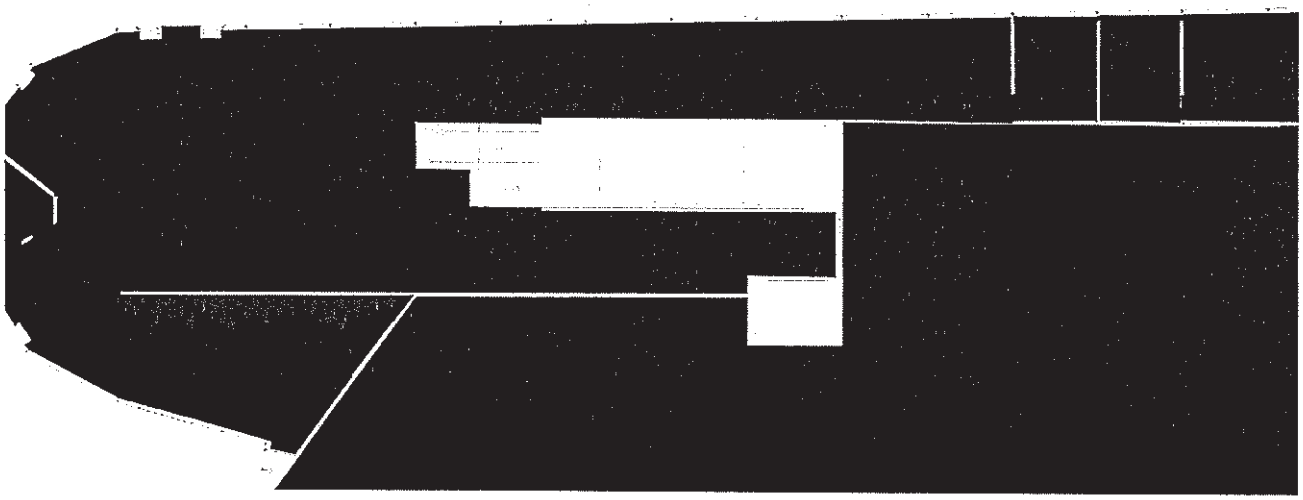
Urban Field_989 Urban Fringe_941 Urban Fringe_945 Urban Fringe_956 Urban Fringe_963 Urban Fringe_975 Urban Fringe_989



Urban Passage_941 Urban Passage_945 Urban Passage_945 Urban Passage_963 Urban Passage_975 Urban Passage_989

PRODUCT SWATCHES

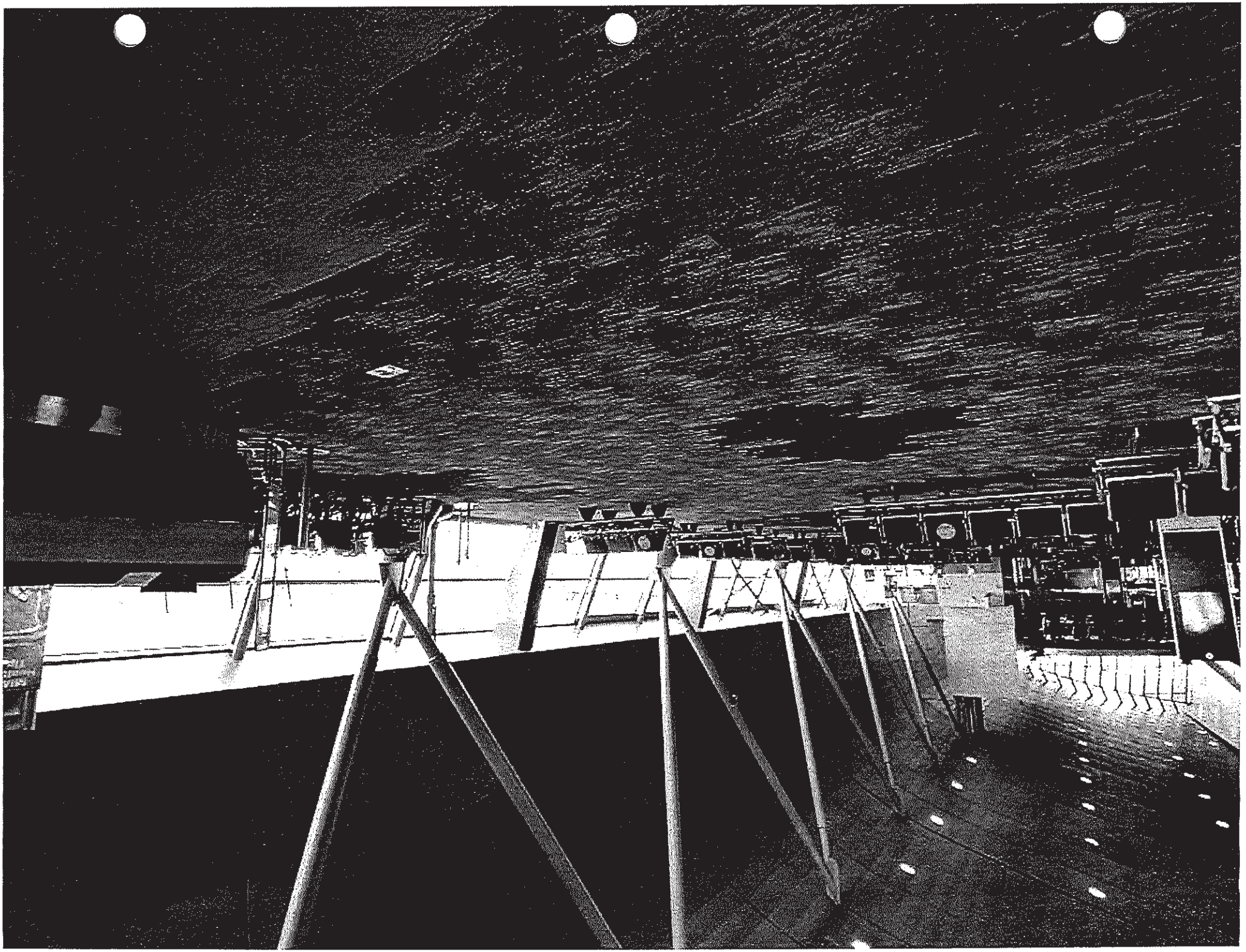
Patterns and colors shown are for visual representation only and are not ready for production purposes. Quantities shown are not to replace estimations.	**Project Name:** Miami Airport **Job#:** 135974/40162	**Date:** 07/22/19 - ST **Version:** V3 **Page:** 05



Close Up

Patterns and colors shown are for visual representation only and are not ready for production purposes. Quantities shown are not to replace estimations.	**Project Name:** Miami Airport **Job#:** 135974/40162	**Date:** 07/22/19 - ST **Version:** V3 **Page:** 02

MDC306



MDC307

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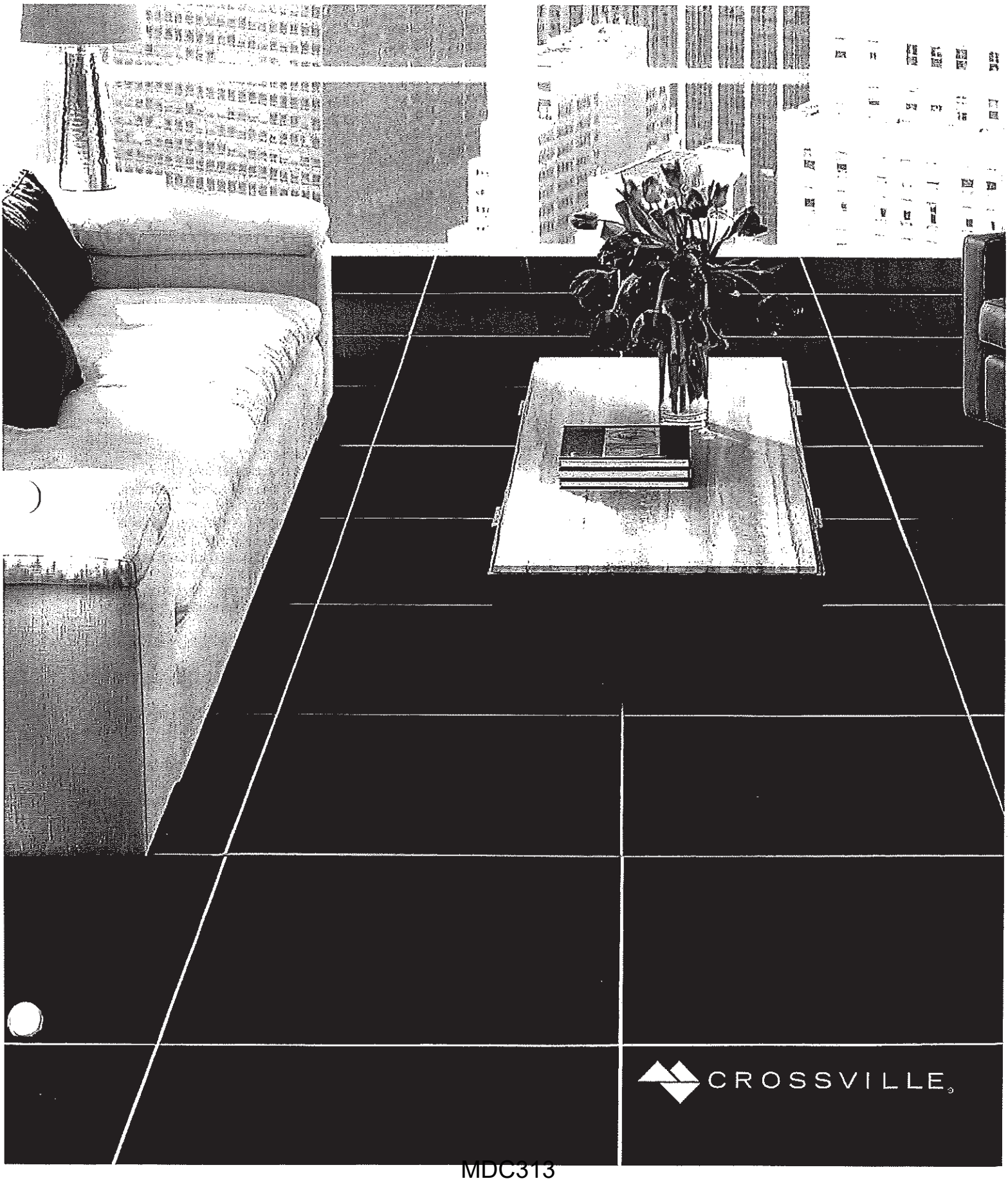
MDC311

NEW RESTROOMS
PORCEAIN TILE

RESTROOM TILE

Care & Maintenance Guide

Porcelain Stone®



CROSSVILLE®

MDC313

Cleaning & Maintenance For Porcelain Stone® Tile Products

Crossville Quality

Our Porcelain Stone® tile is produced utilizing the most advanced equipment under very extensive and exacting process controls. Quality begins with the finest raw materials available in the United States. The ball clays, feldspar and kaolin combined with our innovative research and development program assures every Crossville user of the finest porcelain tile available.

