

COLUMBUS METROPOLITAN LIBRARY

Request for Proposal

Custodial Services Group1 and Group2

Issue Date: March 13, 2022

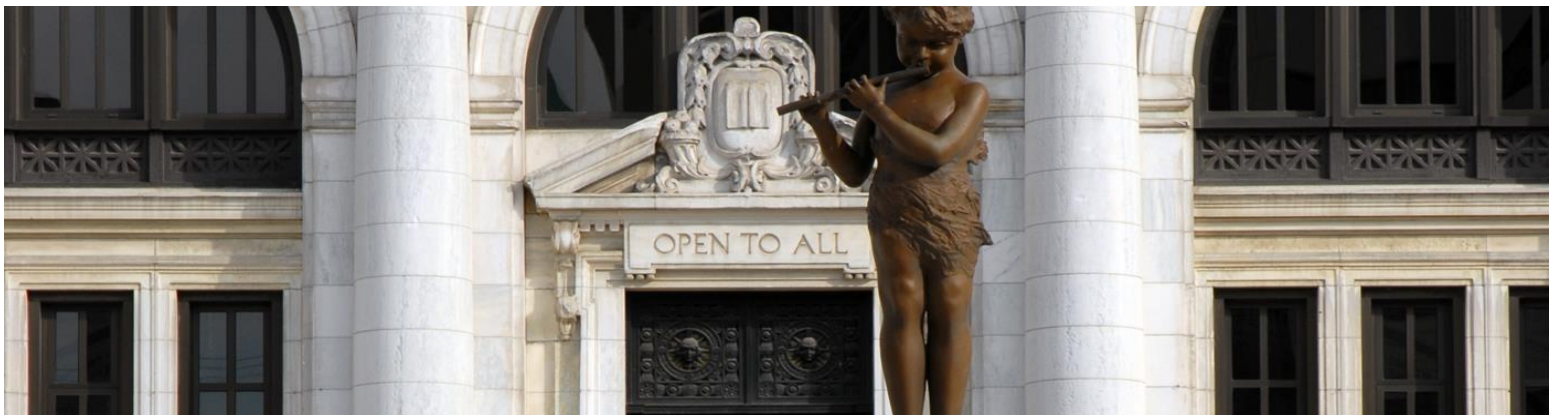
RFP Number: CML #23-001

Issued by

Procurement Department
96 S. Grant Ave.
Columbus, OH 43215

Deadline for Submittal

April 3, 2023
No later than 12:00 NOON EST



REQUEST FOR PROPOSAL COVER SHEET

The Columbus Metropolitan Library (“CML” or “Library”) is issuing this Request for Proposal (“RFP”) for Custodial Services Group 1 and Group 2 (“Project” and “Consultant”). The RFP Identification Number is CML #23-001.

Proposals must be received no later than **12:00 Noon on April 3, 2023**. Any Proposal (“Proposal”) arriving after 12:00pm or Noon on the due date will be considered late and will receive no consideration for selection to provide the specified services.

All questions or requests for clarifications should be submitted in writing no later than 5:00 p.m. seven (7) days prior to the proposal due date to procurement@columbuslibrary.org.

The Proposer (“Proposer”) declares to have read, understood, and affirms, by its signature below, to be bound by all the instructions, terms, conditions, and specifications of this RFP and agrees to fulfill the requirements of any contract (“Contract”) for which it is selected to provide the specified goods or services at the prices proposed.

The Proposer certifies, by signature affixed to this “Request for Proposal Cover Sheet,” that the information provided in response to this RFP, including certified statements, is accurate and complete.

Federal Taxpayer Identification Number (TIN)		
Name of person signing proposal (Please print or type)	Title	
Proposer Name		
Mailing address		
City	State	ZIP
Telephone		
Contact Person		
E-Mail Address		
Authorized Signature (Original signature only) Please use Blue Ink.		

THIS FORM MUST BE SIGNED AND SUBMITTED WITH THE PROPOSAL

Columbus Metropolitan Library

Custodial and Janitorial Services – Request for Proposals

PROJECT OVERVIEW

INTRODUCTION

The Columbus Metropolitan Library is seeking sealed proposals (“Proposals”) for custodial services at all Columbus Metropolitan Library locations. Custodial services may be required during regular business hours, overnight, or both depending on location.

This project (“Project”) is to provide labor, materials, and supervision to complete the custodial services at multiple Columbus Metropolitan Library properties. CML intends to award this work to one (1) contractor for Group 1 sites and one (1) contractor for Group 2 Sites. Please refer to Exhibit – 7, Locations, Hours, and Area Information, for location and building information.

Proposers must be able to provide all products/services and meet all of the requirements contained in this solicitation. The successful Offeror (the “Contractor”) shall remain responsible for Contract performance for the duration of the agreement.

The initial term of the Contract will be for three (3) years beginning June 1, 2023 with two (2), 1-year options to renew by mutual written agreement. The Contract can be extended, with the same terms and conditions, at the option of CML, for an additional one (1) month period. (Note that many of CML’s facilities are under construction and staffing plans will change depending on the completion of that construction project. CML’s Operation Manager will advise the custodial contractor (“Contractor”) of upcoming changes when appropriate. The overall costs will need to be adjusted accordingly.

GENERAL INSTRUCTIONS

The contractor (“Contractor”) shall furnish all labor, materials, equipment services, and supervision required to complete the work (“Work”), complying with the scope of work outlined herein.

The Proposer shall be given the opportunity by CML to examine the work site(s) prior to submitting a Proposal.

The Contractor is responsible for all requirements as provided in the RFP documents. Proposals will be accepted until the time indicated in the RFP. The Library is not responsible for any late mail or late special service deliveries.

PRE-PROPOSAL MEETING

A pre-proposal conference will be held at the **Columbus Metropolitan Library Main Branch at 96 S. Grant Street, Columbus, OH 43215 at 9:30am in meeting room 1C on Wednesday, March 29, 2023** to permit potential Proposers the opportunity to ask questions about this Project. Although the pre-proposal conference is not mandatory, attendance by any prospective Proposer is encouraged. Interested Proposers will be asked to RSVP to procurement@columbuslibrary.org, at which time they will be provided with location information to the pre-Bid meeting. An edited and annotated summary of the Pre-Proposal conference will be published in the form of an addendum to the solicitation and will be available on the "Doing Business With Us" page of the Columbus Metropolitan Library website, <https://www.columbuslibrary.org/doing-business/>

DIVERSITY

Because Columbus Metropolitan Library serves a diverse central Ohio population, CML has a strong preference for professional service providers to propose teams made up of MBE/DBE/WBE certified staff to provide CML with a diverse professional staff representative of the central Ohio region in which they will be working and of the customers that CML serves every day. Minority Business Enterprises are encouraged to respond to this solicitation.

A completed Offeror's Diversity & Inclusion Participation Form or documentation of good faith efforts must accompany the completed Proposal. Please refer to Appendix B, *Offeror's Diversity & Inclusion Participation Form* to submit or denote the omission of participation.

COMPLIANCE WITH APPLICABLE LAWS

By submitting a Proposal for Work on the Project, the Proposer acknowledges that it is in compliance with applicable federal, state, and local laws and regulations, including, but not limited to, the following:

Equal Employment Opportunity/Nondiscrimination. The Proposer agrees that if it is awarded a contract that in the hiring of employees for performance of work under the Contract or any subcontract, neither it nor any subcontractor, or any person acting on its behalf or its subcontractor's behalf, by reason of race, creed, sex, disability as defined in Section 4112.01 of the Ohio Revised Code, or color, shall discriminate against any citizen of the state in the employment of labor or workers who are qualified and available to perform work to which the employment relates. The Proposer further agrees that neither it nor any subcontractor or any person on its behalf or on behalf of any subcontractor, in any manner, shall discriminate against or intimidate any employees hired for the performance of the work under the contract on account of race, creed, sex, disability as defined in Section 4112.01 of the Ohio Revised Code, or color.

Ethics Laws. The Proposer represents that it is familiar with all applicable ethics law requirements, including without limitation Sections 102.04 and 3517.13 of the Ohio Revised Code, and certifies that it complies with such requirements.

PROPOSAL SUBMISSION REQUIREMENTS

1. Proposers are cautioned to carefully review all parts of the RFP. No allowance may be made for any error or negligence of the Contractor.
2. Proposals are to be prepared in such a way as to provide a straightforward, concise description of the Contractor's qualifications and capabilities to satisfy the requirements of this RFP and provide sufficient information to fully establish the Contractor's ability to perform all of the actions, activities and functions described in this RFP.
3. Emphasis should be on conformance to the RFP instructions, responsiveness to the RFP requirements, completeness and clarity of content and should minimize extraneous marketing materials.
4. Costs for developing the Proposal are entirely the responsibility of the Proposer and shall not be chargeable to the Library.
5. The Proposer must address all of the requirements listed in the Request for Proposal. All Proposals must be emailed to procurement@columbuslibrary.org , with the Proposal Identification Number **CML #23-001**, title, and Proposer name in the subject line of the email and the file names.

PROPOSAL SUBMITTAL

Each Proposer must submit a Technical Proposal and a Cost Proposal as part of its Proposal package. Proposals must be submitted as two (2) separate components – Technical Proposal and Cost Proposal in separate sealed envelopes/packages.

Each Technical Proposal package must be clearly marked "**CML #23-001 Cleaning Services- Multiple Locations - Technical Proposal**"

Each Cost Proposal package must be clearly marked "**CML #23-001 Cleaning Services- Multiple Locations - Cost Proposal**".

IMPORTANT: Technical Proposals must not contain cost or pricing information.

Proposal Format and Content

To facilitate comparison of Proposals, Technical Proposals shall be organized into the following marked or tabbed sections:

Proposal responses must be organized and submitted per the instructions in this section. **Proposals must include a table of contents listing all sections.**

Responses shall be organized into the following marked or tabbed sections.

1. Cover Letter

A cover letter, on the Proposer's letterhead, shall be submitted and shall include, but need not be limited to, the following information:

- A. The signature of a person authorized to bind the Proposer legally to the extent of work and financial obligation outlined in its Proposal.
- B. A statement that the Proposal will be valid for 90 days.

- C. Identification of all the material enclosures submitted in response to this RFP.
- D. A summary of the submitted Proposal and a brief statement of the Proposer's qualifications to meet the requirements described in this RFP. This information shall include:
 - I. The names of the individuals involved in the preparation of the Proposal and their relationships to the Proposer.
 - II. The name, address, and telephone number of the individual to whom inquiries relating to the Proposal shall be directed.
- E. A statement that the Proposer agrees to and accepts all terms and conditions contained herein.
- F. A statement that the Proposer understands all requirements of the RFP.

2. **Project Overview ("Work Plan")**

The Work Plan should include a detailed description of how the Proposer will deliver on every aspect of the Project. The Work Plan must address exactly how the Offeror will provide all required services specified in this RFP including, however not limited to, the "Minimum Contractor Capabilities", "Scope of Services", and "Support for Transition & Continued Service".

3. **Proposer's Qualifications**

The information included in this section shall include, but not be limited to, the following:

- A. Statement as to the Offeror's particular abilities and qualifications to include, but not limited to:
 - a. Brief history of the company.
 - b. Product and service offerings.
 - c. Describe the core competencies.
 - d. The number of years the Offeror has been in business.
 - e. Primary corporate location's address.
 - e. The geographical area of operations and professional affiliations.
 - f. Overview of the ownership structure of the company. Is the company private or public?
 - g. Describe any alliances or strategic partnerships with other companies.
 - h. Size and composition of the organization.
 - i. Number of customers.
- B. Statement of Affirmation as to Proposer's ability to perform the Work.
- C. Three (3) references for projects similar to that outlined in the specifications completed within three (3) years of the date of the RFP submission. Executive-level summary of the proposed solution(s).

4. **Description of Services and Staffing ("Staffing Plan") and Equipment** - A description of the Offeror's staffing plan for the CML project, which shall include but shall not be limited to:

- i. The name of each team member assigned to this project and the role assigned for each location.
 - ii. A brief resume of experience, certifications, skills and abilities of each team member.
 - iii. A disclosure of all adverse information that may be publicly available, which shall include but shall not be limited to:
 - Lawsuits, judgments, liens, bankruptcies or claims made against the Offeror's within five (5) years of the proposal due date.
 - Debarment from entering into Contracts with the State of Ohio, any county in the State of Ohio, or any other government entity within five (5) years of the proposal due date.
 - iv. **Subcontractor use is not allowed for this RFP**
 - v. Include any other information documentation believed to be pertinent but not specifically mentioned in this RFP that may be useful and applicable to this project.
5. **References** - The offerors shall provide at least three (3) references for engagements within three (3) years of the proposal submission date for customers with an aggregate size of at least 500,000 square feet across a minimum of ten (10) locations that require daily simultaneous services. Contractor references shall be located in the Columbus Metropolitan Area. References shall include the customer's name, the engagement manager's name, phone number, and email address. If CML cannot contact the supplied reference(s), or if no references are provided may result in a determination of non-responsiveness and a rejection of the Contractor's proposal.
 6. Include any other information documentation believed to be pertinent but not specifically mentioned in this RFP that may be useful and applicable to this project.
 7. The Offeror must include a completed W-9 Form.
 8. The Offeror must provide a Certificate of Insurance ("COI") with coverage per the terms provided herein and list CML as an Additional Insured. Waiver of Subrogation shall also apply and be indicated on the COI.
 9. A list of all assumptions and exceptions to the specifications outlined in the RFP.
 10. Completed Cost Proposal Spreadsheet - Appendix A
 11. Completed Acknowledgement of Addenda Form – Appendix D

COST PROPOSAL

The Cost Proposal package shall contain the following items:

1. Completed Cost Proposal Spreadsheet – Appendix A
2. Completed Proposer's Diversity & Inclusion Participation Form – Appendix B

The Proposal shall contain **all price information** in the format specified on the Cost Proposal Spreadsheet Form.

Proposers may not amend, alter or omit any items on the Price Proposal Form or include additional clarifying or contingent language on or attached to the form. Failure to adhere to any of these instructions may result in the Proposal being determined to be

non-responsive and rejected by CML. Prices offered shall be all inclusive and shall remain fixed for the duration of the agreement. CML is a tax-exempt entity.

PROJECTED TIMELINE

The projected timeline for this RFP process is provided below. The Library may, at its sole discretion, modify the schedule as necessary to allow for a thorough and complete analysis of responses.

Activity	Target Completion Date
Issuance of RFP	Monday, March 13, 2023
Pre-Proposal Meeting and Walkthrough	Thursday, March 23, 2023 – 9:30 am CML Main Library – Meeting Room 1C
Inquiry Period Ends	Monday, March 27, 2023
Final Response to Vendor Questions	Wednesday, March 29, 2023
Due Date	Monday, April 3, 2023 Noon
Selection of Successful Offeror	TBA

ADDITIONAL INFORMATION

1. Addenda to this RFP will be posted on our website at www.columbuslibrary.org/about/doing-business at least five (5) business days before the RFP opening. Proposers are responsible for any information provided in all issued addenda.
2. Correct and proper invoices will be paid within 30 days of receipt. Invoices are to detail the services provided, the date and detail costs and are to be submitted on company letterhead, to the e-mail address on the Library’s purchase order. Refer to terms and conditions herein for additional information regarding payment
3. Times referenced herein are Columbus, Ohio local time.
4. Submission of a Proposal in response to this RFP is the Proposer’s acknowledgment that subjective criteria may be used in the evaluation of Proposals. Award shall be made to the responsive and responsible Proposer determined to be the most advantageous to the Library. Price, although an important consideration, will not be the sole determining factor.

