

Attachment J.10

Definitions

- g. The absence of minor spots, marks or other limited surface soil that can be eliminated by appropriate spot cleaning techniques.
- h. The absence of dust, lint and other in-fiber accumulation in fabric and carpeted areas that can be eliminated by appropriate vacuum cleaning techniques.
- i. A surface shall be considered clean if: The Contractor demonstrates to the satisfaction of the District that any visible dirt, dust, foreign matter, film grimes, stains fingerprints, streaks, spots, blemishes, and/or chemical residues which remain on the surface after cleaning **cannot** be removed without permanently damaging the underlying surface.

Cleaning Services - refers to the cleaning service requirements in the contract. They include the following three categories of routine janitorial services, periodic janitorial services and related supplemental work:

Comprehensive Janitorial Services – cleaning services that include the routine, periodic and supplemental periodic cleaning.

Correction – The elimination of a defect.

Custodial - A reference to "custodial" is interchangeable with "janitorial". Custodial and related services can include, but is not limited to, window washing, trash removal, recycling, landscaping, and maintaining a building or area.

Custodian - An individual who performs housekeeping and janitorial tasks.

Daily - Services to be performed, at a minimum, of one (1) time per day.

Defective Service - An assessment of service that does not conform with specified requirements. These defective services shall be noted and reviewed on contract discrepancy reports, and subsequently evaluated for the modification and/or termination of the contract.

Deficiency - Any part of a proposal from a Contractor or any work performed by a Contractor that fails to satisfy the District requirements.

Direct Cost – All costs incurred in the actual performance / execution of services.

District Quality Assurance - These are the various functions, including inspections, by the District to determine whether a Contractor has fulfilled the contract obligations pertaining to cleaning quality and quantity. District Quality Assurance is different from and is not a substitute for Contractor Quality Control.

Exterior - Entrances, landing, steps, sidewalks, parking areas, facades, moats, and lawns located adjacent to the building and extending to the established property line.

Floor Surfaces and Their Care may include, but are not limited to the following:

- a. **Asphalt Tile** – Asphalt tile is a mixture of asbestos fibers, pigments and invert fillers bound together with an asphalt or resin binder. Ingredients are mixed, heated, and then rolled out in sheets and cut to size. The colors of asphalt tile are divided into four groupings, A, B, C, and D with “A” as the darkest and “D” as the lightest: A and B usually contain asphalt binders, and C and D resin binders. Asphalt tile is also furnished in a grade designated as greaseproof. Oils and solvents should be avoided on all types.
- b. **Marble** – Marble is essentially calcium carbonate that has been changed by nature through pressure, heat and water into crystalline form. The beautiful colors in marble are due to impurities. Marble is easily damaged by acids.
- c. **Rubber** – Rubber is a mixture of rubber-natural synthetic and/or reclaimed with invert fillers and color pigments. The raw materials are mixed, heated and rolled out under pressure. The strips of rubber are then cut to size. Rubber flooring varies widely in form and properties and is available in tiles and sheets and with many degrees of hardness and flexibility. It is subject to deterioration from oils and solvents.
- d. **Vinyl** – Vinyl resins are used as the building agency and may be anyone of the following general classifications: (A) vinyl asbestos tile composed of asbestos fibers and color pigments with vinyl resin used as the binder. It is somewhat more flexible, resilient, and stain resistant than asphalt tile. (B) Homogeneous flexible vinyl tile is somewhat comparable to rubber tile. It does not have as much filler and less invert pigment. Some flexible vinyl is laminated to a backing material such as cork or coarser vinyl flooring. (C) Colendered vinyl flooring is somewhat comparable to conventional inlaid linoleum, except that the oxidized drying oils are replaced by a vinyl resin and plasterized. It is available either in tile or yard goods form.
- e. **Wood** – Including gym floors, the wood floors in common use may be either soft wood or hard woods, in a variety of widths, thicknesses and designs, and they may be either open grain or closed grain. Strip flooring is generally nailed to a wooden sub-floor; parquet flooring is generally laid in mastic on top of the on top of the sub-floor. Unless the floor is properly sealed, water will raise the grain and roughen the surface. Use of water for cleaning is not generally recommended, unless used sparingly. Avoid strong cleaners.

Green Cleaning - is a planned and organized approach to cleaning that uses products and processes that go beyond simple appearance and focuses on reducing impacts on human health and the environment.

Hard and Resilient Flooring - All flooring such as concrete, ceramic, terrazzo, brick and marble, which requires periodic finish stripping and re-sealing. All resilient flooring, such as, vinyl tile and linoleum that require several coats of floor finish.

Hazardous Materials - Any waste, substances, radiation or materials (whether solids, liquids or gases) that are:

- a. hazardous, toxic, infectious, explosive, radioactive, carcinogenic or mutagenic;
- b. now or become defined as pollutants, contaminants, hazardous wastes or substances, radioactive materials, solid waste or other similar designations in or otherwise subject to District and Federal regulations;
- c. present on the premises and can cause or threaten to cause, a nuisance pursuant to applicable statutory or common law upon the premises, facilities or properties;
- d. polychlorinated biphenyl's (PCB's), asbestos, lead-based paint, urea, formaldehyde, foam insulation, petroleum and petroleum products including gasoline, crude oil etc., that pose a hazard to human health, safety, natural resources, industrial hygiene, the environment or an impediment to working conditions.