Crossville is focused on maintaining its commitment to quality so our products meet and exceed your expectations. As with every interior surfacing material, our products require nominal care in order to maintain a satisfactory appearance and acceptable sanitation. These guidelines have been prepared so your particular Crossville installation will look beautiful for years.

Initial Cleaning And Maintenance

The single-most important step for future daily maintenance involves the complete removal of grout and construction dirt after Crossville products have been installed. Grout manufacturers print instructions for proper mixing, curing, and cleaning of grout on each container. These directions must be followed. In most cases, Crossville Porcelain Stone can be cleaned successfully by scrubbing the installation with hot water and a neutral detergent, followed by a thorough rinsing, then removing the rinse water with a wet vacuum or dry toweling. If grout residue still remains, further cleaning of the tile should be accomplished in consultation with the grout manufacturer and Crossville.

Some grout manufacturers distribute proprietary products which they recommend for the removal of their particular grout from the surface of tile. These products can be diluted for removal of light deposits of grouting materials with the possibility of using stronger concentrations when more aggressive cleaning is required.

Equipment recommended for more aggressive cleaning are floor scrubbers or floor buffing machines equipped with a nylon pad or brush. A wet vacuum should be used to pick up suspended grout residue and construction dirt completely.

Acid washing is rarely recommended, and is not usually necessary to successfully clean a new installation if the cleaning is done in a timely fashion. Caution should be exercised when using acid, or acid-based cleaners as they can adversely affect the grout.

If a customer insists on use of an acid for cleaning the installation, he or she should be cautioned to use sulfamic acid or phosphoric acid mixed in a solution according to manufacturers' instructions. It is important that before the acid solution is placed on the floor, the grout joints be thoroughly saturated with water first. Grouts which contain latex can actually bond more strongly to the tile surfaces if cleaned with acid. Latex or polymer modified grouts should be cleaned with a solution recommended by the grout manufacturer. Contractors or installers should also wait until the grout joint has fully cured, usually 7 to 10 days before using acidic cleaners.

Once the initial cleaning has been thoroughly completed, our daily maintenance procedures can be followed for continuous and long-lasting beauty.

Crossville recommends a two-bucket mopping approach as exemplified by the WaveBrake® mopping system offered by Rubbermaid®. For specific details call (800) 347-9800 or go to www.rubbermaidcommercial.com/wavebrake

Special Grouting Situations

Over the last 2 to 3 years significant changes have occurred to the grout products available in the marketplace.

- polymer enriched grouts
- epoxy grouts
- epoxy emulsion grouts
- polyurethane based grouts
- micro particle technology finely grained sand and glass spheres

Due to these and other factors some rethinking on the traditional non-recommendation of sealer/impregnator applications has become necessary. This reappraisal has prompted a specific examination of today's new generation of grouts that are integral to all tile installations. Current grouting materials combine very small particle size with adhesion based polymers and resins that provide:

- very effective joint/void filling
- very strong bonding agents

The resulting grout film if allowed to remain on the tile surface can be very difficult to remove!

- These films come at the end of the installation
- Very often this film collects and holds the full variety of construction dirt and debris.
- The "New" tile floor can have a dull appearance.
- Light colored tile, will appear dirty from the start.
- This condition will only get worse, until such films are removed, or better yet, kept from becoming established in the first place.

Before grouting, regardless of the grout color chosen, Crossville strongly recommends that a test patch be done by the contractor to determine if the grout or grout pigment will contaminate the surface of the tile.

If the test patch shows a tendency for staining or difficulty of removal when following the grout manufacturer's instructions (particularly if the tile is light in color and the grout material is in contrast to the color of the tile or composed of urethanes, epoxies or epoxy emulsions) the application of a penetrating sealer/grout release (Ex: Miracle Sealants 511 Impregnator 800-350-1901 or AquaMix Ultra-Solv 877-278-2311) is recommended.

- Some combinations of polished porcelain tile (micro pores) and these highly formulated/hybrid grouts should be small scale tested and may require more than one coating of protective sealer before proceeding to the entire floor!
- Install the sealer/grout release prior to the grouting process as outlined in the manufacturer's written product usage instructions. Some key points:
  - Allow adequate cure period typically 1 to 4 hours.
  - All excess sealer (do not allow to pond) must be removed at the time of application by wiping or buffing with a clean dry cloth. This is very important for impervious porcelain surfaces.
  - After the grout achieves its set, clean the floor with a solution similar to Aqua Mix Heavy Duty Tile and Grout Cleaner or Miracle Porcelain and Ceramic Tile Cleaner or a product recommended by the grout release manufacturer.

Due to the surface texture of CROSS-SLATE®, CROSS-TREAD®, and other highly textured Crossville Porcelain tile, it is advisable to use a grout release, if only to improve the cleanability of the grout from the surface of the tile.

Properly applied, these methods will provide a clean tile installation free of grout residue while providing significant time savings to the clean-up and maintenance process on polished and unpolished porcelain tile surfaces.

Of course, these are general recommendations. Any specific recommendations suggested by the individual manufacturers should be followed.

In the event grout residue or build-up does happen to occur on newly installed unprotected tile, reclamation of the floor through a timely and aggressive cleaning effort is necessary. Please note the recommended methods and materials listed below:

- Employ a heavy (75 to 90 lb. head weight) swing type floor scrubber
- Equip the unit with a heavy duty Green floor stripping pad
- Grout manufacturer's recommended grout haze remover used in conjunction with the floor machine
- Make note of areas where significant grout residue is visible
- Work the floor in smaller more manageable sections
- Allow the grout haze cleaner adequate dwell (10 to 15 minutes) time prior to floor scrubbing activity
- Using the floor cleaning equipment, thoroughly scrub the section, repeat of this process may be necessary
- Follow promptly with the removal of the dirty slurry through the use of a wet vacuum. DO NOT MOP as this will only serve to redistribute the dirty slurry on the floor
- The cleaned section should now be thoroughly rinsed and revacuumed possibly twice to insure all dirty slurry and cleaning residue has been removed

- Dry buff the finished floor to a dry uniform finish, using the floor scrubber with a soft white pad or fleece pad.

Penetrating Sealers

For polished tiles, the use of a penetrating type sealer is required prior to grouting. A penetrating sealer is one that does not leave a coating on top of the tile. Rather, these sealers assist in filling the microscopic surface pores.

The grinding involved in the polishing pro-cess produces microscopic surface pores on all polished tile products. Penetrating sealers can fill these pores, making the tile even more impervious to surface staining, resulting in easier maintenance. Penetrating sealers do not alter the appearance of our Crossville products since they are designed only to fill the microscopic pores and not to coat the tile. Slip resistance also should not be affected.

Proper application of penetrating sealers is important. Follow the manufacturer's application guidelines. If you have questions prior to application, contact the manufacturer directly. The following is a suggested application procedure for a penetrating sealer:

1. Surface must be thoroughly clean and free of any foreign matter that may prevent the sealer from penetrating.
2. Apply in a circular motion using a clean rag, an applicator or a dense sponge, working sealer tightly into tile surface.
3. One thin application should be sufficient.
4. Completely remove excess sealer from the surface within 3 to 4 minutes using a clean cotton cloth, rag or absorbent paper towels. Penetrating-type sealers must not be allowed to dry on tile surface.

Penetrating sealers are applied only once, and generally do not require constant maintenance through reapplication.

Top Finishes And Waxes

Crossville's dense, low-absorptive, porcelain body inhibits the penetration of contaminants and, therefore, is a tile that is easy to maintain. The low absorptive nature of our porcelain tile not only inhibits dirt and stains, but also prevents top finishes and most chemicals from penetrating the surface.

Top finishes, those that become a coating over the tile and grout joints, are not recommended by Crossville for its Porcelain Stone tile. They will change the appearance of the tile by coating the surface and giving matte finished tiles a shiny finish. When a particular type of tile is selected for the coefficient of friction values, the values can be changed by the application of the finish. Rather than improving the ability to maintain the surface, top finishes will increase the maintenance requirement. Top coating finishes also will show traffic patterns as the finish becomes scratched or wears away. Some finishes may even peel off in spots.

Problems most frequently encountered with the use of top coating finishes are:

1. Wear patterns are easily developed over time.
2. Finish applied to a floor which has not been properly cleaned will cause the floor to look hazy.
3. Finishes applied to textured surfaces will wear unevenly on the raised areas as compared to the low areas.
4. Improperly applied finishes can turn a milky white color.
5. Multiple coats of top finish can cause discoloration of the tile surface.

When problems such as these occur, the finish must be stripped off of the tile and a new coat of finish reapplied. This is a costly and unnecessarily repetitive procedure.

Proper Care During Construction

Since Crossville products are considered to be a finish material, they should not be installed until all heavy construction is completed.

Between the installation and putting the floor into service, it is imperative to properly protect the tile and grout in order to avoid construction-related cleaning problems. Generally, there is a build-up of dirt and debris on every construction site. This dirt and debris may cause the grout, and sometimes the tile, to be adversely affected.

Crossville recommends that a protective cover be put over the tile surface to safeguard the appearance. The cover could include uncolored Kraft paper, cardboard, plywood, or any other clean covering that will not damage the integrity of the installation. Do not use plastic as it may not allow the grout and thin-set to properly cure, and it also may become extremely slippery as construction dust settles. Proper and diligent care must be used to maintain the protective cover during construction. This will insure a quality appearance when the floor is opened for continuous use.