RFP & PROPOSAL QUESTIONS

All questions regarding this RFP must be sent to procurement@columbuslibrary.org and must reference the RFP Identification Number and title of the RFP no later than **5:00 p.m. seven (7) days prior to the proposal due date. CML will post written responses to all properly received questions no later than five (5) days prior to the proposal due date.**

Answers to all questions will be documented and posted as an Addendum under the original RFP documents on the “Doing Business with the Library” page of the Library’s Web site at www.columbuslibrary.org/about/doing-business.

SELECTION PROCESS:

CML will form an evaluation committee to review and evaluate proposals. The following criteria weights will be assigned:

- a. Quality of the Proposer’s proposal – 80%
 - b. Total Cost – 20%
2. CML may invite any or all Proposers to present an oral presentation on the specifics of their technical and/or price submission. Proposers will be provided with sufficient notice to prepare.
 3. Members of the CML evaluation committee may choose to retain their original technical score following the oral presentation or re-score any or all Proposers following oral presentations. The final score will be collected and recorded by the CML procurement staff.

Proposals will be evaluated by selection committee members. The selection committee will rate the proposals submitted in response to the RFP as identified in the criteria section below. The selection committee has a right to break the technical proposal criteria into components and weigh any components of the criterion according to their perceived importance.

The selection committee may also have the proposals or a portion of them reviewed and evaluated by independent third parties or various CML personnel with technical or professional experience that relates to the work or to a criterion in the evaluation process. The selection committee may also seek reviews of end users of the work. In seeking such reviews, evaluations, and advice, the selection committee will first decide how to incorporate the results in the scoring of the proposals. The selection committee may adopt or reject any recommendations it receives from such reviews and evaluations.

During the selection process, CML may request clarification from any vendor under active consideration and may give any vendor opportunity to correct defects in its proposal if CML believes doing so does not result in an unfair advantage for the vendor, and it is in the best interest.

Evaluation of Proposer’s Cost Proposal:

1. CML will rank cost based on the cost proposed for all three years.
2. CML will rank costs on a relative basis to determine the cost score.
3. CML will calculate the Proposer’s cost score after the technical evaluation committee has concluded its review. The Proposer’s cost score will be assigned in the following manner:

$$(\text{Lowest Responsive Price Proposal} / \text{Cost of Proposer’s Proposal Submission}) \times 20 = \text{Total Cost Score}$$

Example:

(Lowest Responsive Price Proposal (\$100,000) / Proposer Proposal Submission (\$110,000)) x 20 = 18.18 Points (of a possible 20).

CRITERIA

Proposals will be evaluated using the following set of criteria:

Criteria	Percent of Available Points
References and Local Service Experience	25%
Quality areas (quality of organization, staff, and approach) <ul style="list-style-type: none">• Expertise: staff; ability; previous experience• Project approach: deliverables; methodology; timeline• Proposed resources: experience of assigned team	25%
Technical areas (quality of proposal presentation) <ul style="list-style-type: none">• Statement of work• Explanation of approach• Presentation of experience/expertise	30%
Cost: <ul style="list-style-type: none">• Committee will calculate the cost points based on the details provided in the Evaluation of Cost Proposals	20%
Total	100%

Contract Award

The Library is not, by virtue of issuing this RFP, obligated to enter into a Contract and reserves the right to not issue a Contract as a result of this solicitation.

CML will enter into negotiations with the Proposer with the highest composite score following the final technical scoring by the evaluation committee. The selected Proposer will be invited to negotiate a contract with CML. The contents of the selected proposal, together with the RFP and any formal questions and answers generated during the proposal process, will be incorporated with and made part of the final contract as developed by CML. Should negotiations fail to result in a signed contract within thirty (30) days, CML reserves the right to terminate negotiations and select the Proposer whose proposal is determined to be the next most advantageous to CML.

All Proposers that respond will receive a notification if they have been selected or not.

SCOPE OF WORK

Definitions

1. "CML" means the Columbus Metropolitan Library with its principal offices located at 96 South Grant Avenue, Columbus, Ohio 43215.
2. "CML Authorized Representative" means the Director of Property Management, CML Custodial Supervisor, CML Operations Manager or designee authorized to represent CML.
3. "Contractor" means the party providing services pursuant to this Agreement.
4. "HVAC" means Heating, Ventilation, and Air Conditioning.
5. "Proposer" is the party submitting a response to this Request for Proposal. The selected Proposer will be referred to as the Contractor when the Contract is awarded.
6. "SDS" means Safety Data Sheet.

Background Information

1. The Columbus Metropolitan Library operates twenty-three (23) branch locations in the Columbus Metropolitan area where it provides intergenerational education services to members of the community.
2. The Contractor shall be responsible for providing cleaning services at all locations or as a single bid for just Hilliard Library, in accordance with the Scope of Work.
3. Exhibit 7 lists the locations, hours of operation, and current total square footage and carpeted area. **All site locations, building dimensions, carpeted areas, and other building characteristics are subject to change. CML may add, modify, or remove locations at any time. The CML Authorized Representative will make all notifications of building modifications to the Contractor in writing.**
4. Cleaning services are to be completed outside of the hours of operation of the facility unless permitted in writing by the CML Authorized Representative. The following buildings are exempt from this rule: Driving Park, Linden, and Livingston locations. At these locations, services may commence in the early morning, provided that all services are concluded prior to the opening of the location. A detailed description of the Contractor's approach should be included in the Contractor's technical proposal.

CONTRACTOR QUALIFICATIONS

1. At the time of the proposal submission, the Contractor shall have a minimum of three (3) years of experience providing cleaning services similar to what is described in these specifications and shall be currently providing these services. Experience as an employee, subcontractor, director, or principal of another organization will not be accepted.
2. The Contractor shall provide at least three (3) references for engagements within three (3) years of the proposal submission date for customers with an aggregate size of at least 500,000 square feet across a minimum of ten (10) locations that require daily simultaneous services. Contractor references shall be located in the Columbus Metropolitan Area. References shall include the customer name, engagement manager's name, phone number, and email address. If CML is unable to contact the supplied reference(s), the Contractor shall supply additional

references. Failure to do so may result in a determination of non-responsiveness and a rejection of the Contractor's proposal.

3. The only services that are allowed to be subcontracted inside this contract are high window cleaning and high dusting. The use of temporary agency/labor to fill cleaner or management positions is prohibited.

Liquidated Damages

1. If the Contractor fails to commence or complete any Services within the time frames set forth in this Agreement, then the Contractor shall be subject to fixed and liquidated damages of one hundred and fifty dollars (\$150.00) per calendar day or portion thereof that the Contractor fails to complete the work.
2. All charges for liquidated damages assessed to the Contractor shall be deducted from money that is due or shall become due to the Contractor from CML. In the event there is no money due to the Contractor, then the Contractor shall pay the amount of the charges due to CML within thirty (30) days of such assessment.

Compensation

- A. Appendix A – **Cost Proposal Form** is a Microsoft Excel workbook file that will calculate cost based on the hourly rate provided by the Proposer. All calculations will be automatically calculated however the Contractor is responsible to ensure that the final costs are calculated accurately. The Contractor shall complete the Appendix A - Cost Proposal Form in its entirety. The Contractor shall not modify the titles, porter hours or Location names. Any markings, changes, or modifications should be identified. The columns and rows should not be changed and the cost calculations should not be changed.
- B. The Appendix A- Cost Proposal Form includes the following tabs, all of which shall be completed in full by the Contractor:
 1. **Cost Calculations** – Includes calculations for nightly cleaning, weekly management, and porter costs along with year 2 and 3 price increases as a percentage of year one costs.
 2. **Special Events Costs** – these are hourly rates the Contractor will need to provide for special events.
- C. The fixed, not to exceed hourly rate shall be fully burdened, and shall include but shall not be limited to, labor, materials, statutory payroll taxes, social security, Medicare, fringe benefits, insurance, tools, bonds, transportation costs, supervision, training, consumable materials, general administrative, expenses, and Contractor profit.
- D. Automatic calculations will generate an annual total of Weekly and total yearly costs per location and total for all locations by Group.

Term of Agreement

1. This agreement shall commence on upon the final signature date of the agreement, or a mutually agreed upon start date between the Contractor and CML, and continue until May 31, 2025 or for three (3) consecutive years, whichever is sooner.
2. CML and the Contractor may extend the agreement for two (2) additional one (1) year terms, upon mutual consent.

3. CML may request that this agreement be continued on a month-to-month basis after the first three (3) year period, in lieu of a one (1) year extension. Month to month services shall continue at the Year 3 rates unless mutually agreed between CML and the Contractor.
4. The total term of this agreement shall not exceed five (5) years.

BACKGROUND INFORMATION

CML Locations, hours, and area information are in **Exhibit 7** of this RFP. Square Footage for Carpet Cleaning.

NOTE: Many of CML's branches will be undergoing construction during the term of the Contract. Square footage is subject to change in order to meet the evolving needs of CML.

Holiday Schedule:

The Contractor need not provide cleaning services on Library holidays or listed Sundays during which the Libraries will be closed. Those holidays/Sundays are:

1. New Year's Eve Day
2. New Year's Day
3. Martin Luther King Jr. Day
4. Easter Sunday
5. Sunday prior to Memorial Day
6. Memorial Day
7. Juneteenth
8. Independence Day
9. Sunday prior to Labor Day
10. Labor Day
11. Thanksgiving Day
12. Christmas Eve Day
13. Christmas Day

*Subject to Change

LEVEL of SERVICE and CONTRACT RETENTION POLICY

The Contractor shall have a documented quality control program which shall be subject to inspection by CML at the time of the proposal submission. CML will conduct periodic reviews of the Contractor's compliance with their own quality control program.

In addition, the CML Authorized Representative will conduct random custodial audits at a minimum of ten branches each calendar month, as detailed in Exhibit 6. The results of these audits will be provided to the Contractor in writing by CML. Remedies for unsatisfactory performance per the CML audits are detailed under Liquidated Damages. Repeated poor performance may result in all applicable remedies up to and including termination of this Agreement.

CML will conduct monthly “custodial audits” in order to review the quality of cleaning services the CML facilities are receiving from the custodial Contractor. CML Custodial Supervisors and Custodial Rovers will conduct these audits. The audit results will be provided to the Contractor via the custodial audit sheet as attached as Exhibit 6 CML Branch Master Audit Sheet after the audit has been completed.

Custodial Audit Scoring

100 – 93.5% (Green) = Good Performance, this is the “Standard” for the buildings to rate day-in and day-out. The result of consistent effort on the part of the Custodial staff.

93.4% - 90.0% (Yellow) = Average performance, there are probably one or two areas that are causing a poor score.

89.9% or below (Red) = Failing performance, that falls below the acceptable CML standard.

100-93.5%	93.4-90.0%	<=89.9%
Good	Average	Failed

The custodial Contractor is expected to generate scores above 93.4% on an on-going basis.

Expectation

- 1) Custodial audits will be performed by CML custodial staff at 10 different library branches each month. The audit must be performed prior to the branch opening and after the cleaning has been completed.
- 2) At least 2 audits will be performed per month with the manager of the custodial contractor.
- 3) At least 1 audit per quarter will be performed with the regional manager of the custodial contractor.
- 4) A score below 93.4% in back to back months will require a follow up audit within 3 days of the last audit, with the manager of the custodial Contractor. The CML Custodial Supervisor will review the specific areas of concern pointed out in the past 2 audit sheets. This location will also be audited the following month as part of the 10 scheduled audits.
- 5) A failing audit score (below 90% in red,) will be followed by another audit within the same month with the manager of the custodial Contractor. A CML Supervisor and the custodial manager should review the issues that resulted in the branch audit failure together, and plan a solution to prevent this failure from happening again.
- 6) Copies of custodial audits performed will be sent via e-mail to branch manager, custodial Contractor manager, and CML Property Management (“PM”).
- 7) A monthly tally spreadsheet will be kept of all audit scores and saved on the CML shared drive, as well as presented to the CML Board of Trustees.

CML reserves the right to terminate the Contract after three failed documented audits.

CML Authorized Representative can request removal any contracted personnel from CML Custodial Account for just cause.

Special Events

1. CML hosts events of less than 100 participants in CML branch auditoriums and meeting rooms during and after posted hours of operation. Provided that the agreed upon cleaning schedule requires Contractor employees to be on site during the period where a special event is scheduled, the Contractor's services shall continue unabated and at no additional cost to CML.
2. If a special event is scheduled to occur that CML believes will require additional Contractor employees to support, CML will notify the Contractor at least seven (5) days prior to the event and request a quote for the additional contractor services required to support the special event. All terms and conditions of this agreement, including the scope of work and applicable hourly rates for the period of time when the special event is to occur, shall remain in effect. Custodial staff working their normal shifts cannot work an event shift, until their shift is over.
3. All services provided by the Contractor that require additional labor shall be billed separately as directed by the CML Authorized Representative.

Cleaning and Manpower Schedules

1. Please see Exhibit 8 - CML Cleaning Staff Org chart for staffing details.
2. The site-specific cleaning schedule will be established and mutually agreed upon between CML and the Contractor before the commencement of work. The Contractor shall provide an overall organization chart for all personnel assigned to the CML project, broken down by branch assignment and job duty. This organization chart will need to be updated throughout the contract to gain new employees security badges.
3. In the technical and cost proposal, the Contractor shall provide a level of effort for services at each CML location. CML and the Contractor will establish a fixed level of effort prior to the commencement of services.
4. All requests to modify the cleaning schedule and or level of effort at any or all CML sites by CML or the Contractor shall be in writing and shall be delivered at least forty-eight (48) hours prior to the requested change. All changes to the cleaning schedule shall be approved in writing by the Contractor and CML. Any position left vacant for more than 4 days will not be billed to CML until the position has been appropriately staffed.
5. The majority of all the branches will have the nightly cleaning services starting after the branches close with the exception of the early morning cleaning buildings which are Barnett, Linden and Driving Park, all three need to be fully cleaned by 9:00 A.M. These branches need their individual cleaning plans identified in the Contractor's scope of work on how they propose on cleaning each of these buildings. All other Branches are to be fully cleaned by 6:00 AM the following day ready for an audit to be conducted. CML requires that the awarded contractor shall have a supervisor level employee audit each branch seven days a week to ensure all contractual cleaning items where addressed by the nightly cleaners. If any

items where missed, the supervisor should fix those issues prior to leaving that branch and perform additional training with that night cleaner.

