

JANITORIAL AND CUSTODIAL SERVICES

SUMMARY

This procedure explains how to obtain janitorial, custodial and related services. For Internal Services Department (ISD) managed buildings, contact the building manager to initiate a janitorial service request. For non-ISD managed buildings, follow the below procedure.

PROCEDURE

1. Department Procurement Liaison should be provided with the full details of service requested (i.e., total square footage of area to be serviced, specific service needs, location, cleaning frequency, etc.).
2. Department Procurement Liaison will contact ISD-Strategic Procurement Division (SPD) and discuss the service needs with the Procurement Contracting Officer who administers the contract.
3. SPD will provide guidance and instructions on how to obtain the services.
4. If the building is already receiving janitorial and custodial services and related additional services or special work is needed, building management must be contacted. There may be an extra charge for such services.
5. If a Department has a complaint regarding janitorial, custodial or related services, such complaint must be reported to the building manager.

A list of ISD managed buildings is available at <https://www.miamidade.gov/realestate/library/ISD-Maintained-Buildings.pdf>

CONTACT(S):

Department/Division

Internal Services Department/Strategic Procurement Division

Internal Services Department/Facilities and Utilities Management Division