Chemical Resistance

Crossville tiles are chemical resistant to both strongly acidic and strongly alkaline chemical products, with the exception of **hydrofluoric acids or compounds containing fluoride salts** and **derivatives. Hydrofluoric acid** is the only acid which will attack our tiles, due to their molecular structure.

Daily Maintenance

In keeping with Crossville's long-standing position on sustainability we highly recommend the use of low VOC, non-hazardous, and non-polluting products for cleaning and maintaining your tile and grout.

General maintenance and cleaning of Crossville Porcelain Stone tile will vary depending on the surface texture and soil load. General cleaning should be performed first by sweeping or vacuuming to remove loose soil or other surface contaminants. Depending on the soil load, a more tailored cleaning process may be required. Select the type of cleaner based on the type of soil on the floor. After using a cleaning solution follow with a thorough rinsing. Please refer to the Cleaning Chart for suggested cleaners/detergents.

There are six steps that are critical and should always be remembered for the successful maintenance of porcelain tiles:

1. All spills should be cleaned as quickly as possible. Use damp mopping to clean up spills. Damp mopping uses approximately 1 gallon of cleaning solution (mixture of water and detergent) per 600 square feet. An easy way to prepare for damp mopping is to wring out the mop prior to use.
2. Use wet mopping daily to clean the floors. Wet mopping uses approximately 1 gallon of cleaning solution (mixture of water and detergent) per 300 square feet. An easy way to prepare for wet mopping is to NOT wring out the mop prior to use.
3. Use only the recommended dilution of detergent. More is not always better; higher concentrations of detergent in the cleaning solution will only make it more difficult to rinse.
4. Allow the proper dwell (remain on the floor) time. The detergent solution must be given time to act on the soil load. Generally 5-10 minutes is sufficient.
5. Always agitate the floor when wet mopping to ensure soils are removed. Use a nylon pad, bristle brush, or deck brush after the cleaning solution has been applied. The Dual Tool by Tuway (www.tuwaymops.com or 1-800-537-3750) allows you to agitate and mop in one simple step.
6. Rinse thoroughly with clean, clear water to remove the dirty detergent solution and emulsified soil. Rinsing is a critical step in the maintenance procedure. Remove the rinse water with a wet vacuum, dry mop or toweling. If dirty detergent solution is not removed and is allowed to dry on the surface, a coating will form which is very difficult to remove.

In addition to the above steps, slightly different cleaning techniques should be administered for each of the surface textures offered by Crossville: Unpolished Matte Finish, Polished, CROSS-SLATE®, CROSS-TREAD®, CROSS-SHEEN®, **CROSSDOT®, CROSS-GRIP®.**

The use of auto-scrubbers and/or wet extraction machinery can make routine cleaning easier and more efficient.

Floor –

CROSS-SHEEN® And Unpolished Matte Finish Tile

Crossville's CROSS-SHEEN® finish is not a glaze, but rather a special surface preparation sprayed on the tile before firing. CROSS-SHEEN® closes the pores, resulting in a permanent surface finish that has a high degree of stain resistance.

The following represents a simple procedure for maintaining CROSS-SHEEN® and unpolished matte finish tile floors with a moderate soil load. For best results:

1. Sweep or vacuum the floor of all loose dirt and other foreign materials.
2. Saturate the floor with a mild cleaning solution and hot water, agitate, and allow it to dwell (remain on the floor) 5-10 minutes. Do not allow cleaning solutions to dry. It may be best to complete small areas at a time.
3. Remove the dirty cleaning solution and rinse the surface with clean, clear water.
4. Buff with a dry mop or towel.

If the Crossville CROSS-SHEEN® or unpolished finish product is extremely dirty, a more aggressive cleaning method may be necessary:

1. Sweep or vacuum the floor of dirt and other foreign material.
2. If there are difficult-to-remove contaminants on the surface of the tile, first attempt to identify the specific spill or contaminant. Different surface contaminants require different cleaning methods and chemicals (see chart).
3. Saturate the floor with cleaning solution and hot water, agitate, and allow it to dwell (remain on the floor) 5-10 minutes. After the dwell time, scrub the cleaning solution with a floor machine equipped with a nylon pad or bristle brush. For residential applications and small areas, use a hand brush or nylon pad.
4. Remove the dirty cleaning solution and rinse the surface with clean, clear water. This can be accomplished with a mop or a wet vacuum. It may be necessary to rinse the tile several times to thoroughly remove the cleaning agent from the surface.

WALLS

Polished Tile

For Crossville polished porcelain tiles, please follow these instructions for general cleaning:

1. Sweep or vacuum the floor of loose dirt. An untreated, dry dust mop may be more effective than a soft-bristle broom.
2. Mop with a mild cleaning solution. Use 50% less detergent concentrate than one would use on an unpolished floor.
3. Rinse the floor thoroughly with clean, clear water.
4. Dry thoroughly with a soft oe buffing pad cloth to increase the shine and prevent water spots.

CROSS-GRIP®

CROSS-GRIP® is another special-purpose, high coefficient of friction tile designed to maximize safety in food service and similar installations.

The cleaning regimen for CROSS-GRIP® is the same as for CROSS-TREAD® and CROSSDOT®.

LAMINAM® by Crossville™

Laminam tiles are porcelain, with all the same features and benefits as Crossville's other porcelain tile. Based on the finish and texture of the selected tile, the cleaning and maintenance portions of this document apply to Laminam as well.

Some exceptions follow:

- Polished and Satin finishes of Laminam require a penetrating sealer prior to grouting.
- Filo collection contains metal in the glaze and is therefore more susceptible to scratching so abrasive or scouring powder cleansers should not be used.

Stone Look Tile & CROSS-SLATE®

Crossville's natural stone-look and CROSS-SLATE® tile has a subtle textured surface. The cleaning and maintenance procedures for stone-look tile are the same as for CROSS-SHEEN® and unpolished matte finished tile.

The use of cleaning machines and wet-extraction equipment can be used on our various tiles and textures.

CROSS-TREAD® and CROSSDOT®

When public safety and insurance factors are a concern, Crossville offers its CROSS-TREAD® and CROSSDOT® tile for improved slip resistance. While these tiles are adeptly suited for their requirements, it is necessary to pay additional attention and take adequate care when cleaning these textures. The undulation of the surface makes it necessary to clean the entire surface, including the low points, which necessitates some additional, practical dirt removal procedures. Standard damp-mopping may not effectively clean these finishes. Also, it is necessary to thoroughly rinse the tile to completely remove all dirty cleaning solution.

For cleaning of CROSS-TREAD® and CROSSDOT® surfaces, please follow these instructions (this procedure is also applicable to any heavily textured porcelain tile products):

1. Sweep or vacuum floor debris. If sweeping, use a soft-bristle broom. Sweep in two directions. First, follow the direction of the tile, then sweep diagonally to the tile to ensure complete removal of all foreign material.
2. Saturate the surface with a neutral detergent cleaning solution and hot water and agitate. Looped-end, tail-banded mops, such as the Super Stitch Blend Mop from Rubbermaid (800-347-9800), are the most durable for textured surface tile. Allow the cleaning solution to remain on the floor fer 5-10 minutes. Scrub the floor with a brush in a circular motion. Dual-surface floor scrub brushes with side bristles by Carlisle SMP (800-654-8210, carlisleSMP.com) are ideal for cleaning textured floor tile and cove base.
3. Rinse the floor with clean, clear water to suspend contaminants and completely remove any soiled cleaning solution.
4. Remove rinse water with a wet vacuum or dry toweling.

In high-traffic areas, or areas where the surface is exposed to a heavy soil load, it may be necessary to scrub the floor once a day and damp-mop at intervals during the business day.

When occasional deep cleaning is required for particularly dirty or stained areas, the use of a wet vacuum in conjunction with a stiff bristled deck brush is recommended (XTRACT melamine floor pads as a replacement for standard floor scrubbing pads on an orbital machine also work well – www.americomfg.com).

There is also an array of power washing and auto scrubbing equipment by that can greatly improve the speed and efficiency of cleaning large commercial, exterior or transitional surface areas available from:.

- Windsor (800) 444-7654 – windsorind.com
- Betco (888) 462-3826 – betco.com
- Tornado (800) VACUUMS – tornadovac.com
- IPC Eagle (800) 486-277 – ipceagle.com

HYDROTECT® Fired On Coating

Crossville tiles with Hydrotect® can be cleaned with any of the normal cleaning practices described in this document (based on finish and texture use the applicable procedures). Hydrotect's fired on coating is resistant to most chemicals and staining agents in the same way as porcelain tile. The one consideration that must be observed is that the Hydrotect coating must not be waxed or sealed in order to be effective.

Care should be taken to completely remove all grout residues in order to allow for the full effectiveness of the Hydrotect coating. If a grout release is used, it must be a grout release that is completely removed by the water in the clean-up phase of grouting, such as Aquamix's "Grout Release".

Suggested Cleaners

Suggested Cleaners For Problem Stains

In keeping with Crossville's long-standing position on sustainability, we highly recommend the use of low VOC, non-hazardous, and non-polluting products for cleaning and maintaining tile and grout (for specific problem stains, please use the following stain removal chart).

These products are used by tile and maintenance professionals and may not be readily available in all areas. Most household cleaners are sufficient to clean common stains as long as they conform to the standards set forth in the Daily Maintenance Section. In the case where stain removal becomes a problem, contact a cleaning and maintenance product supplier or your local tile distributor for professional suggestions.

In keeping with its commitment to quality, Crossville® will offer its Technical Service Department for individualized assistance. This department can assist you in the proper installation and maintenance of all Crossville® Porcelain Stone® tiles. Contact Crossville Technical Services at 931.484.2110.