Supervision

1. It is not the intention of CML to specify labor rates or benefits to be paid to Contractor employees. Experience has shown that turnover and consistency suffer when cleaning staff are paid below a point established by the local labor market. Therefore, as a provision of this Contract, CML would advise that all Contractor employees be paid a livable wage for Franklin County Ohio.
2. The Contractor shall identify the Account Manager, which shall be a full-time employee working during regular business hours and based out of Main Library, which is responsible for all services provided by the Contractor and fully empowered to act as the agent for the Contractor as it relates to employee assignments, modifications, scheduling, custodial supply ordering, and other related matters. CML will provide internet access and office space for the account manager at the CML Main Library. This position would be in charge of all day shift workers, both Main Library and branches. Any costs associated with the account manager should be considered supervisory costs. If this position is not filled the contractor will not charge CML the days the position is empty.
3. Three-night supervisors working overnight and/or early morning hours that will be responsible for overnight supervision and inspections prior to the opening of the facility. Night supervisors may be assigned to multiple locations and are not permitted to function as fill-in cleaners or porters. If any of these positions are not filled the contractor will not charge CML the days said position is empty.
4. Main library night shift lead employee responsible for overnight cleaning activities at the CML Main library. The Main library night shift lead is not permitted to function as a fill-in cleaner or porter. If this positions is not filled the contractor will not charge CML the days the position is empty.
5. Qualified contractor shall submit an organizational chart that lists all positions from the Regional Manager down that will be working on the CML contract. (Individual names are not needed at time of submission)

Staffing

1. All Contractor personnel shall be sufficiently supervised. The Contractor shall ensure that all Services pursuant to this agreement are being delivered as required and that the Contractor employees are following CML safety and security policies.
2. As part of the proposal submission, the Contractor shall provide an organizational chart that includes the reporting structure beginning at the regional manager (or equivalent) level to the cleaners and porters at each individual branch.
3. All Contractor personnel assigned to CML shall have passed a criminal background check and drug screening. The Contractor shall make background check and/or drug screening results available for inspection by CML upon request, to the extent permitted by law.
4. All Contractor personnel shall wear a uniform, which shall consist of smock, company shirt, or other identifiable article of clothing indicating their employment with the cleaning Contractor. All other items of clothing shall be neat and clean, undamaged, and generally considered to be in good condition.

5. Tank tops, short shorts (above the knee), midriff tops, sleeveless t-shirts, open toed shoes, open backed shoes, and clothing with logos, sayings, images, or offensive materials is not acceptable. Employees who report to work in a manner that conflicts with these specifications will be asked to remove the item or leave by the CML Authorized Representative and the Contractor shall replace the employee for the shift to ensure that the work is completed.
6. All Contractor personnel shall wear name tags that include at a minimum, their entire first name, first letter of their last name, and a current photograph.
7. The Contractor shall make all of its employees assigned to CML available for training by the CML Authorized Representative at no additional cost. This training may take up to fourteen (14) days and shall consist of but shall not be limited to:
 - a. Building access and security procedures, including proper entry and exit as well as operation of the facility security panel.
 - b. Lighting controls, including overrides, timers, and diminished lighting required for cleaning.
 - c. Equipment and supply management, including access to the supply storage areas, dumpsters, restrooms, offices, and other areas of the building.
 - d. Introductions to the CML Authorized Representative, CML Branch Managers, and other CML personnel as required.
8. The Contractor shall identify the Account Manager, which shall be a full-time employee working during regular business hours that is responsible for all services provided by the Contractor and fully empowered to act as the agent for the Contractor as it relates to employee assignments, modifications, scheduling, and other related matters. CML will provide a workspace, including a landline phone and internet access, for the account manager at the CML Main Library. Any costs associated for the account manager are to be subsumed into all operating costs of this project and cannot be billed separately by the Contractor. CML considers costs for the Account Manager as a supervisory cost.
9. The Contractor shall identify a Branch Supervisor, Night Supervisor, and Main Library Shift Lead at the time of the proposal submission. Please see Exhibit 8 – CML Cleaning Staff Org Chart for more details. These roles shall include but are not limited to the following responsibilities:
 - a. Branch Supervisor- Full-time employee working during regular business hours to manage daily activities and function as a fill in cleaner or porter on an as needed basis.
 - b. Night supervisor- Full or part-time employee working overnight and/or early morning hours that will be responsible for overnight supervision and inspections prior to the opening of the facility. Night supervisors may be assigned to multiple locations and are not permitted to function as fill-in cleaners or porters. Minimum of three Night Supervisors are needed per day to accomplish the responsibilities of this position.
 - c. Main library night shift lead- Full or part-time employee responsible for overnight cleaning activities at the CML Main library. The Main library night shift lead is not permitted to function as a fill-in cleaner or porter
 - d. Porter duties - Appendix A – Cost Proposal Form contains Porter hours for each branch. Exhibit 3 – Porter Scope of Work also details hours and scope of work for Porters.

Communications

1. The Contractor shall provide the account manager, branch supervisor, and night supervisors with a cellular phone enabled with internet access, photo and video capability, email capability, and text message capability. Each account manager, branch supervisor, and night supervisor must have their own company email account and telephone number that is monitored at all times by the Contractor.
2. The Contractor shall develop an emergency on-call system for 24 hours per day/7 days per week access that will permit the CML Authorized Representative access to the Contractor for unforeseen and emergency service calls. The Contractor shall acknowledge all requests within fifteen (15) minutes and respond to a CML site as requested within four (4) hours of request by the CML Authorized Representative. CML may make requests in writing or telephone. Notwithstanding the means of contact, the requirements of this section are the same.
3. The Contractor shall utilize CML's work order database to receive and process work orders. If a maintenance issue is discovered, the Contractor shall notify the CML Authorized Representative and submit a work order through the CML system. Work orders shall be closed when the job is completed.
4. The Contractor shall have a written "knock-before-you-enter" policy for cleaning all public and staff male and female restrooms, which shall include, but not be limited to, cleaning cart placement to ensure proper access and egress and the installation and removal of temporary signage while cleaning is occurring. This procedure is subject to the review and approval of the CML Authorized Representative.

Access Control and Security

1. Outside of the posted hours of operation of each CML facility, the only people permitted inside CML facilities are CML employees designated by the CML Authorized Representative and the Contractor. Under no circumstances can the Contractor permit access to any other person, other than people specifically designated by the CML Authorized Representative.
2. CML may request that the Contractor conduct random checks of all lockers, parcels, and personal items of Contractor employees to ensure that library materials are not being removed without permission.
3. Smoking is not permitted in any CML facilities, loading docks, or parking garages.
4. At Main Library all custodial staff should park on the P1 level of the parking garage.
5. The Contractor shall have the capacity to assist CML security with emergency response plans, including but not limited to Code Adam (missing child), power outages, and fire alarm response and evacuation.
6. Outside of the hours of operation of the CML facility, the Contractor shall serve as the primary emergency contact for fire alarms and other emergencies if the CML Authorized Representative cannot be reached.
7. The Contractor shall have the capacity to assist other CML employees and/or outside Contractors who are assigned to work outside of the hours of operation of the CML facility. Notifications of additional parallel services at a particular CML facility will be provided to the Contractor in advance in writing.
8. The Contractor shall report safety and security issues to the CML Authorized Representative as soon as they arise.
9. CML will issue keys to Contractor employees, which may include metal keys and/or electronic key cards. The Contractor shall maintain a custody log of all keys and

take care that no duplicate sets of keys are made. All keys and/or electronic key cards are the property of CML and shall be returned upon request, at the conclusion of this agreement or upon the removal of a Contractor employee. The fee for replacement keys and/or electronic key cards is ten dollars (\$10.00) per item, which will be deducted from the Contractor's monthly invoice. CML reserves the exclusive right to waive this fee.

10. In the event the Contractor takes an action that causes a police, fire, or emergency response or a response from the CML fire and/or intrusion monitoring contractor, the Contractor shall be responsible for any fees, costs, fines, or penalties associated with said response. Any fees, costs, fines or penalties will be deducted from the Contractor's monthly invoice. CML reserves the exclusive right to waive this fee.
11. Contractors are required to fill out the staffing spread sheet that identifies the cleaners name, location and job title. This spread sheet will need to be updated and email to the CML Custodial Supervisor on a monthly basis.

SPECIFICATIONS

These specifications are provided as a specific set of guidelines. The objective is to provide a pristine environment for CML customers and the general public at all times. The omission of a specific task normally considered necessary by industry standards to maintain such an environment does not relieve the Contractor from the responsibility to perform said tasks.

Supplies at all Facilities

CML will provide the following custodial supplies utilizing a centralized supplier. The supplies will be stored at the Main Library. It is the Contractor's responsibility via the account manager to inventory all supplies, place online orders to resupply every branch and transport any supplies when needed. A monthly supply usage spreadsheet will be used to track the custodial supplies at each branch. The labor cost for these services should be included with the management fees.

1. Small Trash Bags 24x33 8mic
2. Large Trash Bags 40x48 22mic
3. Exterior Trash Bags 43x47 1.5mil
4. Consume
5. Emerel Crème
6. Crew bowl cleaner
7. Air deodorizer
8. Hand Soap (Dawn or Gojo unscented)
9. Wax liners for sanitary Napkin disposal units
10. Paper towels (White Multi-Fold)
11. Toilet Paper Single and Jumbo rolls (double ply)
12. Toilet seat liners
13. Urinal screens.
14. Tampons and pads (Tampax and Maxithins)

15. All liquid 3M cleaning chemicals (3A, 5A, 25A, 24A, and 17A)

The Contractor shall provide at no expense to CML all other cleaning supplies, chemicals, etc. as shall be necessary to fulfill the Contract successfully. This includes, but is not limited to, floor soap, quaternary ammonium germicides, heavy-duty cleaners, non-acid bowl cleaners, stripper, floor machine pads, waxes and finishes, furniture polish, microfiber cloths or wipes, window cleaner, compressed air dusters, Swiffer duster 360 pads with extended handle, clean mop heads and handles, window cleaning kits, magic eraser pads, shine-up lemon furniture polish, pledge multi-surface cleaner, stainless steel cleaner, gum remover, all types of spray bottles needed, and any other items CML Custodial Supervisors see necessary. (If chemicals are changed, bottles and SDS labels must be changed at the Contractor's expense.)

It is a requirement of the Contract that 3M products be used exclusively for unit dispensers. Any other products will require approval by CML management. The Contractor shall install 3M dispensing centers in each janitorial closet. It is the responsibility of the Contractor to maintain these units in working order and conduct all repairs in a timely fashion.

It is the contractor's responsibility to maintain adequate supplies at all times. All costs for the cleaning supplies as listed above shall be provided by the Contractor, and the expenses shall be included in the management costs

THE FOLLOWING ITEMS ARE TO BE FURNISHED BY CONTRACTOR AT MAIN LIBRARY

Note: Items marked with an asterisk (*) in bold type are to remain in the building AT ALL TIMES.

1. *10-gallon (minimum) wet/dry vacuum x 3
2. *Portable Carpet Spotting Machine
3. *14" corded vacuum x 8 (this must be a new purchase)
* Cordless vacuum x 3 (for use during open hours)
4. *40-gallon brute containers on casters wheels x 10
5. *Restroom carts x 4 With the extendable restroom Closed for Cleaning Hanging Safety Sign to prevent public from entering the restrooms.
6. *Porter pan (lobby Pro/ renown duo-sweep) and broom x 12
7. *Bucket and wringer x 6
8. *Plunger x 6
9. *Wet Floor" signs x 20
10. *Window washing kits x 3
11. *Extendable trash grabbers + 5 gallon buckets x3
12. *Garage cleaning machines (equivalent to a Tennant M20 Propane powered, floor scrubbing machine x1)
13. *Dry buffing machine (for the black terrazzo)
14. Micro Fiber rags (cloth rags are not allowed, if micro fiber rags are used a color coding system must enforced, as to where the rags are used. Contractor is required to clean rags.

15. Mop handles and mop heads (Contractor can provide washing machine and drier onsite.)
16. Buffing/stripping pads
17. Extension poles for high dusting
18. Bowl brushes
19. Scrapers
20. Spray bottles (SDS Labeled)
21. Carpet Agitator
22. Any other miscellaneous equipment as shall be necessary

ITEMS TO BE FURNISHED BY CONTRACTOR AT BRANCH LOCATIONS

Note: Items marked with an asterisk (*) in bold type are to remain in the building AT ALL TIMES.

- *10-gallon (minimum) wet/dry vacuum
- *40-gallon brute on casters
- *14" vacuum (this must be a new purchase)
- *Cordless vacuum (for use during open hours)
- * Portable Carpet Spotting Machine (Only in Dublin, Hilliard, Karl Rd., Gahanna, Reynoldsburg, Northern Lights, and Hilltop.
- *Porter pan (lobby Pro/ renown duo-sweep) and broom.
- *Mop bucket and wringer.
- *Plunger
- *"Wet Floor" signs
- *Window washing equipment
- *Extendable trash grabber + 5 gallon bucket
- Micro Fiber rags (cloth rags are not allowed, if micro fiber rags are used a color coding system must enforced, as to where the rags are used. Contractor is required to clean rags.
- Maslin cloths
- Mop handles and Micro Fiber mop heads
- Buffing/stripping pads (3M Red Buffer Pad, Scotch Brite Purple Diamond Pad to restore gloss)
- Extension poles
- Bowl brushes
- Scrapers
- Spray bottles (SDS Labeled)
- Any other miscellaneous equipment as shall be necessary

Note: SDS's on ALL products are to be kept in a binder to be located in every janitorial closet and master electronic SDS sent via email to CML's custodial supervisor.

All equipment shall be new or less than one (1) year old. Contractor shall maintain all equipment (including CML-owned equipment) in clean working order at all times.

Contractor is responsible for all associated repair costs.

CLEANING SCHEDULES

Scope of Work

The Contractor shall provide cleaning services at all CML locations to ensure a safe, sanitary, and aesthetically pleasing environment for CML patrons, employees, and members of the public. The Contractor shall provide details of solution to ensure that it can meet the specifications herein, which shall include but shall not be limited to the following:

Carpeted floors and furniture

CML has a comprehensive agreement for monthly deep carpet cleaning. The Contractor shall purchase a new commercial vacuum for each CML location and multiple carpet spot cleaners for 8 locations.