Holidays - Holidays observed by the District of Columbia Government.

Inspection - Examining and testing Contractor performance of services by the District to determine whether they conform to contract requirements.

Material Safety Data Sheet (MSDS) is a form with data regarding the properties of a particular substance.

Monthly - Services to be performed one (1) time per month.

Modification - Modification is a bilateral or unilateral change in the terms of a contract.

Policing - The constant monitoring and maintenance of common and specially identified areas (interior and exterior) for trash, debris, dust, spills, etc. Policing shall be conducted continuously throughout the day at periodic intervals, of no more than three (3) hours apart, so as to maintain a clean and safe environment.

Quality Assurance (QA) - Ways by which Contractor assures the District that quality services are/will be provided to satisfy the requirements of the contract.

Quality Assurance Review Plan (QARP) - The District's review method of monitoring and evaluating the Contractor's performance under a Performance Based Statement of Work (PBSOW) to ensure services meet contract requirements. See Attachment J.13 for further details.

Quality Control Program (QCP) - The Quality Control Program or Plan is a system for identifying and correcting deficiencies in the quality of services before the level of performance becomes unacceptable. Preparation of this document is the responsibility of the Contractor and should provide commentary on the continuous actions used by the Contractor to maintain employee performance so that the contract requirements are consistently met. This plan should include reports, records, and logs that contain information relative to the janitorial service of each building such as, but not limited to: service call logs, sign-in sheets, sign-out sheets, training reports, check-lists, service schedules, equipment recommendations, green product preferences, green cleaning plan, supply delivery schedule, strike contingency plan, exposure control plan, and pandemic plan, and etc. This information shall be maintained in an automated data system such as Microsoft Word and/or Microsoft Excel spread sheet format. The QCP shall be prepared by the Contractor and provided to the CO and COR as part of the offer package for review and acceptance by the District. The Contractor is not authorized to start work until the QCP is accepted and the proper security clearances obtained. Refer to Section H of the solicitation, in regard to proper security clearance requirements. The QCP is a living document and may be subject to change depending on the needs of the contract. When the QCP is revised the Contractor is required to provide an updated QCP, maintenance schedule and listing of current employees to the CO and COTR for acceptance.

Recyclables - Certain types of disposable waste, such as bottles, cans and newspapers that recover valuable resources and reduce the "waste stream" of trash and garbage going into landfills.

Related Supplemental Services - Janitorial related work in addition to the requirements of the routine daily and monthly cleaning services and periodic (quarterly) cleaning services. Related Supplemental Services include the following categories of janitorial work:

Supplemental Periodic Services - janitorial related work which the Contractor will be requested to perform on a periodic basis.

Supplemental Optional Services -janitorial related work which the Contractor may or may not be asked to perform. The District reserves the right to acquire the optional supplemental services from sources other than the Contractor when it is

considered in the best interest of the District to do so, price and other factors considered.

Response Time – The time allowed the Contractor by the District after initial notification to the Contractor by the Contracting Officer (or the Contracting Officer's Technical Representative) of a work requirement to be physically on the premises at the work site, with appropriate tools, equipment and materials, ready to perform the required work. A 10-day mobilization is allowed.

Service Calls - Service calls are considered standard service requirements, such as nonrecurring requests for emptying of trash and recycling bins, spills, replenishing restroom supplies, spot vacuuming, spot exterior litter removal, and etc. reported by building occupants, CO, BM, BMS, and/or COTR. Time starts when a service call is initially submitted to the Contractor during occupant work hours.

- a. **Routine Service Calls:** Routine calls are service calls during Occupant Work Hours, which are not considered urgent or emergency service calls.
- b. **Urgent Calls:** Service calls during Occupant Work Hours, which interrupt or otherwise adversely impact the District, or building occupant operations.
- c. **After Hours Emergency Calls:** Those service calls that consist of correcting failures which constitute an immediate danger to personnel or property as determined by the COTR, BM and/or BMS. Response time for After Hours Emergency Calls at other than "Occupant Work Hours" shall not exceed two (2) hours.

Standard Planned Services Schedule - Standard all requirements are defined by specified performance outcomes, except for the following services, that shall be performed per a required service schedule. See the Attachment J.8 "Standard Planned Services Schedule" for details regarding scheduling for stripping and finishing, pressure washing, carpet cleaning and etc.

Specialized Standard Services - Specialized services are standard services specific only to gyms, child care centers, labs, morgues, hospitals, and health care centers and are included in some, but not all contract facilities.

Standard Services - A standard service is defined as all services that are included in the monthly price or as defined in the Contract document and will include all planned and scheduled services. Prices are to include all applicable labor, materials, supplies, equipment (except as otherwise provided), supervision, and management.