Crossville® recommends the use of professional cleaning and maintenance products. If additional information or assistance is required on a contaminant not listed, or if you need to find out where the products are sold, please call us, or contact one of the following:

Custom Building Products, Tilelab & Aquamix
Seal Beach, CA 90740
800.272.8786
custombuildingproducts.com
aquamix.com

Fila Chemicals USA Corp.
10800 NW 21st St. # 170
Miami, FL 33172
305.513.0708
www.filasolutions.com

Miracle Sealants Co.
12318 Lower Azusa Rd.
Arcadia, CA 91006-5872
800.350.1901 ext. 3013
miracleseals.com

	STAIN	FILA	CUSTOM	AQUA MIX	MIRACLE SEALANTS	COMMON
Food Groups	Mustard Ketchup Mayonnaise Tea Bags Ice Cream Beer/Wine Orange Juice Grape Juice Coffee Coke Soy Sauce	Fila PS87 or Fila SR95	TileLab Grout & Tile Cleaner	Concentrated Stone & Tile Cleaner or Grout Deep Clean	Porcelain and Ceramic Tile Cleaner or Tile & Stone Cleaner or Liquid Poultice or Finish Sealer Stripper	Mr. Clean® Neutral Floor Cleaner® 409® Spic and Span® Fantastic® Comet® Windex® Lysol® Soft Scrub® Mr. Clean Magic Eraser® Bar Keepers Friend®
Oil & Grease	Vegetable Mineral Petroleum Wax Sealer Meat Grease Hydraulic Oil Trans. Fluid Linseed Oil Lipstick Rubber Shoe Polish Paint (Oil Based)	Fila PS87 or Fila No Spot - Fila No Paint Star Fila PS87 or Fila No Paint Star	TileLab Heavy Duty Stripper & Cleaner	Heavy-Duty Tile & Grout Cleaner	Porcelain and Ceramic Tile Cleaner or Tile & Stone Cleaner or Liquid Poultice or Finish Sealer Stripper	Mr. Clean Neutral Floor Cleaner 409 Spic and Span Fantastic Comet Windex Lysol Soft Scrub Mr. Clean Magic Eraser Bar Keepers Friend®
Markers/Graffiti	Felt Tip Ink Water Marker Permanent Fluorescent Crayon	Fila PS87 or Fila SR95 - Fila PS87	TileLab Heavy Duty Stripper & Cleaner	Sealer & Coating Remover	Porcelain and Ceramic Tile Cleaner or Mira Strip or Tile Restor or Finish Sealer Stripper	Comet Soft Scrub Mr. Clean Neutral Floor Cleaner ZUD Mr. Clean Magic Eraser Bar Keepers Friend®
Water-Based Agents	Water Base Paint or Stain	Fila PS87 or Deterdek	TileLab Heavy Duty Stripper & Cleaner	Sealer & Coating Remover	Porcelain and Ceramic Tile Cleaner or Finish Sealer Stripper or Tile & Stone Cleaner	Mr. Clean Neutral Floor Cleaner Comet Mr. Clean Magic Eraser Bar Keepers Friend®
Tile Grout	Cement Latex Polymer Epoxy	Deterdek or Fila PS87 - Fila CR10	TileLab Sulfamic Acid Cleaner or Grout Haze Remover	Sulfamic Acid Crystals or Phosphoric Acid Substitute or Grout Haze Clean-Up* - Sealer & Coating Remover	Heavy Duty Acid Cleaner (HDAC) or Phosphoric Acid or Finish Sealer - Epoxy Grout Film Remover	White Vinegar Lime-A-Way Mr. Clean Magic Eraser Bar Keepers Friend®

*For problem stains, it may be necessary to use an abrasive powder compound in conjunction with the above cleaners: With Heavy-Duty Tile & Grout Cleaner or Grout Haze Clean-Up, use Aqua Mix Poultice. Please be careful to follow manufacturers recommended procedures when using any cleaning product. To download a copy of "How to Care for Porcelain Stone® tile," be sure to visit our web site at CrossvilleInc.com.

Care & Maintenance Guide

Crossville, Inc. PO Box 1168 Crossville, TN 38557
Phone 931.484.2110
Fax 931.456.2956
E-Mail Crossc@CrossvilleInc.com
Web CrossvilleInc.com

Crossville Cross-Sheen®

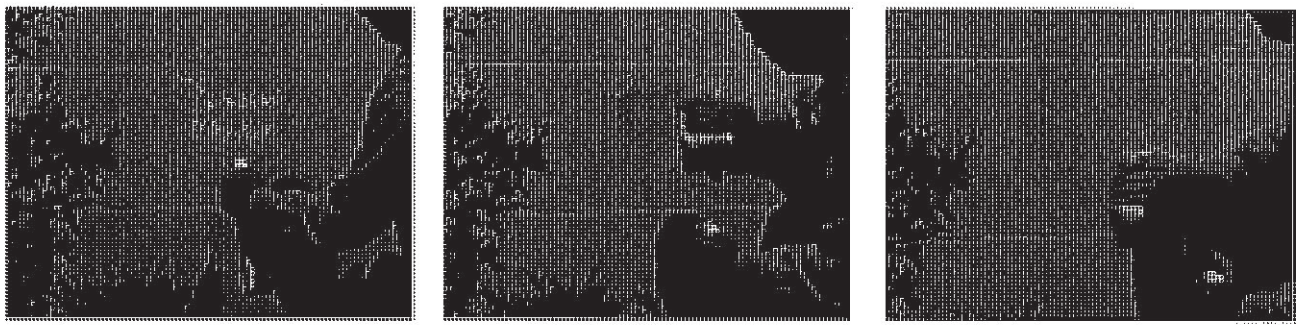
Cross-Sheen® is a unique proprietary finish that is not a glaze. It is a special surface preparation that is sprayed on to the tile surface prior to firing. The dense porcelain tiles are then fired at 2,200 degree Fahrenheit, the treatment actually lowers the melt point on the top layer (1mm) closing and fusing the surface pores, giving the tiles a permanent and integral surface finish.

Cross-Sheen® (UPS) finish imparts a subtle glow that enhances the color of the tile and also allows graffiti, stains and scuff marks to be easily wiped off the surface. This remarkable finish is on every tile Crossville manufactures*. Cross-Sheen® is recommended for interior floors and walls and exterior walls, including high-traffic areas and areas where a low level of maintenance is desired. Cross-Sheen® is not recommended for exterior paving.

Please check individual series for usage areas.

Cross-Sheen® is recommended for interior floors and walls and exterior walls.

Permanent Marker Graffiti Clean-up



Cross-Sheen® (UPS) finish allows permanent marker and other inks, stains, and scuffs to be removed with water.

Spray Paint Graffiti Clean-up

Even more aggressive graffiti and spray paint can be removed with a mild cleaner.

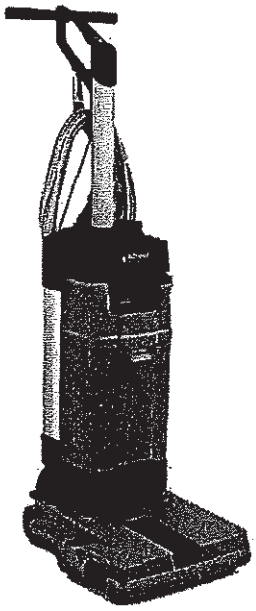
*Excluding Polished (PO) and Honed (HON) finish tiles

SC100™

Upright Scrubber

Advance

FACT SHEET



BIG CLEAN FOR SMALL SPACES.

MOVING BEYOND THE MOP.

For generations the mop and bucket was the only option for cleaning small spaces, but simply spreading dirt around is neither effective nor sanitary. This is why Advance developed the SC100™ Upright Scrubber. Not only does its compact, lightweight design allow you to clean very tight areas, but its superior productivity gets the job done fast, giving you more time for other tasks.

The faster way to cleaner floors.

The Advance SC100's convenient, easy-to-use features make it perfect for cleaning small, high-traffic spaces quickly and effectively. The single-pass scrub and dry performance provides quick access to cleaned areas, and the comfortable, two-hand grip combined with its light weight make maneuverability and transport easy for any operator.

A cleaner clean.

With a more effective cleaning system that removes dirt and water rather than spreading it around like a traditional mop, you not only decrease chances for slip-and-falls, but you create a more hygienic environment, as well.

Save time. Reduce costs.

The Advance SC100™ Upright Scrubber can help you minimize wasted energy, time and solution. Two solution flow settings provide efficient cleaning, and a convenient dosing cap ensures you always use the right amount of detergent—while cutting your overall cost to clean.

AVAILABLE ACCESSORIES

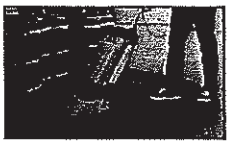
- Medium nylon brush, white (pn 107411860)
- Hard nylon brush, black (pn 107411861)
- Microfiber brush, white (pn 107411862)
- Carpet brush, blue (pn 107411863)
- Squeegee blade kit, includes two (pn 107411867)
- Carpet vacuum shoes, includes two (pn 107411868)
- Off aisle hose and wand kit (pn 107411864)
- Carpet care kit (pn 107411865)
- Accessory bag kit (pn 107414568)
- Replacement two handle (pn 107413470)
- Detachable 33 foot power cord (pn 107416428)
- Detachable 50 foot power cord (pn 107416424)

TYPICAL APPLICATIONS INCLUDE

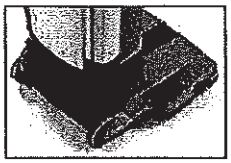
- Coffee Shops
- Convenience Stores
- Restaurants
- Waiting Rooms
- Gas Stations
- Small Offices

Advance
SC100™
Upright Scrubber

Freshen up smaller carpets, including removal of spots, by adding an optional carpet kit. Brush and squeegees can be removed without any tools making daily maintenance operations easy and fast.



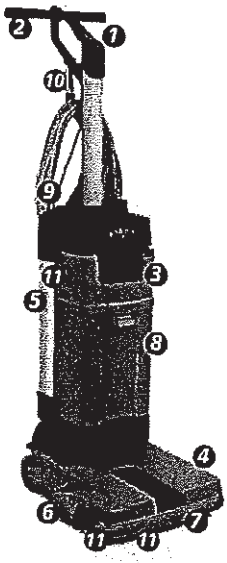
The SC100™ has a cleaning clearance of under 4 inches.



Machine functions stop when in the upright position.