1. Vacuum all carpet and walk off mats each evening.
2. Spot clean spills (less than six inches (24") in diameter) on carpeting and hard surfaces as they occur. All carpet spot cleaning shall be conducted in accordance with the manufacturer's recommendations relating to the method and/or product.
3. Utilize a portable carpet extracting machine for carpet cleaning. The Contractor shall not use Resolve brand products on the CML project.
4. Clean spots and spills on furniture through nightly inspections. All furniture spot cleaning shall be conducted in accordance with the manufacturer's recommendations relating to the method and/or product.
5. Vacuum all upholstered furniture weekly.
6. Clean wood, metal or plastic parts of upholstered furniture on a daily basis.
7. Dust upholstered furniture on daily basis, including a brush and vacuum of the furniture on an as needed basis.
8. Dust upholstered furniture on daily basis, including a brush and vacuum of the furniture on an as needed basis.
9. Detail vacuum all corners and edges weekly, move tables and chairs and vacuum underneath.
10. Clean marks from baseboards weekly.
11. Report any signs of bug infestation to the CML Authorized Representative and place a large furniture bag over the furniture prior to moving the furniture into a secluded mechanical room.
12. On a monthly basis the nightly custodial supervisors will review all their assigned branches furniture for stains and or furniture issues. They will spot clean any spot stains that they find, and report to the CML Custodial Supervisor any issues that are not able to be cleaned

Hard Floors and Walls

1. Broom sweep/dust mop all hard surface floors nightly.

2. Wet mop all hard surface floors nightly.
3. Spot scrub all hard surface floors to remove scuffs and black marks nightly.
4. Remove gum or stuck debris nightly.
5. Clean marks from baseboards weekly.
6. Wet mop ceramic tile floors using a germicidal cleaner nightly. (Flood floor/flush drain daily).
7. Hand scrub ceramic tile walls weekly, rinse completely.
8. Grout around restroom and any tiled floor requires detailed cleaned monthly.
9. Acrovyn wall protection will have scuffs and marks removed weekly.
10. Provide a detailed cleaning of grout around restroom walls on a monthly basis.
11. Machine scrub any hard surface floors weekly where the manufacture allows the use a machine scrubbing.
12. Wax all hard surfaces on which the manufacture allows a coat of wax to be applied. Schedule the waxing of hard surfaces with CML Authorized Representative.
13. Wax all hard surfaces which require the application of wax according to manufacturer recommendation. At no time are the walls in the restrooms to be sealed or waxed. The schedule for the application of wax shall be coordinated with the CML Authorized Representative.
14. At the Main Library only, the Black Terrazzo shall be dust mopped twice during day shift and once during night shift prior to wet mopping the entire floor. When mopping this floor the walk off mats must to be moved and replaced once the floor is dried.
15. At the Main Library only, dry buff the black Terrazzo, will take place no less than once per week, or whenever there are noticeable scuffs or scratches in the black terrazzo. The assigned floor tech will be shown this process by the CML Authorized Representative.
16. At the Main Library only, the atrium shall be machine scrubbed on a nightly basis.

Windows

1. It's CML's expectation that all glass is fingerprint free upon opening of the branch.
2. Wash and clean to a streak free finish all interior and exterior of all windows up to ten feet (10') on a monthly basis.
3. Any glass surface that shows signs of dirt, streaks or finger prints should be cleaned nightly under 10 feet.
4. Glass cleaning should not be completed with a cloth rag.
5. Spot clean all partition glass nightly.
6. Completely clean all door glass, associated framework, ledges, and sills both interior and exterior nightly.
7. Clean overhead glass above entrance weekly.
8. Dust and spot clean all sills, window frames, and associated bright work on interior of building weekly

Note: A separate contract for high window cleaning will go into effect in January 2023.

High Dusting

1. The Contractor shall dust all suspended fixtures, including but not limited to, artwork, lighting, ledges, exposed beams, exposes pipes, and HVAC ducts on a semi-annual basis, preferably in April and October of each year.

Building Exterior and Grounds

1. Complete a one (1) time per shift survey of the exterior of the facility and grounds to dispose of any loose debris. Facilities with porters assigned shall provide two (2) additional exterior surveys during each shift.
2. Sweep clear all debris from sidewalks including but not limited to gum, paper, cigarette butts and other trash.
- 3.
4. Sweep sidewalks, remove gum, paper, cigarette butts, and trash daily.
5. Empty trash cans and replace liners in outside receptacles daily.
6. Remove cigarette butts from ash urn, on a weekly basis.
7. Remove trash from sewer entrances to ensure the proper drainage of water from the area and prevent flooding.
8. Once per shift, make an exterior trash sweep of the entire facility, disposing of any loose trash, cigarette butts, or discarded items found.
9. Remove trash from lawn and between shrubs daily.
10. Police area, clean tables and organize exterior furniture daily.
11. Remove graffiti from the exterior of the facility and associated building structures, if possible, on a daily basis. If graffiti cannot be removed by the cleaner, the cleaner shall inform the CML Authorized Representative to take additional action.
12. During the winter months, spread ice melt compound on sidewalks as needed. (CML will provide ice melt compound, spreader and shovel.)
13. At Main Library sweep and hose down the loading dock weekly.
14. Conduct a visuals survey of the exterior of the facility and report any damage to the CML Authorized representative.

Entrance Lobby and Atrium

1. Clean glass, doors, and framework nightly.
2. Clean entrance thresholds nightly.
3. Clean all push plates and kick plates nightly. Polish with non-abrasive cleaner weekly.
4. Clean public phones nightly with germicidal cleaner.
5. Clean and polish water fountains on a nightly basis. Under no circumstances will CML accept water spots or residue buildup on water fountains.
6. Clean all display glass nightly.
7. Clean and dust all vertical and horizontal surfaces that are reachable, or up to ten feet (10'), whichever is greater on a nightly basis.
8. Low dust corners and edges nightly.
9. Remove all trash on a nightly basis.
10. Maintain carpet according to carpet schedule, including walk-off mats.

11. Dust all HVAC vents on a weekly basis, including all ceiling vents that are less than a height of ten feet (10').

Circulation and Information Desk

1. Clean all countertops, vertical and horizontal surfaces, with a cleaning product approved by CML, on a nightly basis.
2. Clean and disinfect all telephones- handsets and receivers- on a nightly basis.
3. Dust behind staff pc and phones.
4. Clean and dust all vertical and horizontal surfaces that are reachable, or up to ten feet (10'), whichever is greater on a nightly basis.
5. Dust all HVAC vents on a weekly basis, including all ceiling vents that are less than a height of ten feet (10').
6. Remove all trash on a nightly basis.
7. Maintain carpet according to carpet schedule.

Computer Areas

1. Clean computer stations thoroughly each night, with an emphasis on removing all dust from the area behind the PC screens, computer terminal and under the keyboard.
2. Clean computer monitor and/or tablets with an approved screen cleaner (Staples brand, Whoosh! Screen Mom or a CML approved alternative) and a micro fiber cloth.
3. Remove all trash on a nightly basis.
4. Dust all HVAC vents on a weekly basis, including all ceiling vents.
5. Maintain carpet according to the carpet schedule, including walk off mats.

Primary Library area

1. Dust and spot clean all exposed slat walls nightly.
2. Dust all exposed areas on bookshelves on a nightly basis, including bookshelf unit end pieces.
3. Clean the tops of bookshelf units on a nightly basis.
4. Dust and spot clean free-standing units on a nightly basis.
5. Spot clean all walls, light switches, doors, door jams and kick plates nightly.
6. Remove all trash on a nightly basis.
7. Maintain carpet according to the carpet schedule, including walk off mats.
8. Clean and dust all vertical and horizontal surfaces that are reachable, or up to ten feet (10'), whichever is greater on a nightly basis.

Conference room, multipurpose room and Storage areas

1. Clean and sanitize tables and chairs on a nightly basis.
2. Reset all furniture to a predetermined position on a nightly basis.
3. Spot clean all walls, light switches, doors, door jams, door knobs, kick plates, push plates, and other areas on a nightly basis.
4. Clean all dry erase marker boards on a nightly basis.
5. Clean and polish lectern nightly.
6. Remove all trash on a nightly basis.
7. Maintain carpet according to the carpet schedule, including walk off mats.

8. Clean and dust all vertical and horizontal surfaces that are reachable, or up to ten feet (10'), whichever is greater on a nightly basis.

Kitchen and Staff Break Room

1. Clean and disinfect all telephones- handsets and receivers- on a nightly basis.
2. Clean countertops and cabinet fronts on a nightly basis.
3. Clean, sanitize and polish sink(s) on a nightly basis.
4. Spot clean all walls, light switches, doors, door jams, door knobs, kick plates, push plates, and other areas on a nightly basis.
5. Replenish all paper towels, toilet paper and hand soap nightly.
6. Clean and disinfect all tables and chairs on a nightly basis.
7. Clean exterior of refrigerator(s), microwave(s), and other kitchen appliances on a nightly basis.
8. Remove all trash on a nightly basis.
9. Maintain carpet according to the carpet schedule, including walk off mats.
10. Clean and dust all vertical and horizontal surfaces that are reachable, or up to ten feet (10') whichever is greater on a nightly basis.

Restrooms

1. All restroom floors will be mopped on a nightly basis. If the branch is staffed with porter service the restrooms shall be mopped no less than twice per porter shift.
2. All hard surface floors will be stripped and polished once each month as needed. If wax is **not** needed, hard surfaces shall be machine scrubbed once each month in accordance with the manufacturer's recommendations. The CML Authorized Representative and the Contractor will finalize the hard floor maintenance plan prior to the commencement of work.
3. Damp wipe ceramic tile walls using a germicidal cleaner on a nightly basis.
4. Replenish paper towel dispensers, toilet paper dispensers, and hand soap dispensers on a nightly basis.
5. Clean, sanitize, and polish sink(s) on a nightly basis.
6. Clean all mirrors on a nightly basis.
7. Clean and sanitize commodes and urinals on a nightly basis.
8. Clean and polish all metallic surfaces, including but not limited to, faucets, mirrors, paper towel dispensers, hand rails, baby changing tables, on a nightly basis.
9. Empty, clean and sanitize sanitary napkin disposal units on a nightly basis.
10. Clean and sanitize stall partitions on a nightly basis.
11. Completely clean and sanitize stall partitions on a nightly basis.
12. Remove all trash on a nightly basis.
13. Dust all HVAC vents on a weekly basis, including all ceiling vents.
14. Maintain carpet according to the carpet schedule, including walk off mats.
15. Clean and dust all vertical and horizontal surfaces that are reachable, or up to ten feet (10') whichever is greater on a nightly basis.

Staff Areas

1. Clean and disinfect all telephones- handsets and receivers- on a nightly basis.
2. Clean and sanitize all exposed work surfaces on a nightly basis.
3. Maintain all windows and sills in accordance with the window cleaning schedule.

4. Spot clean all walls, light switches, doors, door jams, door knobs, cabinets, kick plates, push plates, and other areas on a nightly basis.
5. Dust all HVAC vents weekly.
6. Clean and dust all vertical and horizontal surfaces within a height of 10 feet nightly.
7. Clean and dust all vertical and horizontal surfaces over a height of 10 feet monthly.
8. Maintain windows and sills according to window schedule.
9. Clean interior of book drop monthly. Arrangements for this task must be coordinated with CML staff.
10. Spot clean all walls, light switches, doors, door jams, door knobs, kick plates, push plates, and other areas on a nightly basis.
11. All hard surface floors will be stripped and polished once each month as needed. If wax is **not** needed, hard surfaces shall be machine scrubbed once each month in accordance with the manufacturer's recommendations. The CML Authorized Representative and the Contractor will finalize the hard floor maintenance plan prior to the commencement of work.

High Dusting

Is considered anything over 10 feet, any surface under 10 feet should be clean of dust on a nightly basis. CML expects that all ledges, lights, HVAC vents, art work, and other high surfaces remain dust free. Specific areas, and expected dusting frequencies are called out in Exhibit 4

Cleaning Manpower Schedules for Main Library

The specific cleaning schedules for Main Library cleaners will be set by the CML Custodial Supervisor and are subject to change only with CML authorization. Night cleaning will be done floor-by-floor to best utilize labor and conserve electricity by leaving the lights off on floors not being cleaned during that time. After a floor is 100% cleaned, the lighting should be turned off. Current Main Library cleaning schedule is listed below by the number of cleaner shifts requested in this RFP.

1. Garage Cleaner – 3:00 a.m. to 11:30 a.m. Sunday through Saturday.
2. Floor Tech - 9:00 p.m. to 5:30 a.m. Sunday through Saturday.
3. Main Porter #1 - 7:00 a.m. to 3:30 p.m. Monday through Friday.
4. Main Porter #2- 7:00 a.m. to 3:30 p.m. Monday through Friday.
5. Main Porter #3- 9:00 a.m. to 6:30 p.m. Monday through Friday.
6. Porter #4 –12:30 p.m. to 9:00 p.m, Monday through Thursday 8:30 a.m. to 6:00 p.m. Friday.
7. Main Porter #3 - 5:00 p.m. to 9:00 p.m. Monday through Friday.
8. Weekend Porter(s)– 9:00 a.m. to 5:30 p.m. Saturday and 1:00 p.m. to 5:00 p.m. Sunday.
9. Night Cleaner #6 - 9:00 p.m. to 5:30 a.m. Sunday through Saturday.
10. Night Cleaner #7 - 9:00 p.m. to 5:30 a.m. Sunday through Saturday.
11. Night Cleaner #8 - 9:00 p.m. to 5:30 a.m. Sunday through Saturday.
12. Night Cleaner #9 - 9:00 p.m. to 5:30 a.m. Sunday through Saturday.

13. Night Cleaner #10 - 9:00 p.m. to 5:30 a.m. Sunday through Saturday.
14. Night Cleaner #11 - 9:00 p.m. to 5:30 a.m. Sunday through Saturday.
15. Night Cleaner #12 - 9:00 p.m. to 5:30 a.m. Sunday through Saturday.

Main Library Account Manager (Day)

Main Library Night Shift Lead

(3) Night Supervisor positions

These positions are to be CML account dedicated FTE's.

Additional detailed scopes of work are listed in separate exhibits noted below.

- ❖ **Exhibit 1** - Floor Tech scope of work
- ❖ **Exhibit 2** - Parking Garage Cleaner scope of work
- ❖ **Exhibit 3** - Porter scope of work
- ❖ **Exhibit 4** - High Dusting pictures and scope of work
- ❖ **Exhibit 5** - Main Library black terrazzo maintenance guidelines
- ❖ **Exhibit 6** – CML Custodial Audit Sheet
- ❖ **Exhibit 7** – CML Locations and hours
- ❖ **Exhibit 8** - CML Cleaning Staff Org chart

**Columbus Metropolitan Library
Procurement Department**

Standard Contract Terms and Conditions

Contract Components, Entirety, Changes Interpretation

Contract Components: This contract consists of this document, the Standard Contract Terms and Conditions, the Special Contract Terms and Conditions (if any), the specifications or scope of work (SOW), and any written amendments to this document, valid Columbus Metropolitan Library (CML) purchase orders or other ordering documents (together referred to as the “Contract”).

Entire Agreement; Parties to the Contract: This contract is the entire agreement between the individual or entity selected to provide equipment, supplies and/or services on the basis of a SOW submitted to CML in response to a request (referred to as the Contractor in these Terms and Conditions) and Columbus Metropolitan Library (CML).

Contract Changes: Waivers, Changes or Modifications to this Contract must be made in writing and signed by both parties. If a party to this Contract does not demand strict performance of any item of this Contract, the party has not waived or relinquished any of its rights; the party may at any later time demand strict and complete performance of the term.

Contract Orders: CML will order supplies or services under this Contract from the Contractor directly. The Contractor may receive purchase orders by telephone, facsimile, electronically or in person by authorized employees of CML. The Contractor is not required to fill an order date more than 30 days beyond the date of Contract expiration, termination or cancellation, unless the Contract provides for a quarterly delivery or quarterly service. Under a Contract that provides for quarterly delivery, the Contractor is not required to fill an order with a delivery date of more than 90 days beyond the date of Contract expiration, termination or cancellation.

Standard Invoice and Payment

Invoice: The Contractor shall submit invoices to accountspayable@columbuslibrary.org. The invoice must be a proper invoice to receive consideration for payment. A “proper Invoice” is defined as being free of defects, discrepancies, errors or other improprieties. Improper invoices will be returned to the Contractor noting the areas of discrepancy.

Payment: In consideration for the Contractor’s performance, CML will pay the Contractor at the rate specified in the contract. *Payments will be made by electronic funds transfer (EFT).* For all transactions, the Contractor must have a valid W9 form on file with the Finance Department. The completed form should be mailed to: Finance Department, Columbus Metropolitan Library, 96 South Grant Avenue, Columbus, Ohio 43215.

Payment Due Date: CML will pay invoices 30 days after it has received an invoice for supplies and services it has received and accepted, unless otherwise indicated herein.

Taxes: Columbus Metropolitan Library is exempt for all federal, state and local taxes as CML is a

political subdivision of the State of Ohio.

Term of Contract: This contract is effective upon the projected beginning date of the Contract Cover Page or upon signature of CML by the Fiscal Officer, whichever comes later in time. This Contract will remain in effect until the Contract is fully performed by both parties or cancelled in accordance with the Terms found herein.

Contract Renewal: This contract may be renewed solely at the discretion of CML for a period of one month. Any further renewals will be by agreement of both parties, any number of times for any period of time. The cumulative time of all renewals may not exceed two years.

Delivery

F.O. B. The Place of Destination: The Contractor must provide the supplies or services under this Contract F.O.B., the place of delivery/destination, unless otherwise stated. The address of delivery will be specified by the purchase order or other ordering document. Freight will be prepaid unless otherwise stated.

Time of Delivery: If the Contractor is not able to deliver the supplies or services on the date and time specified by CML ordering department on the ordering document, the Contractor must coordinate an acceptable date and time for delivery. If the Contractor is not able to, or does not, provide the supplies or services to an ordering department by the time and date agreed upon, CML may obtain any remedy provided below or any other remedy at law.

Minimum Orders-Transportation Charges: For purchase orders placed that are less than the stated minimum order, the transportation will be prepaid and added to the invoice by the Contractor to the delivery location designated in the ordering documents. Shipment is to be made by private or commercial freight service, airmail, water, parcel post, express or commercial package delivery, whichever is the most economical and expeditious method for proper delivery of the item. Failure of the Contractor to utilize the most economical mode of transportation shall result in the Contractor reimbursing CML the difference between the most economical mode of transportation and the mode of transportation used by the contractor. Failure to reimburse CML shall be considered a default.

Contract Cancellation: Termination: Remedies

Contract Cancellation: If a Contractor fails to perform any one of its obligations under this Contract, it will be in default, and CML may cancel this Contract in accordance with this section. The cancellation will be effective on the date delineated by CML.

- A. **Contract Performance is Substantially Endangered:** If the Contractor's default is substantial and cannot be cured within a reasonable time, or if CML determines that the performance of the contract is substantially endangered through no fault of CML, CML may cancel this Contract by written notice to the Contractor.
- B. **Cancellation by Unremedied Default:** If a Contractor's default may be cured with a reasonable time, CML will provide written notice to the Contractor specifying the default and the time within which the Contractor must correct the default. If Contractor fails to cure its default in the time required, CML may cancel this Contract by providing written notice to the Contractor. If CML does not give timely notice of default to Contractor, CML has not waived any of its rights or remedies concerning the default.

- C. Cancellation by Persistent Default: CML may cancel this Contract by written notice to Contractor for defaults that are cured but persistent. "Persistent" means three or more defaults. After CML has notified Contractor of its third default, CML may cancel this Contract without providing Contractor with an opportunity to cure, if the Contractor defaults a fourth time. CML shall provide written notice of the termination to the Contractor.
- D. Cancellation for Financial Instability: CML may cancel this Contract by written notice if Contractor does not pay its subcontractors and material suppliers within 10 days of payment to the Contractor by CML. To the extent permitted by law, CML may cancel this Contract by written notice to Contractor if a petition in bankruptcy or similar proceedings has been filed by or against the Contractor.

Contract Termination: CML may terminate this Contract for convenience after issuing 30 days written notice to the Contractor.

Remedies for Default:

- A. Actual Damages. The Contractor is liable to CML for all actual and direct damages caused by the Contractor's default. CML may buy substitute supplies or services, from a third party, for those that were to be provided by the Contractor, and CML may recover the costs associated with acquiring substitute supplies or service, less any expenses or costs saved by the Contractor's default, from the Contractor.
- B. Deduction of Damages for Contract Price. CML may deduct all or any part of the damages resulting from Contractor's default from any part of the price still due on the Contract, after CML has provided prior written notice to Contractor of such default and intent to deduct damages from the Contract Price.

Force Majeure: If CML or Contractor is unable to perform any part of its obligation under this Contract by reason of force majeure, the party is excused from its obligations, to the extent that its performance is prevented by force majeure, for the duration of the event. The party must remedy with all reasonable dispatch the cause preventing it from carrying out its obligations under this Contract. The term "force majeure" means without limitation: Acts of God, such as epidemics, lightning, earthquakes, fires, storms, hurricanes, tornadoes, floods, washouts, droughts, and any other severe weather; explosions; arrests; restraint of government and people; strikes; and any other like events or any other cause that could not be reasonable foreseen in the exercise of ordinary care, and that is beyond the reasonable control of the party.

CML Consent to Assign or Delegate: The Contractor may not assign any of its rights under this contract unless CML consents to the assignment or delegation in writing. Any purported assignment or delegation made without CML's written consent is void.

Indemnification: Contractor will indemnify CML, its employees, members of the Board of Trustees, and its Officers and administrators for any and all claims, damages, lawsuits, costs, judgments, expenses, liabilities that may arise out of, or are related to, the Contractor's performance under this Contract, including the performance by Contractor's employees and agents and any individual or entity for which the Contractor is responsible.

Confidentiality: Contractor may learn of information, documents, data, records and other material that is confidential in the performance of this Contract. Contractor may not disclose any

information obtained by it as a result of the Contract without written permission from CML. Contractor must assume that all CML information, documents, data, records or other material is confidential.

Publicity: Contractor and any of its subcontractors may not use or refer to this Contract to promote or solicit Contractor's or subcontractor's supplies or services. Contractor and its subcontractors may not disseminate information regarding this Contract, unless agreed to in writing by CML.

Governing Laws; Severability: The Laws of the State of Ohio govern this Contract, and venue for any dispute will be exclusively with the appropriate court of competent jurisdiction in Franklin County, Ohio. If any provision of the Contract or the application of any provision is held by a court of competent jurisdiction to be contrary to law, the remaining provisions of the Contract will remain in full force and effect to the extent that the remaining provisions continue to make sense.

Workers Compensation: The Contractor shall carry Workers' Compensation Liability Insurance as required by Ohio law for any work to be performed within the State of Ohio. Failure to maintain Workers Compensation Liability Insurance for the duration of the contract and any renewal hereto will be considered a default.

Automobile and General Liability Requirements: During the term of the Contract and any renewal hereto, the Contractor, and any agent of the Contractor, at its sole cost and expense, shall maintain a policy of automobile liability and commercial general liability insurance as described in this clause. Copies of the respective insurance certificates shall be filed with the Procurement Department within seven (7) calendar days after notification by the CML of its selection of the Contractor to provide the specified supplies and/or services. Failure to submit the insurance certificates within the time period may result in the Contractor being considered in default. Said certificates are subject to the approval of the CML Procurement Manager and shall contain a clause or endorsement providing thirty (30) days prior written notice of cancellation, non-renewal or decrease in coverage will be given to the Procurement Manager. Failure of the Contractor to maintain this coverage for the duration of the Contract, and any renewals, thereto may be considered a default.

Automobile Liability: Automobile Insurance is required for anyone coming onto CML branches and/or property to deliver goods or perform services using a vehicle, which is owned, leased, hired, or rented by the Contractor. Any Contractor, broker, or subcontractor who will be on CML property, but not delivering goods or performing services, is required to carry Automobile Liability Insurance that complies with the state and federal laws regarding financial responsibility. Automobile liability insurance, including hired, owned, and non-owned vehicles used in connection with the Work, shall have a combined single limit coverage covering personal injury, bodily injury (including death) and property damage of not less than \$2,000,000 per accident.

Commercial General Liability: Insurance coverage with a \$2,000,000 annual aggregate and a \$1,000,000 per occurrence limit for bodily injury, personal injury, wrongful death and property damage. The defense cost shall be outside of the policy limits. Such policy shall designate CML as an Additional Insured, as its interest may appear. The policy shall also be endorsed to include a blanket waiver of subrogation. The certificate shall be endorsed to reflect a per project/per location General Aggregate limit of \$2,000,000. If the Contractor uses an umbrella/excess policy to

meet the required limits, it is understood that the policy shall follow from per project/per location basis. It is agreed upon that the Contractor's commercial general liability insurance shall be primary over any other coverage. The Procurement Department reserves the right to approve all policy deductibles and levels of self-insurance retention.

Contract Compliance: The participating CML branches and departments will be responsible for the administration of the Contract and will monitor the Contractor's performance and compliance with the terms, conditions and specifications of the Contract. If a branch or department observes any infraction such shall be documented and conveyed to the Contractor for immediate correction. If the Contractor fails to rectify the infraction, the department/branch will notify the Procurement Department in order to resolve the issues. These terms and conditions will be used by the Procurement Department to resolve the issues.

Warranties: Unless otherwise stated, all supplies shall be new and unused. All products shall carry manufacturer's warranties in addition to implied warranties. The Contractor warrants all supplies to be free from defects in labor, material, and workmanship (manufacturing) and be in compliance with the contract specifications.

ADDITIONAL TERMS:

1. This Contract represents the entire agreement of the parties hereto, and may not be amended except in writing signed by both parties.
2. All times referenced herein are Columbus, Ohio local times.
3. *CML is not responsible for any work or services provided by Contractor prior to the issuance of a P.O. by CML.*
4. Contractor will make arrangements for EFT (electronic funds transfer).
5. A completed W9 form is required on file with CML prior to CML issuing payment for services provided by Contractor. The W9 form can be found at <http://www.irs.gov/pub/irs-pdf/fw9.pdf>. Please fill out the form and return with the signed contract to the Procurement Department of the Columbus Metropolitan Library at 96 S. Grant Avenue, Columbus, OH 43215 or email: procurement@columbuslibrary.org.

Appendix A – Cost Proposal Spreadsheet

CML RFP #23-001

See attached excel spreadsheet.

Appendix B - Proposer's Diversity & Inclusion Participation Form

A completed Proposer's Diversity & Inclusion Participation Form or documentation of good faith efforts must accompany the completed Form of Proposal or Bid Form.

_____ ("Bidder") submits the following information regarding its levels of MBE/WBE Participation:

List all MBE/WBE subcontractors and suppliers, with contract amounts, that Bidder will use for its work on the Project. (Continue list on additional sheets of paper if necessary.)

Name of Subcontractor / Supplier	MBE or WBE	Subcontract Amount
1.		\$
2.		\$
3.		\$
4.		\$
	A. TOTAL AMOUNT OF MBE/WBE SUBCONTRACTS	\$
	TOTAL PRICE	\$
	B. PERCENTAGE OF DIVERSITY PARTICIPATION* (A ÷ B x 100)	%

The bidder's commitment of total workforce hours for Minority Workforce participation on the project is: _____%.

The bidder's commitment of total workforce hours for Women Workforce participation on the project is: _____%.

I certify under penalty of perjury that the forgoing and/or attached statements and information are true and correct. The undersigned will immediately notify the Owner in the event that any of the information provided in this Diversity & Inclusion Participation Form changes in any material way.

By: _____ Date: _____

Print Name and Title: _____

***If the Proposer does not indicate that it has achieved the Diversity & Inclusion Participation Goal set forth in the Instructions to Proposers, the Proposer must attach to this Form, a narrative, including exhibits, demonstrating and certifying that good faith efforts, as set forth in the Instructions to proposer, were actively and aggressively undertaken by the proposer, to reach such goals.**

Appendix D- Acknowledgement of Addenda

CML RFP 23-001

Project Description: Maintenance Services Access Controls, Lockdown/Panic Buttons

Instructions: The respondent is to complete Part I or Part II of this form, whichever is applicable, and sign and date this form. This form serves as the respondent's acknowledgment of the receipt of the Addenda to the solicitation that may have been issued by the CML prior to the Proposal Due Date and Time.

Part I: Check Box if Applicable:

Listed below are the dates of issue for each Addendum received in connection with this solicitation.

Addendum # 1, dated: ____/____/____ Addendum # 2, dated: ____/____/____

Addendum # 3, dated: ____/____/____ Addendum # 4, dated: ____/____/____

Addendum # 5, dated: ____/____/____ Addendum # 6, dated: ____/____/____

Part II: Check Box if Applicable: NO ADDENDUM WAS RECEIVED IN CONNECTION WITH THIS COMPETITIVE SEALED BID.

NOTE: THE BIDDER MUST SIGN AND COMPLETE THIS FORM

Company Name: _____

Name: _____

Signature: _____

Title: _____

Date: _____

Exhibit 1 - Floor Tech Scope of Work

Scope Summary

The full-time dedicated floor tech is to insure that, all scrubbing, top-coating and buffing of the hard surface floors of the Main Library are up to CML standards at all times. This position is only to be used as floor maintenance.

Summary of essential job functions

1. Nightly machine scrubbing schedule
 - All tile flooring to be machine scrubbed.
2. Weekly buffing schedule
 - Basement corridors
 - Staff lunchrooms and basement lobby in Carnegie.
3. Monthly floor care (top-scrubbing and recoating)
 - Parking garage elevator lobbies.
 - Basement corridors
 - Staff lunchrooms
4. Marble staircase hand scrubbed twice monthly after hours. (Must be scheduled with CML Custodial Supervisor, due to events)
5. The Black Terrazzo shall be dust mopped twice during day shift and once during night shift prior to wet mopping the entire floor. When mopping this floor the walk off mats must to be moved and replaced once the floor is dried. Dry buff the black Terrazzo, will take place no less than once per week, or whenever there are noticeable scuffs or scratches in the black terrazzo. The assigned floor tech will be shown this process by the CML Authorized Representative.
6. White Terrazzo is diamond honed and polished. Maintenance consists of nightly mopping with general purpose cleaner. At no time should a buffer or floor scrubber be used on the White Terrazzo unless instructed by CML Custodial Supervisor.

Disclaimer

The above statements are intended to describe the general nature and level of work being performed by people assigned to this classification. They are not to be construed as an exhaustive list of all responsibilities, duties, and skills required of personnel so classified. All personnel may be required to perform duties outside of their normal responsibilities from time to time, as needed.

Staffing model is subject to changed based on the needs of CML.

Exhibit 2

Parking Garage Cleaner Scope of Work

Scope Summary

Garage Cleaner: The Parking Garage cleaner will be responsible for keeping the Main Library Parking Garage and Loading Dock only up to the high CML cleanliness standards. Hours for the Garage Cleaner are Sunday through Saturday 3:00 am to 11:30am. Essential responsibilities of the garage cleaner shall include but shall not be limited to:

Summary of essential job functions

1. Empty all trash receptacles daily.
2. Clean outside of all trash receptacles.
3. Clean elevator lobbies, doors and glass daily.
4. Police all levels of the garage daily for trash, and debris daily.
5. Mop all raised curbs in around drive lanes weekly.
6. Wipe down hand railing monthly
7. Operated motorized floor scrubbing machine on all garage floors once per week.
8. Clean the floors and ramp of the loading docks once per week.
9. During winter months, the entrances and exits of the parking garage and the ramps from P-1 to P-5 need to be monitored for ice, and calcium will need to be applied as needed with a rotary spreader.