Solution tank dispenses only clean solution, unlike a traditional mop-and-bucket.

accessible areas.



1. *Two solution flow settings and a low solution indicator light ensure efficient cleaning*
2. *Ergonomic handle for comfortable one or two-handed operation*
3. *Easy-to-handle recovery tank makes emptying dirty water easier*
4. *Low deck profile gives the operator easy access to hard-to-reach areas*
5. *Dosing cap makes adding the right amount of detergent much easier*
6. *Strong aluminum frame is built for reliability and long life*
7. *Flexible squeegees can be raised and lowered for double scrubbing*
8. *Easy maintenance allows for a clean, functional machine*
9. *Detachable power cord for quick service*
10. *Quick cord clip for simple cord management*
11. *Tanks, squeegees and brush lock into place with an audible "click" ensuring proper installation*

Defining Cleaning Innovation...

- Our products are designed using innovative technology that increases productivity and drives down the cost to clean.
- You can get expert service and maintenance for your Advance machines from factory-trained personnel around the world. Fast parts delivery, too.
- Maintain peak performance with Nilfisk Parts.

Technical Specifications

Model:	SC100™	SC100™ Complete
Cleaning Width:	12.2 in (31 cm)	12.2 in (31 cm)
Performance Per Hour (Theoretical / Practical):	2,434 / 1,590 ft² (226 / 147 m²)	2,434 / 1,590 ft² (226 / 147 m²)
Brush Speed:	2,100 rpm	2,100 rpm
Squeegee Width:	12.6 in (32 cm)	12.6 in (32 cm)
Solution Capacity:	0.8 gal (3 L)	0.8 gal (3 L)
Waterlift:	72 in H_2O (180 mBar)	72 in H_2O (180 mBar)
Airflow:	33.9 CFM (16 L/sec)	33.9 CFM (16 L/sec)
Solution Flow:	0.0-0.50-1.1 gal/min (0.0-2.0-4.2 L/min)	0.0-0.50-1.1 gal/min (0.0-2.0-4.2 L/min)
Runtime Per Tank:	up to 16 min	up to 16 min
Recovery Capacity:	1 gal (4 L)	1 gal (4 L)
Vacuum Motor:	0.94 hp (700 W)	0.94 hp (700 W)
Dimensions L x W x H:	15.75 in x 14.2 in x 45.3 in (40 cm x 36 cm x 115 cm)	15.75 in x 14.2 in x 45.3 in (40 cm x 36 cm x 115 cm)
Weight (with Cord):	26.5 lb (12 kg) / 33.1 lb (15 kg) wd solution	26.5 lb (12 kg) / 33.1 lb (15 kg) wd solution
Sound Level:	72 ± 2 dB A	72 ± 2 dB A
Cord Length:	33 ft (10 m)	50 ft (15 m)
Detachable Cord:	Standard	Standard
Automatic Solution Shut Off:	Standard	Standard
Medium Brush (1):	Standard	Standard
Squeegee Blades (2):	Standard	Standard
Two Hands Working Handle:	Standard	Standard
Two Solution Flow Rates:	Standard	Standard
Out of Solution LED Indicator:	Standard	Standard
Manual Suction Hose:	Optional	Standard
Carpet Care Kit:	Optional	Standard
Fill Horizontal and Vertical:	Standard	Standard
Audible Coding Noise:	Standard	Standard
Double Scrubbing:	Standard	Standard
Dosing Cup Integrated into Solution Cap:	Standard	Standard
Quick Cord Clip:	Standard	Standard
Onboard Storage:	Optional	Optional
Part Number:	107408120	107408121

Specifications are subject to change without notice.

Advance

9435 Winnetka Avenue North
Brooklyn Park, MN 55445
www.advance-us.com
Phone: 800-850-5559
Fax: 800-989-6566

240 Superior Boulevard
Mississauga, Ontario, Canada L5T 2L2
www.nilfisk-advance.ca
Phone: 905-564-1149 or 800-668-8400
Fax: 905-564-1030 or 800-263-5111

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Form L3436A, 4-16

recyclable

ARRAY Solid Surface Care & Maintenance

Array® Solid Surface Material

Array Solid Surfaces are homogeneous and solid throughout with mineral-filled acrylic polymer material making maintenance easy. Routine maintenance will keep it looking like new.

NOTE: Darker colors of Array Solid Surfaces tend to require more maintenance than lighter colors.

Routine Cleaning of Countertops and Sinks
Just use soap and water with soap or an ammonia based cleanser (example: glass cleanser). Wipe away water the stains using a damp cloth or sponge.

Removing Difficult Stains:
Dull Finishes: Use an abrasive cleanser and a burgundy Scotch-Brite® pad. Rub in a circular motion.

Semi-Gloss Surfaces: Use Soft Scrub® diluted bleach and a white Scotch-Brite® pad. Rub in a circular motion.

High-Gloss Surfaces: Follow the procedure for semi-gloss surfaces, but use a sponge instead of a Scotch-Brite® pad. If the area is dull in contrast with the surrounding surface, use a white polishing compound with a sponge to get a higher gloss.

Disinfecting Surfaces and Sinks
Occasionally wipe sinks and bowls with diluted household bleach (1/1 water/bleach solution) to disinfect.

Removing Cuts and Scratches
Dull finishes: Sand with 180-grit (120 micron) or 220-grit (60 micron) fine sandpaper until the cut and scratch is removed; restore finish with an abrasive cleanser and a burgundy Scotch-Brite® pad to the same finish as the adjacent surface. Semi-Gloss Finishes: Sand with 400-grit (30 micron) sandpaper; restore finish with a nonabrasive cleanser and a white Scotch-Brite® pad. High-gloss finishes: Sand with 400-grit (30 micron) or 600-grit (20 micron) sandpaper; buff with polishing pad at a low speed (1500 - 2000 rpm) polisher equipped with a wool pad; finish with a wax. All of the above sanding and polishing should be done in a circular motion.

Preventing damage
In most cases, Array Solid Surfaces can be easily repaired. However, follow these guidelines to prevent any permanent damage.

Heat damage
Even though Array Solid Surfaces provide an excellent heat resistant property compared with other ordinary countertops, placing hot pans, as well as some heat-generating appliances such as frying pans or crock pots can damage Array Solid Surfaces. Always use a hot pad or a trivet with rubber feet to protect Array Solid Surfaces. Avoid long-term exposure of Array Solid Surfaces to temperatures over (170 F).

Other Damage
Avoid exposing Array Solid Surfaces to strong chemicals such as paint removers and oven cleaners. Surfaces exposed to these chemicals should be promptly flushed with water. Contact over a long period of time will cause spots and require extensive sanding.
* Do not cut directly on Array Solid Surfaces.
* Use a cutting board.
* Run cold water when pouring boiling water into sinks.
* Remove nail polish with a non-acetone-based nail polish remover and flush with water.

All the above sanding and polishing should be done in a circular motion.

For more information about Array Solid Surfaces Care & Maintenance, please contact Maxstone International, LLC in writing at:

MAXSTONE® INTERNATIONAL, LLC

7401 Adrianne Place, Memphis, TN 38133
901.386.2375, FAX 901.386.6668
www.MaxstoneUSA.com

ACM070308

Technical Data Sheet

Array Solid Surface - Acrylic Modify Material

PROPERTIES	TYPICAL RESULTS	TEST PROCEDURE
Specific gravity	1.60-1.75g/cm^3	ASTM D 792, GB/T 17657
Flexural strength	solid > 42 MPa small chips >40 MPa big chips >38 MPa	ASTM D 790, JC 908
Flexural modulus	> 6000 MPa	ASTM D 790, JC 908
Hardness	≥50 barcol impressor	ASTM D 2583, JC 908
Water absorption	< 0.03%	ASTM D 570
Gloss (60 Gardner)	5 - 40	NEMA LD-3
Chemical resistance	pass	ANSI Z 124, JC 908
Stain resistance	pass	ANSI Z 124, JC 908
Abrasion resistance	pass	ANSI Z 124
Boiling water surface resistance	No effect	NEMA LD-3
Hign temperature resistance	effect	NEMA LD-3
Pencil hardness	>= 4H	GB/T 6739
IZOD impact resistance(notched)	>3 KJ/m^2	ASTM D 256
Ball drop (300×300mm)sheet, 1500mm drop	1/2pound ball, pass	NEMA LD-3
Bacterial resistance	No growth	ASTM G22
Fungi resistance	No growth	ASTM G 21
Oxygen index	>35	JC 908
Flammability flame spread smoke density	Class A / Class 1 10 10	UBC 8-1 ASTM E 84 ASTM E 84

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www.MaxstoneUSA.com

Cleaning Guidelines Area B

MDAD Flooring Cleaning Maintenance Guidelines

Table of Contents

Area B

Cleaning Guidelines and Instructions for Carpets:

Building 3030: Milliken Carpet

Milliken

CARPET MAINTENANCE GENERAL INFORMATION (FOR IN-HOUSE MAINTENANCE)

INTRODUCTION:

Purpose of this specification is to provide an alternate maintenance recommendation to end users/customers in countries or territories where we do not have a MilliCare Franchisee or MilliCare products available. You should follow this specification if you do not have MilliCare franchise in your market.

Carpet is a long-term investment and requires a maintenance program to protect and prolong its appearance. Programmed maintenance is also the key to extending the life expectancy of carpet. Every building must have clean, healthy carpet every day of the year. This can be accomplished by the selection of the maintenance system that best meets the facility's needs. The next step is to program the system to provide great looking carpet every day and at the same time protect the carpet investment by extending the beauty and life of the carpet surfaces.

The best place to start with carpet maintenance to reduce time and costs is to keep as much soil as possible out of the building. Placement of walk-off mats outside at heavily used entrances will collect soil from the shoes before it's tracked inside. These mats are especially helpful during rainy weather. It's a good idea to have outside matting, foyer matting, and inside matting. The mats should be of a construction that will effectively clean and hold soil from shoe soles before it is tracked into the interior carpet surfaces.

Consideration should also be given to the carpeting of elevators, even if the entrance lobby is not carpeted. It is certainly wiser to have soil wiped off in the elevator rather than having it tracked over the carpet elsewhere.