In addition, the garage cleaner shall have the ability to operate an industrial walk behind street sweeper, floor scrubber, power washer, and motorized floor scrubbing machine. The garage cleaner shall be equipped with all necessary safety gear and have the ability to work in extreme heat and extreme cold and lift at least seventy-five (75) pounds without support.

Disclaimer

The above statements are intended to describe the general nature and level of work being performed by people assigned to this classification. They are not to be construed as an exhaustive list of all responsibilities, duties, and skills required of personnel so classified. All personnel may be required to perform duties outside of their normal responsibilities from time to time, as needed.

Staffing model is subject to changed based on the needs of CML.

Exhibit 3 - Fixed Porter Scope of Work

Scope Summary

We currently have 7 fixed Porter locations that will provide extra cleaning at Northern Lights, Karl Rd, Reynoldsburg, Gahanna, Dublin, Hilliard, Hilltop and Main libraries daily from 3pm to 7pm during the libraries business hours. This is to ensure a crisp appearance to all of our customers, guests, and employees. The Fixed Porter should focus on cleaning the high traffic areas and pay close attention to what areas build up dirt and need more attention.

Porter Schedules

- Dublin 10:00 AM to 6:30 PM Mon-Sat -Northern Lights 11:30 AM to 8:00 PM Mon-Fri
- Karl rd. 10:00 AM to 6:30 PM Mon-Fri -Reynoldsburg 11:30 AM to 8:00 PM Mon-Fri
- Gahanna 11:30 AM to 8:00 PM Mon-Fri -Hilltop 11:30 AM to 8:00 PM Mon-Fri
- Hilliard 10:00 AM to 6:30 PM Mon-Fri
- Main 7:00 AM to 3:30 PM Mon-Fri (two FTE's)
- Main 9:00 AM to 6:30 Mon-Fri
- Main 12:30 PM to 9:00 PM Mon-Thurs -8:30 AM to 6:00 PM Friday
- Main 9:00 AM to 5:30 PM Sat
- Main 1:00 PM to 5 PM Sun

Summary of essential job functions

1. Clean interior windows and dust all sills and ledges.
2. Wipe down furniture checking for scuffs and marks.
3. Spot clean carpet using carpet roamer, water in a spray bottle, or carpet spotting machine.
4. Inspect outside perimeter of Library, disposing of any trash.
5. Perform porting services in the restrooms, and restock all supplies.
6. Spot clean walls and beams checking for scuffs and marks.
7. Dust bookshelves, ledges and other areas that build up dust.
8. Police Library interior with carpet Bissell push broom picking up debris throughout the Library.
9. Assist with meeting room set ups, upon staff request.

Disclaimer

The above statements are intended to describe the general nature and level of work being performed by people assigned to this classification. They are not to be construed as an exhaustive list of all responsibilities, duties, and skills required of personnel so classified. All personnel may be required to perform duties outside of their normal responsibilities from time to time, as needed.

Staffing model is subject to changed based on the needs of CML.

Exhibit 4 - High Dusting Examples and Schedule

These items will be dusted semiannually in (April and October)

-Main Carnegie art work and window ledge



- Main room window



Carnegie board ledge



-Main outside Meeting Room 1A



-Main Children's air plane lights



These items will be dusted semiannually in (April and October)
-Northside sculpture and ledge



-Parsons ring lights and ledges



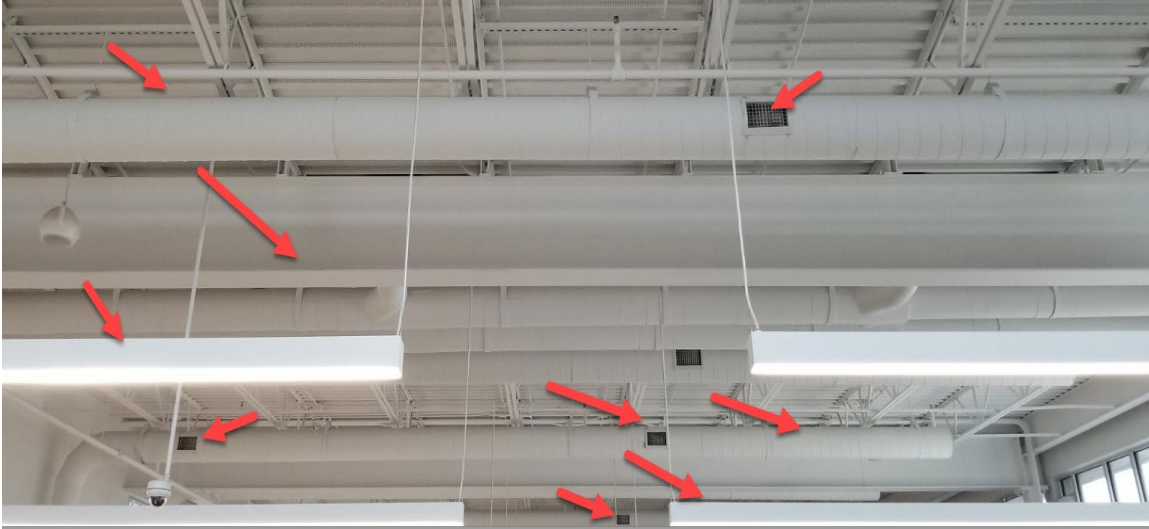
-Parsons staff area lights, and beams



-Parsons lighting and pipes



-Parsons lights, HVAC vents, and pipes



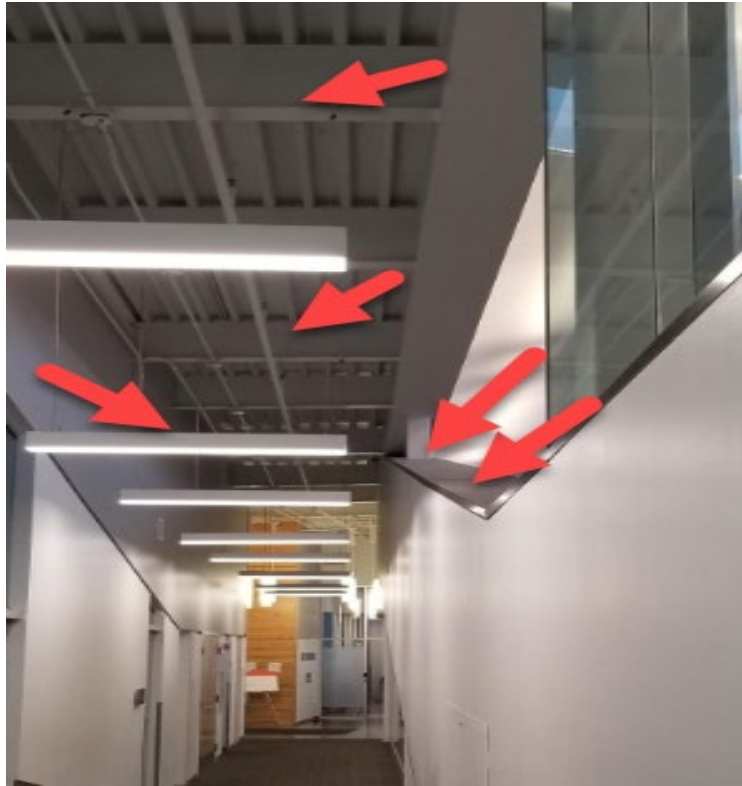
-Barnett entrance ledge



-Barnett beams



-Driving Park lights, beams, and ledge



-Driving Park lights, HVAC vents, beams

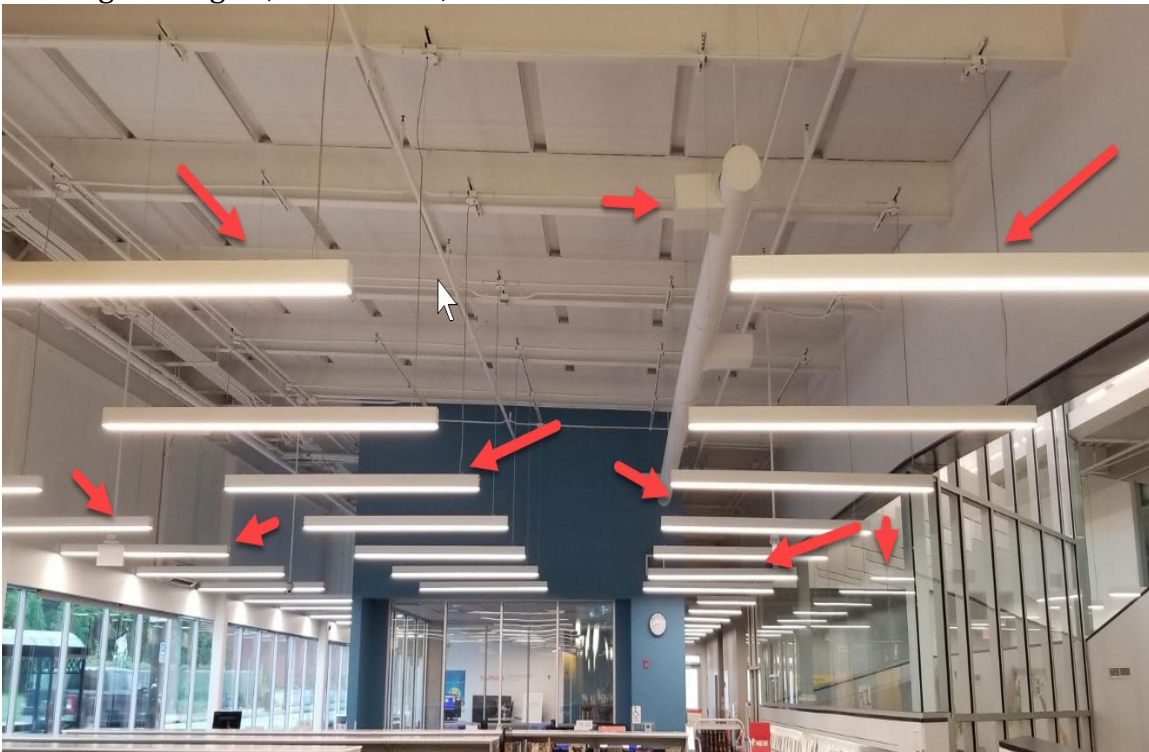


Exhibit 5 – Main Library Black Terrazzo Maintenance

Guideline



Quick Links

[Facilities Website](#)

[Safety Data Sheets \(SDS\)](#)

Some of these links lead to web-based resources that are not product-specific.

Product Description

Scotchgard™ Stone Floor Protector is a high performance floor surface hardener and protective clear coat for concrete, marble, terrazzo, and other porous stone surfaces. It produces a glossy, hard, dust repellent and watertight surface.

Special Features

- Certified by National Floor Safety Institute (NFSI) as “High Traction” under ANSI B101.1 wet test.
- Glossy, hard coating that reduces dust formation.
- Hardens and seals concrete, marble, terrazzo, and other porous stone surfaces.
- Easy to repair or recoat.
- Surface scratches can be burnished away with Scotch-Brite™ Purple Diamond Floor Pad Plus.

Applications

Scotchgard™ Stone Floor Protector may be used on concrete, marble, terrazzo, and other porous stone surfaces.

Scotchgard™ Stone Floor Protector should **NOT** be used on the following types of flooring:

- Floors with extreme lippage (uneven tiles).
- Installations where the account does not own a burnisher or is unwilling to burnish.
- Ceramic (including porcelain, quarry, Mexican tile, etc.).
- Textured stone (such as slate).
- Installs where air temperature is below 50 degrees Fahrenheit.

The 3M™ Trizact™ Diamond Abrasive TZ Pads and Scotchgard™ Stone Floor Protector System is **NOT RECOMMENDED** for use in the following areas:

- Where flooring is often exposed to water (outdoor sidewalks, swimming pool areas, and carwashes, etc).

- Where flooring is often dusty or dirty, (wood shops, manufacturing sites, playgrounds, etc).
- Where cleaning and dust mopping are not performed regularly (garages, dock areas, etc.).
- Where solvent degreasers are commonly used (kitchens, meat processing plants, maintenance bays, etc.).

Caution should be used when using Scotchgard™ Stone Floor Protector on flooring that is:

- Stained concrete (3M™ Trizact™ Diamond Abrasive TZ Pads can leave non-uniform color due to removal of top layer of surface, see stained concrete floor preparation section).
- Travertine (increased dry time).
- Granite (3M™ Trizact™ Diamond Abrasive TZ Pads and Scotchgard™ Stone Floor Protector should not be used on granite that is already highly polished).
- Marble (Black and darker shades of marble).
- Crystallized marble (must remove crystallized layer using 3M™ Trizact™ Diamond Abrasive TZ Pads first).
- Grout lines greater than 1/4 inch (often sanded grout).

General Use Directions

Recommended Tools/Equipment:

1. Mop and bucket
2. Swing machine and wet vac or autoscrubber
3. High speed burnisher (dust control recommended)
4. 3M™ Trizact™ Diamond Abrasive TZ Pads
5. Scotch-Brite™ Sienna Diamond Floor Pad Plus
6. Scotch-Brite™ Purple Diamond Floor Pad Plus
7. 3M™ Scotch-Brite™ Professional 2-In-1 Flat Mop & Backpack Finish Applicator Kit
8. Scotchgard™ Floor Protector Applicator Pad, Blue
9. 3M™ Easy Trap™ Sweep & Dust Sheets
10. Scotchgard™ Stone Floor Protector
11. Applicable Personal Protective Equipment (PPE)

Marble, Terrazzo, and Un-dyed Concrete Floor Preparation

1. Strip all old finish from floor (follow finish manufacturer's recommended procedure).
2. If the floor is uncoated, clean thoroughly and rinse floor with water.
3. If flooring is rough to the touch or has pronounced scratching, wet floor and scrub with 3M™ Trizact™ Diamond Abrasive TZ Gold Pad, coarse grade, and complete a minimum of 6 passes (All Trizact™ Abrasive Pads should be used in conjunction with a 3M™ Red Buffer Pad 5100 per 3M™ Trizact™ Abrasive Pad

use instructions). After six passes use the floor squeegee to move away the slurry and ensure that the floor has a consistent appearance. If floor does not have a consistent, uniform appearance, complete another six passes.

4. Always wet vacuum and dust mop before moving to the next series of 3M™ Trizact™ Diamond Abrasive Pads. This is to ensure that any abrasive that may have come loose during the previous step is removed from the floor and does not remain to cause scratching during the next step.

NOTE: Failure to remove slurry between steps can also cause excessive wear of products used in the following steps.

5. Wet floor and scrub with 3M™ Trizact™ Diamond Abrasive TZ Red Pad, medium grade, and complete a minimum of 6 passes. After completing the required number of passes, use the floor squeegee to move away the slurry and ensure that the floor has a consistent appearance. If floor does not have a consistent appearance, complete another six passes.
6. Always wet vacuum and dust mop before moving to the next series of 3M™ Trizact™ Diamond Abrasive Pads. This is to ensure that any abrasive that may have come loose during the previous step is removed from the floor and does not remain to cause scratching during the next step.

NOTE: Failure to remove slurry between steps can also cause excessive wear of products used in the following steps.

7. Wet floor and scrub with 3M™ Trizact™ Diamond Abrasive TZ Blue Pad, fine grade, and complete a minimum of 6 passes. After six passes use the floor squeegee to move away the slurry and ensure that the floor has a consistent appearance (scratches and pitting have been removed). If floor does not have a consistent appearance, complete another six passes.

NOTE: Properly diluted 3M™ Neutral Cleaner Concentrate may be used instead of water to reduce friction if needed.

8. Wet vacuum and dust mop to remove all slurry and dust.
9. Wet floor and scrub (low speed) with ScotchBrite™ Purple Diamond Floor Pad Plus using a minimum of six passes. Wet vacuum and dust mop before moving to the application procedure.

NOTE: If desired, step 9 can be alternatively done by burnishing the floor with a Scotch-Brite™ Purple Diamond Floor Pad Plus using a minimum of 6 passes. No water should be used during this process.

10. **ONLY IF BURNISHING WAS DONE ON STEP 9:** Clean expansion joints (terrazzo) using properly diluted 3M™ Neutral Cleaner Concentrate and 3M™ Red Buffer Pad 5100 with swing machine to eliminate metal dust.

Dyed Concrete Floor Preparation

1. Strip all old finish from floor (follow finish manufacturer's recommended procedure).
2. If the floor is uncoated, clean thoroughly using the appropriate cleaning pad and thoroughly rinse floor with water.
3. Allow floor to dry thoroughly.

4. Wet bare floor and scrub (low speed) with the Scotch-Brite™ Sienna Diamond Floor Pad Plus. Wet vacuum and dust mop to remove all slurry and dust.
5. Wet bare floor and scrub (low speed) with the Scotch-Brite™ Purple Diamond Floor Pad Plus. Wet vacuum and dust mop to remove all slurry and dust.

Application Procedure

1. Dust floor with 3M™ Easy Trap™ Sweep and Dust Sheets to ensure all dust, hair, grit, and debris has been removed.
2. Apply a pool of Scotchgard™ Stone Floor Protector to the floor and saturate 3M™ Easy Shine Applicator head. When applicator has been saturated, wipe area clear of product and note the color of the flooring where the pool was laid. The darkness of this area is the same darkness the rest of the floor should turn during application of the first coat.
3. Apply a thin even coating of product to floor. Make sure that all drips or heavy areas are addressed while applying. Proper coating thickness should NOT have any milky appearance to it. Coating method tip: Treat the application like you are applying product and then trying to wipe it off.
4. When coating is complete allow time to fully dry. A more porous floor will result in longer time for the coating to fully dry. It must be dry to the touch before it is walked on or further processed. Wait a minimum of 15 minutes **after** floor is dry to the touch before moving to next step.
5. Burnish for a minimum of 6 passes using a Scotch-Brite™ Purple Diamond Floor Pad Plus.

NOTE: A pass is once over a tile, so down and back on the same line would be twice over a tile and count as two passes. Burnishing should be performed at a forward speed of 1ft/sec.

6. Dust with 3M™ Easy Trap™ Sweep & Dust Sheets to remove dust and pad debris.
7. Apply another (second) thin even coating of product to floor following the same process used in steps 3-4.
8. Allow coating to dry and burnish for a minimum of 6 passes using a Scotch-Brite™ Purple Diamond Floor Pad Plus.
9. Dust with 3M™ Easy Trap™ Duster to remove dust and pad debris.

IMPORTANT NOTE

- Avoid standing water on the finished floor for 36 hours after application.
- Coverage is typically 3000-4000 sq. ft./gallon.
- Always test in an inconspicuous area to verify appropriate application.
- Fresh or newly poured concrete should be allowed to cure for 30 days prior to use of 3M™ Trizact™ Diamond Abrasive Pads or Scotchgard™ Stone Floor Protector.

Cleaning

1. Dust mop with 3M™ Doodleduster™ Cloth or 3M™ Easy Trap™ Sweep and Dust Sheets.
2. Damp mop using properly diluted 3M™ Neutral Cleaner Concentrate and a flat mop or string mop. If available, auto scrub as necessary using properly diluted 3M™ Neutral Cleaner Concentrate and the Scotch-Brite™ Clean & Shine Pad or 3M™ Red Buffer Pad 5100 on an auto scrubbing machine.
3. For cleaning combined with light polishing the Scotch-Brite™ Clean & Shine Pad should be used on an autoscrubber.

Tips for cleaning

- To ensure proper slip resistance, flooring should be cleaned regularly to keep dust, sand, oils, and other contaminants off the surface.
- **Do NOT** use acidic cleaners, cleaners that contain citrus (d-limonene), 2-butoxyethanol (butyl cellusolve), amine based cleaners, bleach, isopropyl alcohol, solvent based cleaners, degreasers, or non-neutral cleaners.
- **Do NOT** use spray buff products or chemical dust mop treatments.

Burnishing

1. Flooring should be periodically burnished using a Scotch-Brite™ Purple Diamond Floor Pad Plus to maintain gloss.

NOTE: The use of the Scotch-Brite™ Clean & Shine Pad should reduce or eliminate the need to burnish. If not used, a suggested burnishing schedules is:

- a. High traffic areas: 1 to 2 times per week.
 - b. Medium traffic areas: 3 to 4 times per month.
 - c. Low traffic areas: 1 to 2 times per month.
2. When traffic lanes are no longer returned to gloss by burnishing, wet scrub (low speed) with a Scotch-Brite™ Purple Diamond Floor Pad Plus an additional application of Scotchgard™ Stone Floor Protector should be applied.

Black Mark Removal

NOTE: The use of the Scotch-Brite™ Clean & Shine Pad can noticeably reduce appearance of black marks.

1. Auto scrub with Scotch-Brite™ Purple Diamond Floor Pad Plus and water or neutral cleaner.
2. Always burnish the affected area with Scotch-Brite™ Purple Diamond Floor Pad Plus to restore gloss.

Recoating

Scotchgard™ Stone Floor Protector will wear down over time due to floor traffic. High traffic areas should be recoated at least once every 6 months. Light to moderate traffic areas should be recoated at least once per year.

1. Scrub using Scotch-Brite™ Purple Diamond Floor Pad and a minimum of 2 passes to ensure floor is clean and mark free. Use additional passes to remove marks if required.
2. Dust mop floor with 3M™ Easy Trap™ Sweep and Dust Sheets to ensure all dust, hair, grit, and debris has been removed.
3. Apply a thin even coating of Scotchgard™ Stone Floor Protector to floor. Make sure that all drips or heavy areas are addressed while applying. Proper coating thickness should **NOT** have any milky appearance to it. Coating method tip: Treat the application like you are applying product and then trying to wipe it off.
4. Allow coating to dry. Wait a minimum of 15 minutes after floor is dry to the touch and burnish for a minimum of 6 passes using a Scotch-Brite™ Purple Diamond Floor Pad Plus.

Removal of Scotchgard™ Stone Floor Protector:

1. Scotchgard™ Stone Floor Protector may be removed using 3M™ Trizact™ Diamond Abrasive TZ Blue Pad.

NOTE: Refer to product Safety Data Sheet for specific physical properties, health hazard, first aid and precautionary information. Improper use of product may increase risk of health effects.

Scotchgard™ Stone Floor Protector: 328-4142-7

Label Color: Gray

Health and Safety

CAUTION

When handling any chemical products, read the manufacturers' container labels and the Safety Data Sheets (SDS) for important health, safety and environmental information. To obtain SDS sheets for 3M products go to [3M.com/SDS](https://www.3m.com/SDS), or by mail or in case of an emergency, call 1-888-364-3577 or 1-651-737-6501.

When using any equipment, always follow the manufacturers' instructions for safe operation.

Technical Information

Technical information and data, recommendations, and other statements provided by 3M are based on information, tests, or experience which 3M believes to be reliable, but the accuracy or completeness of such information is not guaranteed. Such technical information and data are intended for persons with knowledge and technical skills sufficient to assess and apply their own informed judgment to the information. The typical values shown should not be used for the purpose of specification limits. If you have questions about this Product, contact the **Customer Service Department at 1-800-626-8578**.

Product Use

Many factors beyond 3M's control and uniquely within user's knowledge and control can affect the use and performance of a 3M product in a particular application. Given the variety of factors that can affect the use and performance of a 3M product, user is solely responsible for evaluating the 3M product and determining whether it is fit for a particular purpose and suitable for user's method of application.

Warranty

3M warrants that each 3M product will be free from defects in material and manufacture for 90 days from the date of purchase from 3M's authorized distributor. 3M MAKES NO OTHER EXPRESS OR IMPLIED WARRANTIES, INCLUDING ANY IMPLIED WARRANTY OF MERCHANTABILITY OR FITNESS FOR A PARTICULAR PURPOSE.

Limited Remedy

If a 3M product does not conform to this warranty, the sole and exclusive remedy is, at 3M's option, replacement of the 3M product or refund of the purchase price.

No Extension of Warranty

In the case of an approved warranty claim, the replacement Product will carry only the remaining term of the original warranty period.

Limitation of Liability

Except where prohibited by law, 3M will not be liable for any loss or damage arising from the 3M product, whether direct, indirect, special, incidental or consequential, regardless of the legal theory asserted.

Exhibit 6 - BRANCH CUSTODIAL AUDIT

Branch: _____

Date: _____

AREA ENTRANCE		X/O	COMMENTS
<i>Walk-off mats – cleanliness</i>			
<i>Walk-off mats – gum</i>			
<i>Walk-off mats – spots</i>			
<i>Door glass</i>			
<i>Door push plates</i>			
<i>Door – trim, frame, brightwork</i>			
<i>Thresholds</i>			
<i>Hard floor/carpet conditions</i>			
<i>Corners and edges</i>			
<i>Baseboards</i>			
<i>Ledges and sills</i>			
<i>High dusting</i>			
<i>Low dusting</i>			
<i>Walls</i>			
<i>Public phones</i>			
<i>Trash/ash urns</i>			
<i>Display glass</i>			
<i>Overhead and side glass</i>			
TOTAL POSSIBLE SCORE: 18		ACTUAL SCORE:	%
CIRCULATION		X/O	COMMENTS
<i>Floor/carpet – sweep/mop</i>			
<i>Carpet spots</i>			
<i>Detail vac</i>			
<i>Baseboards</i>			
<i>Chairs</i>			
<i>High dusting</i>			
<i>Low dusting</i>			
<i>Counter tops</i>			
<i>Counter sides</i>			
<i>Desks</i>			
<i>Phones</i>			
<i>Trash</i>			
<i>Gum</i>			
<i>Carpet condition</i>			
TOTAL POSSIBLE SCORE: 14		ACTUAL SCORE:	%
MAIN LIBRARY FLOOR		X/O	COMMENTS
<i>Carpet condition</i>			
<i>Carpet spots</i>			
<i>Carpet gum</i>			
<i>Hard floor condition</i>			
<i>Hard floor finish</i>			
<i>Baseboards</i>			
<i>High dusting</i>			
<i>Low dusting</i>			
<i>Traffic vac</i>			
<i>Detail vac</i>			
<i>Walls</i>			
<i>Light switches</i>			

<i>Doors – push plates, kick plates</i>		
<i>Doors – frame, jam</i>		
<i>Windows – interior glass</i>		
<i>Venetian blinds</i>		
<i>Sills and ledges</i>		
<i>Book shelves/A-V racks</i>		
<i>Return vents</i>		
<i>Picture frames/wall hangings</i>		
<i>Display cases</i>		
<i>Fire extinguisher</i>		
<i>Phones</i>		
<i>Trash</i>		
<i>Desks/furniture</i>		
<i>Chairs</i>		
<i>Filing cabinets</i>		
<i>Catalog terminals</i>		
<i>Partition glass</i>		
<i>Planters</i>		
TOTAL POSSIBLE SCORE: 30		ACTUAL SCORE: %
SIDE ROOMS/QUIET STUDY/COMPUTER ROOMS	X/O	COMMENTS
<i>Carpet condition</i>		
<i>Carpet spots</i>		
<i>Carpet gum</i>		
<i>Hard floor condition</i>	N/A	
<i>Hard floor finish</i>	N/A	
<i>Baseboards</i>		
<i>High dusting</i>		
<i>Low dusting</i>		
<i>Traffic vac</i>		
<i>Detail vac</i>		
<i>Walls</i>		
<i>Light switches</i>		
<i>Doors – push plates, kick plates</i>		
<i>Doors – frame, jam</i>		
<i>Windows – interior glass</i>		
<i>Sills & ledges</i>		
<i>Book shelves/A-V racks</i>	N/A	
<i>Return vents</i>		
<i>Picture frames/wall hangings</i>		
<i>Display cases</i>		
<i>Fire extinguisher</i>	N/A	
<i>Phones</i>	N/A	
<i>Trash</i>		
<i>Desks/furniture</i>		
<i>Filing cabinets</i>	N/A	
<i>Partition glass</i>		
TOTAL POSSIBLE SCORE: 20		ACTUAL SCORE: %
PUBLIC RESTROOMS – MEN'S	X/O	COMMENTS
<i>Floor cleanliness</i>		
<i>Grout lines</i>		
<i>Floor drain</i>		

<i>Finish condition</i>	N/A	
<i>Corners and edges</i>		
<i>Cove and baseboards</i>	N/A	
<i>Walls</i>		
<i>Partitions</i>		
<i>Dispensers filled</i>		
<i>Dispensers cleaned</i>		
<i>Countertops</i>		
<i>Basins</i>		
<i>High dusting</i>		
<i>Low dusting</i>		
<i>Mirrors</i>		
<i>Trash</i>		
<i>Vents</i>		
<i>Brightwork/fixtures</i>		
<i>Door – push plates, kick plates</i>		
<i>Door – frame, jam</i>		
<i>Commode</i>		
<i>Urinal</i>		
TOTAL POSSIBLE SCORE: 20		ACTUAL SCORE: %
PUBLIC RESTROOMS – WOMEN'S	X/O	COMMENTS
<i>Floor cleanliness</i>		
<i>Grout lines</i>		
<i>Floor drains</i>		
<i>Finish condition</i>	N/A	
<i>Corners and edges</i>		
<i>Cove and baseboards</i>	N/A	
<i>Walls</i>		
<i>Partitions</i>		
<i>Dispensers filled</i>		
<i>Dispensers cleaned</i>		
<i>Countertops</i>		
<i>Basins</i>		
<i>High dusting</i>		
<i>Low dusting</i>		
<i>Mirrors</i>		
<i>Trash</i>		
<i>Vents</i>		
<i>Brightwork/fixtures</i>		
<i>Door – push plates/kick plates</i>		
<i>Door – frame, jam</i>		
<i>Commode</i>		
TOTAL POSSIBLE SCORE: 19		ACTUAL SCORE: %
PUBLIC RESTROOMS – FAMILY	X/O	COMMENTS
<i>Floor cleanliness</i>		
<i>Grout lines</i>		
<i>Floor drains</i>		
<i>Finish condition</i>	N/A	
<i>Corners and edges</i>		