Watch for areas inside the building that could become trouble spots. Areas in front of vending and soft drink machines should be checked for spills more frequently. Areas in front of doors leading from concrete surfaces should be vacuumed more frequently to remove concrete dust that will be tracked in. Care should be taken when mopping or refinishing hard surface floors that butt up to carpet in order not to contaminate the carpet edge. Walk-off mats should be considered for use in these potential trouble spots.

Milliken

The MilliCare Program and Procedures have been proven effective, but certain markets do not have the providers or products available. The following are recommendations when Millicare is not available or in-house cleaning is desired. Each property needs to evaluate their own needs and make adjustments to the recommended frequencies to insure the proper maintenance of their carpets.

DAILY ACTIVITIES

Vacuuming:

Proper vacuuming is one of the most important parts of a total preventive maintenance program. Ineffective equipment or procedures will accelerate the appearance loss of the carpet by allowing dirt and grit to penetrate the pile surface. The accumulation of this soil, especially the smaller respirable particulates, can lead to Indoor Air Quality problems. The janitorial or housekeeping staff is typically assigned the task of scheduled vacuuming. Vacuuming frequencies should be determined by four factors:

1. Type of carpet installed and appearance expectations.
2. Type and quality of vacuum used.
3. Expected traffic for each area of the facility.
4. Soiling environment of each area of the facility.

The amount of vacuuming performed should be in direct proportion to the amount and location of traffic. Areas near entryways, lobbies, elevators, and ground floors are considered heavy soiling areas and require more frequent vacuuming. By spending more time on heavily trafficked areas with a vacuum program, less soil is tracked farther into the building. Vacuum heavily trafficked areas with regularity, even if soil is not visible.

The upright vacuum machine with brush action is effective for soil removal. The action of the brush agitates the pile surface of the carpet and brushes soil from the fibers. The vacuum motor and suction then remove the soil from the carpet.

Vacuum bags should be emptied frequently and never allowed to become more than one quarter full. As bags fill up, vacuum efficiency decreases. When vacuuming heavy traffic areas, bags should be checked and emptied often. Top fill vacuums are more efficient than other types.

Typical vacuuming frequencies are as follows:

- High Traffic:
  - Every full workday. All entrances, exits, lobbies, food service areas, main corridors, elevators, funnel and pivot points. The vacuum should make a minimum of three passes in all high traffic areas.

- Medium Traffic:
  - Every other workday. All secondary corridors, conference rooms, private offices.

- Low Traffic:
  - Once a week. Minimal use corridors, rarely used conference rooms and training rooms.

Daily vacuuming of high traffic areas should be performed with a two-motor top fill upright with nylon bristle brushes. The following vacuums are suggested.

1. Windsor Versamatic (see attached example)
2. Advance Carpet Twin
3. Kirby G-4 Upright
4. Hoover Conquest

PILE BRUSHING

Pile brushing is a recommended supplement to routine vacuuming in high traffic areas, under chairs and in pivot point areas. The pile brush lifts the carpet fibers to an upright position, while removing embedded soils, and extending carpet life. Frequency of pile brushing should be weekly in high traffic areas, monthly in medium traffic areas and quarterly in low traffic areas. For best results, pile Brushing should be performed with a Certified Pile Brush, manufactured by Nilodor, Inc.

The following procedures should be followed when operating the pile lifter:

1. Determine the direction of the pile lay.
2. Move the brush to the starting position. The pile brush must be pulled against the pile direction to be most effective.
3. Pull the brush backward, placing as much weight on the brush as possible without lifting the rear wheels.
4. Repeat until the entire area has been completed.

Milliken

SPOT CLEANING

Spots and stains are one of the biggest detriments to high appearance levels. To maintain a consistent appearance level between periodic maintenance, it's critical that spots and stains be removed on a daily basis. In most cases, daily spotting is the responsibility of the janitorial or housekeeping staff. All chemicals used in this daily spotting program should:

1. Be proven low emitters of volatile organic compounds in the indoor environment.
2. Have current Safety Data Sheets (S.D.S.'s) available.
3. Be proven to leave minimal amounts of residue on the fiber of the carpet.
4. Be compatible with the chemicals used in the system for the overall planned preventive maintenance program.

Spills and spots should be attended to as soon as possible. The longer contaminants remain on the carpet fibers, the harder and more difficult the spots or stains are to remove. Spot cleaning is an important phase of the overall maintenance program, and when correctly performed, will provide an even, overall appearance to the carpet. Place emphasis on removing the spot during the process. Keep the carpet as dry as possible. If loosened too quickly with too much liquid, the foreign matter can run down man-made hydrophobic fibers deeper into the pile.

Spot removal is a precise science. Many spots, if addressed immediately and correctly, are easily removed. Soft drinks, coffee, gum, and mud fall into this category. More difficult spots to remove would be nail polish, shoe polish, auto greases, and urine. Spots that only a professional cleaner should attempt, either due to the hazardous nature of the required chemicals needed to remove the spot or the permanent damage that improper techniques might produce in the carpet are rust, paints, flooding, medicines, ink, furniture stains, and dyes.

Patience is a must. Do not over wet the spot because you may run the contaminant deeper into the face yarn and into the carpet back. Most heavy liquid spills will work their way back to the carpet pile surface because the carpet back can act as a reservoir for the spill. Sometimes a spot will return even after we think it has been removed. This is due to some of the contaminant being left in the carpet back and wicking back to the surface. Sometimes the spotting material may leave a sticky residue that collects soil and causes the spot to return. The return of a spot following removal is no reflection on the carpet. Re-treating these types of spills will eventually eliminate their return.

Milliken

PRETEST EVERY CLEANING AGENT

1. Test the spotting products to be used on a scrap piece of the same carpet first. If no carpet scrap is available, test in an inconspicuous area. Allow test area to completely dry; then check for any color change before proceeding. If there is a color change, do not continue. Pretest additional products until a safe spotting agent is found or call a professional cleaning technician.

2. Remove any dry spill with the use of a spotting brush and bone spatula to scrape up the dry residue. (This process is very efficient for mustard and ketchup.) Then dry vacuum the area.

3. Blot up wet spills immediately with a white absorbent cotton cloth, a layer of white towels, or an absorbent dry-cleaning compound.

WET SPOTTING

1. The general rule is that unless you know the origin of the stain and have determined that a wet spotter is required, you should always start with a nonflammable dry-cleaning solvent (available through a janitorial supply company.) Work from the outer edge of the spot toward the center to avoid enlarging the spot. Never pour any dry-cleaning solvent – or any other liquid cleaner – directly onto the carpet as this causes penetration into the carpet back that can produce buckling and deterioration of the backing system. Rather, pour a small amount of solvent on the cloth and then gently apply to the spot. Blot the area with a dry white cotton cloth (or paper towels). Work the spot by alternately moistening and blotting. When there is no longer any transfer of the spot substance to the cloth, allow the area to dry thoroughly.

2. When stain has been removed, completely rinse the area with tap water on a towel to remove spotting agents and any residue. In some carpet colors, a slight "white halo" may remain. Immediately vacuum with wet/dry vacuum. Blot with a stack of white paper towels until the moisture is absorbed.

GUM REMOVAL:

An Aerosol Gum Remover should be used for removal of chewing gum. Spray the chewing gum until it freezes. The gum can then be easily removed by breaking it into pieces with a blunt instrument. Vacuum the frozen pieces immediately before they re-soften. Use care to not pull carpet tufts from primary backing or cause excessive "fuzzing".

Milliken

PERIODIC MAINTENANCE

We recommend CFR PRO 400 Cleaning Recycling System. Pro Station 400 is especially designed for superior carpet restoration as well as general maintenance. The system also tackles upholstery, modular office panels, and fabric-covered walls. The Pro Station 400 is one of the highest performance system available for the residential, commercial and industrial contractor. It is recommended that plain, hot, tap water be used in the unit. CFR's patented High Energy Application and Recovery System is based on 3 unique principles:

- High Energy Micro-Application atomizes high velocity solution to power-wash each individual fiber.
- Instantaneous Solution Recovery integrates solution application and retrieval into a single uninterrupted process. Since the solution is never "turned over" to gravity, it's almost impossible to over wet fabrics.
- Continuous Flow Recycling virtually eliminates dumping and refilling in the middle of a job, because the patented CFR filtration system cleans the recovered solution and recycles it up to 7 times without loss of cleaning effectiveness.

WET EXTRACTION

1. Clear the area of chairs and small furnishings.
2. Spot clean entire area using appropriate spotting techniques.
3. Pile lift the entire area with recommended equipment.
4. Extract the area with warm water only (not exceeding 135 degrees F). Continue extraction until clear water is being recovered from the carpet. Caution: do not over wet the carpet.
5. Allow time for the area to completely dry. Use air blowers if needed.
6. Additional pile lifting may be necessary in areas that still show signs of crushing.

Note:
This complete cleaning process may need to be accomplished on multiple or consecutive days due to the time required for the carpet to completely dry. The maximum dry time is typically 2 – 4 hours. Otherwise the carpet is being over wetted or poorly extracted.

Milliken

Regular Maintenance, Deep Cleaning and the Use of Disinfectants on Milliken Carpet Products

You've entrusted Milliken as your flooring supplier, and we're here to support you not only as you get your facilities back up and running, but also in how you maintain your physical locations long-term. We've created the following recommendations pertaining to regular maintenance, deep cleaning, and the use of disinfectants on Milliken Floor Covering products within your facilities.

For concerns related to COVID-19 please visit the Centers for Disease Control and Prevention (CDC) webpage regarding 'Cleaning and Disinfection for Community Facilities.' This webpage also provides CDC recommendations on the cleaning and disinfection of rooms or areas occupied by those with suspected or with confirmed COVID-19 and provides specific information related to soft (porous) surfaces such as our carpet products.