<i>Cove and baseboards</i>	N/A	
<i>Walls</i>		
<i>Partitions</i>		
<i>Dispensers filled</i>		
<i>Dispensers cleaned</i>		
<i>Countertops</i>		
<i>Basins</i>		
<i>High dusting</i>		
<i>Low dusting</i>		
<i>Mirrors</i>		
<i>Trash</i>		
<i>Vents</i>		
<i>Brightwork/fixtures</i>		
<i>Door – push plates/kick plates</i>		
<i>Door – frame, jam</i>		
<i>Commode</i>		
TOTAL POSSIBLE SCORE: 19		ACTUAL SCORE: %
RESTROOMS – STAFF	X/O	COMMENTS
<i>Floor cleanliness</i>		
<i>Grout lines</i>		
<i>Floor drains</i>		
<i>Finish condition</i>	N/A	
<i>Corners and edges</i>		
<i>Cove and baseboards</i>	N/A	
<i>Walls</i>		
<i>Partitions</i>	N/A	
<i>Dispensers filled</i>		
<i>Dispensers cleaned</i>		
<i>Countertops</i>		
<i>Basins</i>		
<i>High dusting</i>		
<i>Low dusting</i>		
<i>Mirrors</i>		
<i>Trash</i>		
<i>Vents</i>		
<i>Brightwork/fixtures</i>		
<i>Door – push plates, kick plates</i>		
<i>Door – frame, jam</i>		
<i>Commode</i>		
TOTAL POSSIBLE SCORE: 18		ACTUAL SCORE: %
STAFF OFFICE / COMMON AREA	X/O	COMMENTS
<i>Hard floor condition</i>		
<i>Hard floor finish</i>		
<i>Carpet spots</i>		
<i>Carpet gum</i>		
<i>Traffic vac</i>		
<i>Detail vac</i>		
<i>Baseboards</i>		
<i>Walls</i>		
<i>Light switches</i>		
<i>Pictures/wall hangings</i>		

<i>Door – push plates, kick plates</i>		
<i>Door – frame, jam</i>		
<i>High dusting</i>		
<i>Low dusting</i>		
<i>Telephones</i>		
<i>Desks</i>		
<i>Chairs</i>		
<i>Trash</i>		
<i>Filing cabinets</i>		
<i>Microwave</i>		
<i>Sink</i>		
<i>Countertops</i>		
<i>Sills & ledges</i>		
<i>Windows – interior</i>		
TOTAL POSSIBLE SCORE: 24		ACTUAL SCORE: %
JANITOR CLOSET	X/O	COMMENTS
<i>Organization</i>		
<i>Dust pan</i>		
<i>Brooms/dust mops</i>		
<i>Floor mops</i>		
<i>Supplies</i>		
<i>Vacuum</i>		
<i>Bucket & wringer</i>		
<i>Spray bottles – clean</i>		
<i>Spray bottles – labeled</i>		
<i>Spray bottles – working</i>		
<i>Buffer</i>	N/A	
<i>Brute</i>		
<i>Johnny mop & bucket</i>	N/A	
<i>Squeegee</i>		
<i>Shelves</i>		
<i>Wall</i>		
<i>Floor</i>		
<i>Corners & edges</i>		
<i>Slop sink</i>	N/A	
TOTAL POSSIBLE SCORE: 16		ACTUAL SCORE: %
MEETING ROOM	X/O	COMMENTS
<i>Carpet spots</i>		
<i>Carpet condition</i>		
<i>Carpet gum</i>		
<i>Carpet vacuum</i>		
<i>Carpet detail</i>		
<i>Walls</i>		
<i>Light switches</i>		
<i>Doors – push plates, kickplates</i>		
<i>Doors – frame, jam</i>		
<i>Fire extinguisher</i>		
<i>Windows</i>		
<i>Sills & ledges</i>		
<i>Trash</i>		
<i>High dusting</i>		

<i>Low dusting</i>		
<i>Baseboards</i>		
<i>Tables</i>		
<i>Chairs</i>		
<i>Picture frames/wall hangings</i>		
<i>Curtains & blinds</i>		
<i>Return air vents</i>		
<i>Counter tops</i>		
<i>Sink</i>		
<i>Microwave</i>		
<i>Hard surface floor</i>		
<i>Corners & edges</i>		
<i>Desks & podium</i>		
TOTAL POSSIBLE SCORE: 27		ACTUAL SCORE: %
BUILDING EXTERIOR	X/O	COMMENTS
<i>Trash pick-up / grounds</i>		
<i>Ash urns & trash cans</i>		
<i>Exterior glass</i>		
<i>Flower beds</i>		
<i>Curbs</i>		
<i>Parking lot</i>		
<i>Sidewalks</i>		
TOTAL POSSIBLE SCORE: 7		TOTAL ACTUAL SCORE: %

FINAL TABULATION

- A. Total *possible* applicable points: **232**
- B. Total *actual* points: _____
- C. **Score:** (B/A) = %: _____

100 – 93.5% (Green) = Good Performance, this is where we want the buildings to rate day-in and day-out. The result of consistent effort on the part of the Custodial staff.

93.4% - 90.0% (Yellow) = Average performance, there are probably one or two areas that are causing a poor score.

89.9% or below (Red) = Failing performance, that falls below the acceptable CML standard.

100-93.5%	93.4-90.0%	<=89.9%
Good	Average	Failed

Passing score is 90.0%

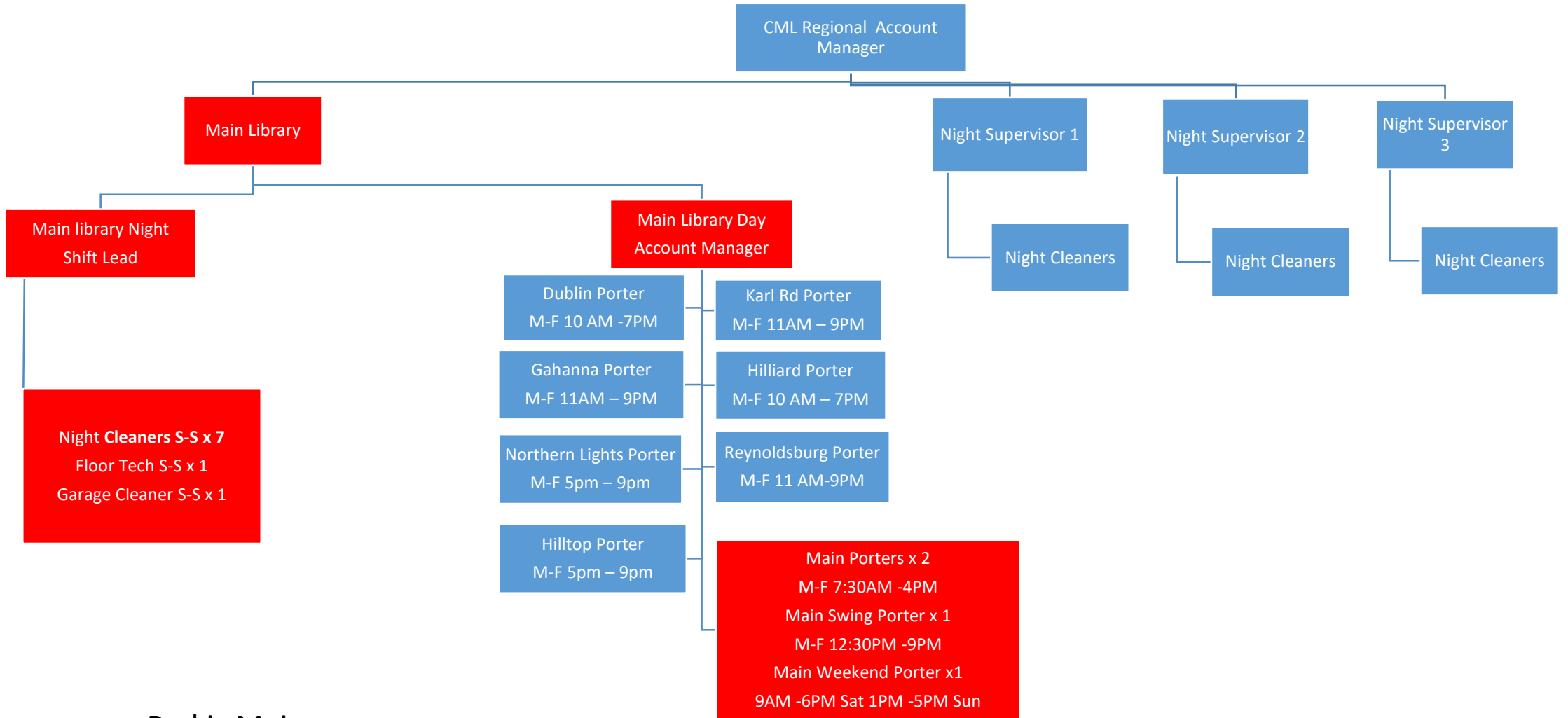
Exhibit 7 - CML Location, Hours and Area Information

Location Name	Hours	Address	Building Size and Carpeting		
			Total	Carpeted	Uncarpeted
Group 1					
Barnett	Monday-Thursday 9 a.m.-8 p.m. Friday-Saturday 9 a.m.-6 p.m. Sunday: 1-5 p.m.	3434 E. Livingston Ave., Columbus, OH 43227	12,325	10,476	1,849
Canal Winchester	Monday-Thursday 9 a.m.-8 p.m. Friday-Saturday 9 a.m.-6 p.m. Sunday- CLOSED	115 Franklin St., Canal Winchester, OH 43110	5,000	4,500	500
Driving Park	Monday-Thursday 9 a.m.-8 p.m. Friday-Saturday 9 a.m.-6 p.m. Sunday 1-5 p.m.	1422 E. Livingston Ave., Columbus, OH 43205	14,985	10,741	4,244
Dublin	Monday-Thursday 9 a.m.-9 p.m. Friday-Saturday 9 a.m.-6 p.m. Sunday 1-5 p.m.	75 N. High St., Dublin, OH 43017	45,460	27,236	18,224
Franklinton	Monday-Thursday 9 a.m.-8 p.m. Friday-Saturday 9 a.m.-6 p.m. Sunday 1-5 p.m.	1061 W. Town St., Columbus, OH 43222	12,235	4,000	8,235
Gahanna	Monday-Thursday 9 a.m.-8 p.m. Friday-Saturday 9 a.m.-6 p.m. Sunday 1-5 p.m.	310 Hamilton Rd., Gahanna, OH 43230	38,000	22,000	
Hilltop	Monday-Thursday 9 a.m.-9 p.m. Friday-Saturday 9 a.m.-6 p.m. Sunday 1-5 p.m.	511 S. Hague Ave., Columbus, OH, 43204	31,361	17,055	14,306
Karl Road	Monday-Thursday 9 a.m.-9 p.m. Friday-Saturday 9 a.m.-6 p.m. Sunday 1-5 p.m.	5590 Karl Rd., Columbus, OH 43229	41,147	17,005	24,142
Linden	Monday-Thursday 9 a.m.-8 p.m. Friday-Saturday 9 a.m.-6 p.m. Sunday 1-5 p.m.	2223 Cleveland Ave., Columbus, OH 43211	12,701	10,796	1,905
Main Library	Monday-Thursday 9 a.m.-9 p.m. Friday-Saturday 9 a.m.-6 p.m. Sunday 1-5 p.m.	96 S. Grant Ave., Columbus, OH 43215	425,000	144,944	280,056
Main Library Garage	GARAGE OPENS Monday-Saturday at 7 30 a.m. Sunday at 12 30 p.m. GARAGE CLOSES Monday-Thursday at 9 15 p.m. Friday & Saturday at 6 15 p.m. Sunday at 5 15 p.m.	96 S. Grant Ave., Columbus, OH 43215	170,200	0	170,200
Marion-Franklin	Monday-Thursday 2 p.m.-7 p.m. Friday 2 p.m.-6 p.m. Saturday & Sunday CLOSED	2740 Lockbourne Rd., Columbus, OH 43207	12,235	4,000	8,235

Location Name	Hours	Address	Building Size and Carpeting		
			Total	Carpeted	Uncarpeted
Group 1					
Martin Luther King	Monday-Thursday 9 a.m.-8 p.m.Friday-Saturday 9 a.m.-6 p.m.Sunday 1-5 p.m.	1467 E. Long St., Columbus, OH 43203	17,520	12,632	4,888
New Albany	Monday-Thursday 9 a.m.-8 p.m.Friday-Saturday 9 a.m.-6 p.m.Sunday 1-5 p.m.	200 Market St., New Albany, OH 43054	21,053	17,895	3,158
Northern Lights	Monday-Thursday 9 a.m.-8 p.m.Friday-Saturday 9 a.m.-6 p.m.Sunday 1-5 p.m.	4093 Cleveland Ave., Columbus, OH 43224	26,083	18,625	7,458
Northside	Monday-Thursday 9 a.m.-8 p.m.Friday-Saturday 9 a.m.-6 p.m.Sunday 1-5 p.m.	1423 N. High St., Columbus, OH 43201	23,849	15,820	8,029
Operations Center- Gahanna	Monday - Friday 6am - 9pm	101 S. Stygler Road	26,340	11,860	14,480
Parsons	Monday-Thursday 9 a.m.-8 p.m.Friday-Saturday 9 a.m.-6 p.m.Sunday 1-5 p.m.	1113 Parsons Ave., Columbus, OH 43206	19,000	14,545	4,455
Reynoldsburg	Monday-Thursday 9 a.m.-8 p.m.Friday-Saturday 9 a.m.-6 p.m.Sunday CLOSED	1308 Brice Rd., Reynoldsburg, OH 43068	8,000	6,000	2,000
Shepard	Monday-Thursday 9 a.m.-8 p.m.Friday-Saturday 9 a.m.-6 p.m.Sunday 1-5 p.m.	850 N. Nelson Rd., Columbus, OH 43219	9,985	6,556	3,429
South High	Monday-Thursday 9 a.m.-8 p.m.Friday-Saturday 9 a.m.-6 p.m.Sunday 1-5 p.m.	3540 S. High St., Columbus, OH 43207	11,577	9,480	2,097
Southeast	Monday-Thursday 9 a.m.-9 p.m.Friday-Saturday 9 a.m.-6 p.m.Sunday 1-5 p.m.	3980 S. Hamilton Rd., Groveport, OH 43125	21,140	17,969	3,171
Whetstone	Monday-Thursday 9 a.m.-9 p.m.Friday-Saturday 9 a.m.-6 p.m.Sunday 1-5 p.m.	3909 N. High St., Columbus, OH 43214	22,729	19,320	3,409
Whitehall	Monday-Thursday 9 a.m.-9 p.m.Friday-Saturday 9 a.m.-6 p.m.Sunday 1-5 p.m.	4445 E. Broad St., Columbus, OH 43213	19,540	12,625	6,915
Total Group 1			1,047,465	436,080	595,385

Group 2					
Hilliard	Monday-Thursday 9 a.m.-9 p.m.Friday-Saturday 9 a.m.-6 p.m.Sunday 1-5 p.m.	4500 Hickory Chase Way, Hilliard, OH 43026	62,590	38,794	23,796

Exhibit 8 – Cleaning Staff Organization Chart



Red is Main
Blue is branches

Expected Staffing Chart