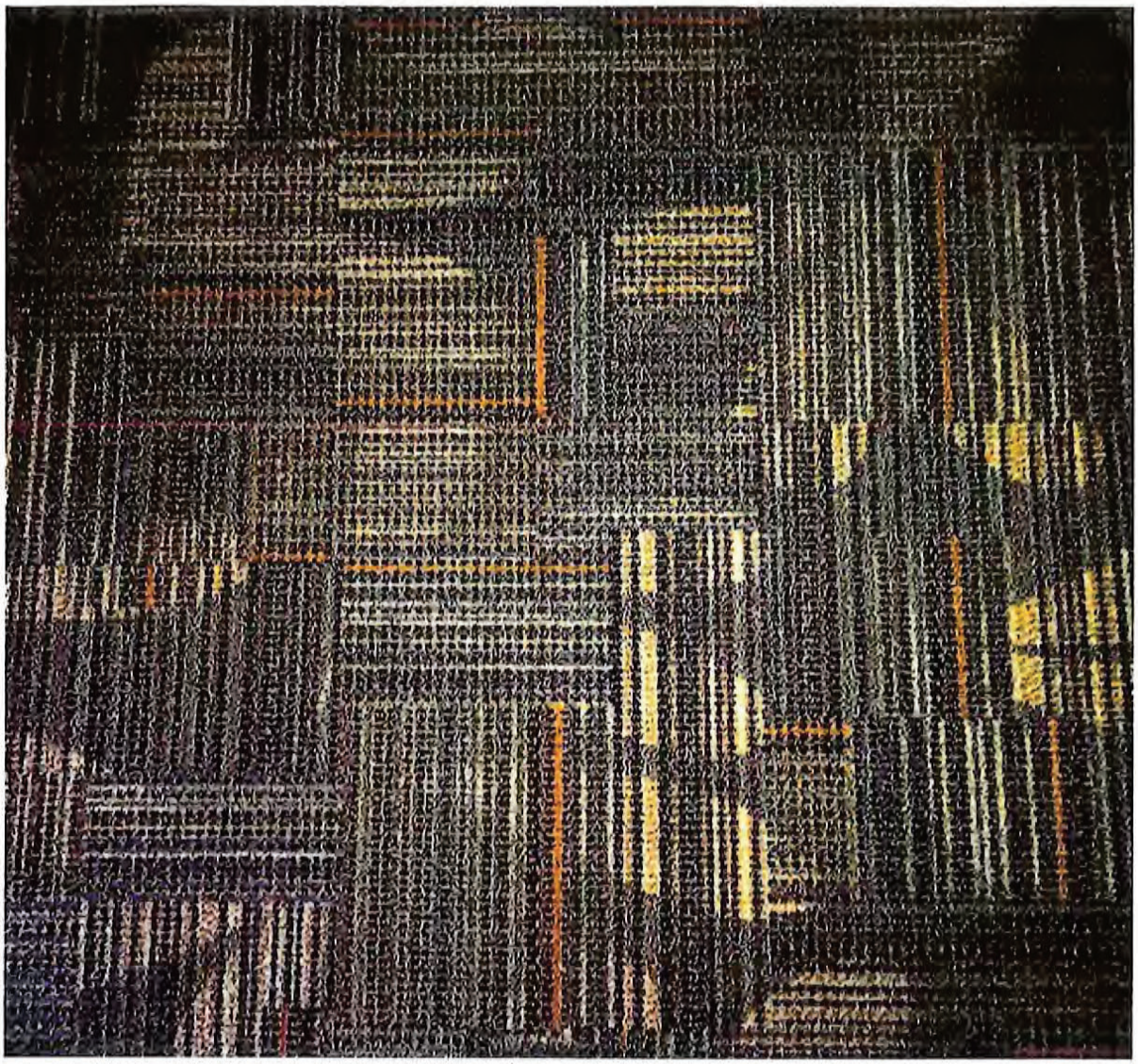
According to the CDC guidelines, soft (porous) surfaces should be cleaned before using disinfecting products. Please reference our Carpet maintenance instructions for recommendations on regular maintenance and deep cleaning guidelines. Once cleaned, the CDC recommends using EPA-approved disinfectants for your space.

Milliken has evaluated these EPA-approved disinfectants for cost, availability, impact to indoor air quality, and effect to flooring materials from repeated long term exposure. Based on our evaluation, we recommend using, EPA-approved **Hydrogen Peroxide** and **organic acid** based cleaners (e.g. Citric acid, Lactic acid) for broad based application on our flooring. EPA-approved disinfectants with peroxide and organic acids as the primary active ingredients tend to have the lowest impact on indoor air quality, a critical concern when applying disinfectants over a wide surface area such as flooring. In addition, these active ingredients tend to leave less residue and are less likely to impact carpet performance with repeated applications over time.

Regardless of which active ingredient is chosen, it's important to consider a few primary concerns as facilities consider the need for regular application of disinfectants:

- **Frequency:** One-time application of EPA-approved broad use disinfectants are generally well tolerated. The main concern is the impact to flooring where repeated and frequent application takes place. To minimize the impact of higher frequency application, regular extraction is needed to remove residual chemicals from the floor.
- **Residual chemicals:** Most disinfectants require removal after being applied in order to remove residual active and other added ingredients that may build up over time. For soft surface this will typically involve an extraction process (powder based or hot water extraction) at a regular interval. This interval will vary depending on the frequency of application and the disinfecting agent used.
- **Chemical concentrations and dilution:** When required, special care should be taken to properly dilute the disinfectant per the disinfectant manufacturer's user manual and equipment manufacturer user manual depending on how the disinfectant will be applied.
- **Pre-test every cleaning and disinfecting agent:** As with any cleaning product, test the cleaning or disinfecting agent to be used on a scrap piece of the same carpet first. If no carpet scrap is available, test in an inconspicuous area. Allow test area to completely dry; then check for any physical change before proceeding. If there is a physical change, do not continue. Pretest additional products until a safe product is found or call a professional cleaning technician.

Please contact the Milliken Technical Services team for more information regarding specific cleaning procedures and application of disinfectants on Milliken Floor Covering products (1-800-528-8453, option 2).



Manufacturer: Milliken
Style Name: -
Style#: 546479
Color Name: Multi/Mango
Color #: -
Size: 3' x 3'
Tiles/box: 80
Sq. Yd.: -

Warehouse Location: 701 BLDG. 3030
Install Location: 5A 3rd Floor, 1st Floor
"E" Offices 6th Floor, 4TH FL.

Quantity: +/- 32 large boxes

Cleaning Guidelines Area C

MDAD Flooring Cleaning Maintenance Guidelines

Table of Contents

Area C

Cleaning guidelines and Instructions for Carpets:

Building 5A: Milliken Carpet

Milliken

CARPET MAINTENANCE GENERAL INFORMATION (FOR IN-HOUSE MAINTENANCE)

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  - Once a week. Minimal use corridors, rarely used conference rooms and training rooms.

Daily vacuuming of high traffic areas should be performed with a two-motor top fill upright with nylon bristle brushes. The following vacuums are suggested.

1. Windsor Versamatic (see attached example)
2. Advance Carpet Twin
3. Kirby G-4 Upright
4. Hoover Conquest

PILE BRUSHING

Pile brushing is a recommended supplement to routine vacuuming in high traffic areas, under chairs and in pivot point areas. The pile brush lifts the carpet fibers to an upright position, while removing embedded soils, and extending carpet life. Frequency of pile brushing should be weekly in high traffic areas, monthly in medium traffic areas and quarterly in low traffic areas. For best results, pile Brushing should be performed with a Certified Pile Brush, manufactured by Nilodor, Inc.

The following procedures should be followed when operating the pile lifter:

1. Determine the direction of the pile lay.
2. Move the brush to the starting position. The pile brush must be pulled against the pile direction to be most effective.
3. Pull the brush backward, placing as much weight on the brush as possible without lifting the rear wheels.
4. Repeat until the entire area has been completed.

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SPOT CLEANING

Spots and stains are one of the biggest detriments to high appearance levels. To maintain a consistent appearance level between periodic maintenance, it's critical that spots and stains be removed on a daily basis. In most cases, daily spotting is the responsibility of the janitorial or housekeeping staff. All chemicals used in this daily spotting program should:

1. Be proven low emitters of volatile organic compounds in the indoor environment.
2. Have current Safety Data Sheets (S.D.S.'s) available.
3. Be proven to leave minimal amounts of residue on the fiber of the carpet.
4. Be compatible with the chemicals used in the system for the overall planned preventive maintenance program.

Spills and spots should be attended to as soon as possible. The longer contaminants remain on the carpet fibers, the harder and more difficult the spots or stains are to remove. Spot cleaning is an important phase of the overall maintenance program, and when correctly performed, will provide an even, overall appearance to the carpet. Place emphasis on removing the spot during the process. Keep the carpet as dry as possible. If loosened too quickly with too much liquid, the foreign matter can run down man-made hydrophobic fibers deeper into the pile.

Spot removal is a precise science. Many spots, if addressed immediately and correctly, are easily removed. Soft drinks, coffee, gum, and mud fall into this category. More difficult spots to remove would be nail polish, shoe polish, auto greases, and urine. Spots that only a professional cleaner should attempt, either due to the hazardous nature of the required chemicals needed to remove the spot or the permanent damage that improper techniques might produce in the carpet are rust, paints, flooding, medicines, ink, furniture stains, and dyes.

Patience is a must. Do not over wet the spot because you may run the contaminant deeper into the face yarn and into the carpet back. Most heavy liquid spills will work their way back to the carpet pile surface because the carpet back can act as a reservoir for the spill. Sometimes a spot will return even after we think it has been removed. This is due to some of the contaminant being left in the carpet back and wicking back to the surface. Sometimes the spotting material may leave a sticky residue that collects soil and causes the spot to return. The return of a spot following removal is no reflection on the carpet. Re-treating these types of spills will eventually eliminate their return.

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PRETEST EVERY CLEANING AGENT

1. Test the spotting products to be used on a scrap piece of the same carpet first. If no carpet scrap is available, test in an inconspicuous area. Allow test area to completely dry; then check for any color change before proceeding. If there is a color change, do not continue. Pretest additional products until a safe spotting agent is found or call a professional cleaning technician.

2. Remove any dry spill with the use of a spotting brush and bone spatula to scrape up the dry residue. (This process is very efficient for mustard and ketchup.) Then dry vacuum the area.

3. Blot up wet spills immediately with a white absorbent cotton cloth, a layer of white towels, or an absorbent dry-cleaning compound.

WET SPOTTING

1. The general rule is that unless you know the origin of the stain and have determined that a wet spotter is required, you should always start with a nonflammable dry-cleaning solvent (available through a janitorial supply company.) Work from the outer edge of the spot toward the center to avoid enlarging the spot. Never pour any dry-cleaning solvent – or any other liquid cleaner – directly onto the carpet as this causes penetration into the carpet back that can produce buckling and deterioration of the backing system. Rather, pour a small amount of solvent on the cloth and then gently apply to the spot. Blot the area with a dry white cotton cloth (or paper towels). Work the spot by alternately moistening and blotting. When there is no longer any transfer of the spot substance to the cloth, allow the area to dry thoroughly.

2. When stain has been removed, completely rinse the area with tap water on a towel to remove spotting agents and any residue. In some carpet colors, a slight "white halo" may remain. Immediately vacuum with wet/dry vacuum. Blot with a stack of white paper towels until the moisture is absorbed.

GUM REMOVAL:

An Aerosol Gum Remover should be used for removal of chewing gum. Spray the chewing gum until it freezes. The gum can then be easily removed by breaking it into pieces with a blunt instrument. Vacuum the frozen pieces immediately before they re-soften. Use care to not pull carpet tufts from primary backing or cause excessive "fuzzing".

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PERIODIC MAINTENANCE

We recommend CFR PRO 400 Cleaning Recycling System. Pro Station 400 is especially designed for superior carpet restoration as well as general maintenance. The system also tackles upholstery, modular office panels, and fabric-covered walls. The Pro Station 400 is one of the highest performance system available for the residential, commercial and industrial contractor. It is recommended that plain, hot, tap water be used in the unit. CFR's patented High Energy Application and Recovery System is based on 3 unique principles:

- High Energy Micro-Application atomizes high velocity solution to power-wash each individual fiber.
- Instantaneous Solution Recovery integrates solution application and retrieval into a single uninterrupted process. Since the solution is never "turned over" to gravity, it's almost impossible to over wet fabrics.
- Continuous Flow Recycling virtually eliminates dumping and refilling in the middle of a job, because the patented CFR filtration system cleans the recovered solution and recycles it up to 7 times without loss of cleaning effectiveness.

WET EXTRACTION

1. Clear the area of chairs and small furnishings.
2. Spot clean entire area using appropriate spotting techniques.
3. Pile lift the entire area with recommended equipment.
4. Extract the area with warm water only (not exceeding 135 degrees F). Continue extraction until clear water is being recovered from the carpet. Caution: do not over wet the carpet.
5. Allow time for the area to completely dry. Use air blowers if needed.
6. Additional pile lifting may be necessary in areas that still show signs of crushing.

Note:
This complete cleaning process may need to be accomplished on multiple or consecutive days due to the time required for the carpet to completely dry. The maximum dry time is typically 2 – 4 hours. Otherwise the carpet is being over wetted or poorly extracted.

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Regular Maintenance, Deep Cleaning and the Use of Disinfectants on Milliken Carpet Products

You've entrusted Milliken as your flooring supplier, and we're here to support you not only as you get your facilities back up and running, but also in how you maintain your physical locations long-term. We've created the following recommendations pertaining to regular maintenance, deep cleaning, and the use of disinfectants on Milliken Floor Covering products within your facilities.

For concerns related to COVID-19 please visit the Centers for Disease Control and Prevention (CDC) webpage regarding 'Cleaning and Disinfection for Community Facilities.' This webpage also provides CDC recommendations on the cleaning and disinfection of rooms or areas occupied by those with suspected or with confirmed COVID-19 and provides specific information related to soft (porous) surfaces such as our carpet products.

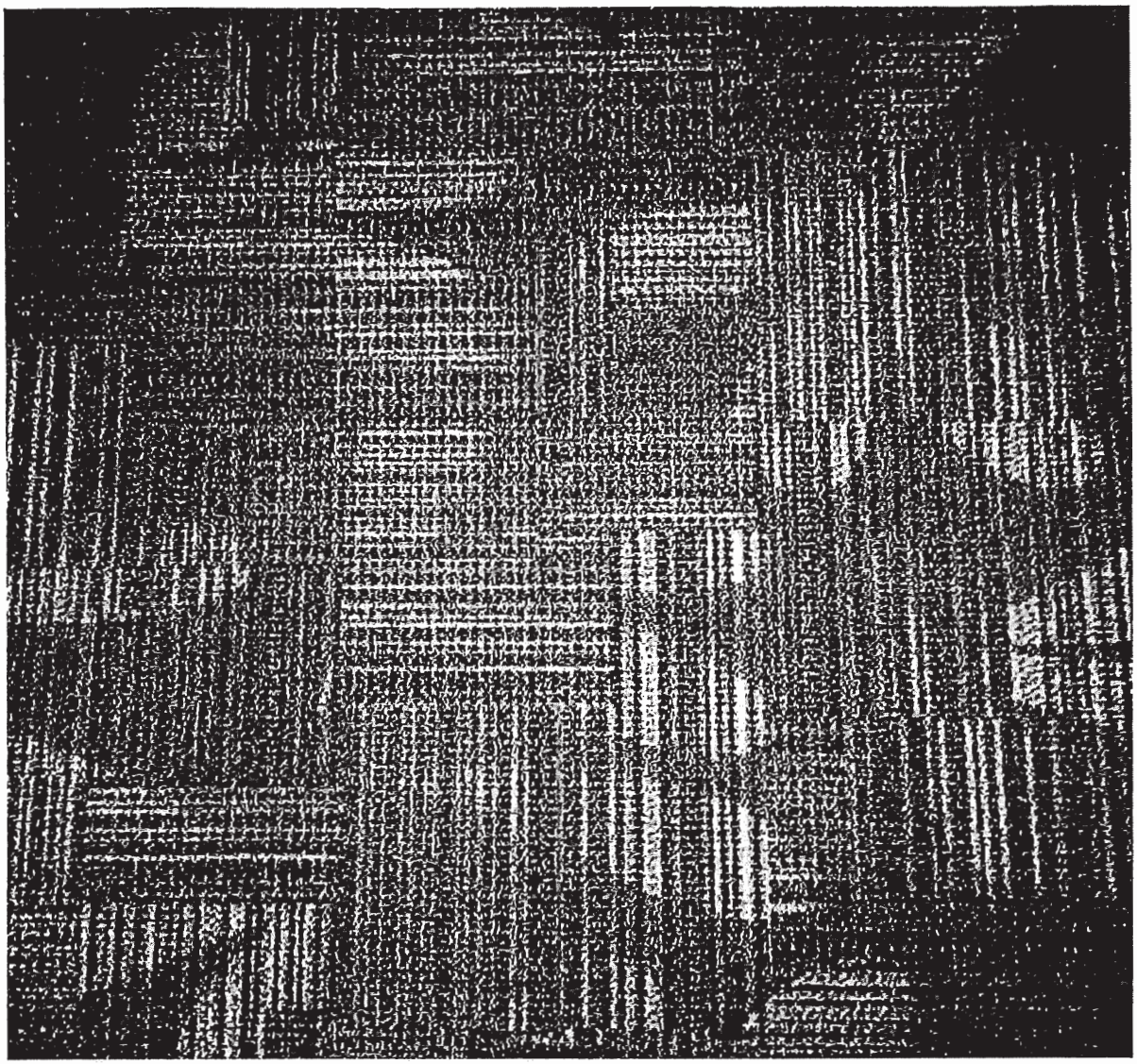
According to the CDC guidelines, soft (porous) surfaces should be cleaned before using disinfecting products. Please reference our Carpet maintenance instructions for recommendations on regular maintenance and deep cleaning guidelines. Once cleaned, the CDC recommends using EPA-approved disinfectants for your space.

Milliken has evaluated these EPA-approved disinfectants for cost, availability, impact to indoor air quality, and effect to flooring materials from repeated long term exposure. Based on our evaluation, we recommend using, EPA-approved **Hydrogen Peroxide** and **organic acid** based cleaners (e.g. Citric acid, Lactic acid) for broad based application on our flooring. EPA-approved disinfectants with peroxide and organic acids as the primary active ingredients tend to have the lowest impact on indoor air quality, a critical concern when applying disinfectants over a wide surface area such as flooring. In addition, these active ingredients tend to leave less residue and are less likely to impact carpet performance with repeated applications over time.

Regardless of which active ingredient is chosen, it's important to consider a few primary concerns as facilities consider the need for regular application of disinfectants:

- **Frequency:** One-time application of EPA-approved broad use disinfectants are generally well tolerated. The main concern is the impact to flooring where repeated and frequent application takes place. To minimize the impact of higher frequency application, regular extraction is needed to remove residual chemicals from the floor.
- **Residual chemicals:** Most disinfectants require removal after being applied in order to remove residual active and other added ingredients that may build up over time. For soft surface this will typically involve an extraction process (powder based or hot water extraction) at a regular interval. This interval will vary depending on the frequency of application and the disinfecting agent used.
- **Chemical concentrations and dilution:** When required, special care should be taken to properly dilute the disinfectant per the disinfectant manufacturer's user manual and equipment manufacturer user manual depending on how the disinfectant will be applied.
- **Pre-test every cleaning and disinfecting agent:** As with any cleaning product, test the cleaning or disinfecting agent to be used on a scrap piece of the same carpet first. If no carpet scrap is available, test in an inconspicuous area. Allow test area to completely dry; then check for any physical change before proceeding. If there is a physical change, do not continue. Pretest additional products until a safe product is found or call a professional cleaning technician.

Please contact the Milliken Technical Services team for more information regarding specific cleaning procedures and application of disinfectants on Milliken Floor Covering products (1-800-528-8453, option 2).



Manufacturer: Milliken
Style Name: -
Style#: 546479
Color Name: Multi/Mango
Color #: -
Size: 3' x 3'
Tiles/box: 80
Sq. Yd.: -

Warehouse Location: 701 BLDG. 3030
Install Location: ~~5~~A 3rd Floor, 1st Floor
"E" Offices 6th Floor, 4TH FL,

Quantity: +/- 32 large boxes