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CLEANING SPECIFICATIONS

CLEANING PERFORMANCE STANDARDS

1. Lobby Entrance and Cleaning
 - A. Sweeping and Dusting
 1. Lobby and entrance floors will be clean and free of dirt streaks and there will be no dirt remaining in corners, behind doors, or where the dirt is picked up with the dustpan after the sweeping operation.
 2. Wads of gum, tar, and other sticky substance will have been removed from the area.
 3. Grills and woodwork will be dust-free after dusting.
 4. There will not be any spots or smudges on the wall surfaces, caused by touching the wall with the treated dust cloth.
 - B. Polishing and Wall Spotting
 1. Doorknobs, push bars, kick plates, railings, doors and other surfaces will be clean and polished to an acceptable luster.
 2. Drinking fountains will be cleaned and free of stains. The wall surfaces around the drinking fountains will be free of water spots and streaks.
 3. Wall surfaces up to a standing height will be free of finger marks, smudges, and other dirt spots of any kinds.
 - C. Mopping
 1. Lobby and entrance doors will be free of loose and/or caked dirt particles and will present an overall appearance of cleanliness after the mopping operation.
 2. Walls, baseboards, and other surfaces will be free of watermarks, scars from the cleaning equipment striking the surfaces, and splashings from the cleaning solution and rinse water.
 3. All surfaces will be dry and the corners and crevices clean after mopping.
2. Room Cleaning

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A. Trash Removal

1. All wastepaper baskets will be empty and in place, clean and ready for use. Liners will be inserted as required.
2. All ashtrays will be empty and in place, clean and ready for use.
3. Ashes and trash bags, when filled will be disposed of quickly.

B. Sweeping or Vacuum Cleaning

1. There will not be any dirt left in corners, under furniture, or behind doors.
2. Baseboards, furniture, and equipment will not be disfigured or damaged during the cleaning operation.
3. There will not be any dirt left where sweepings were picked up.
4. Furniture and equipment moved during sweeping will be replaced.
5. There will be no trash or foreign matter under desks, tables, or chairs.

C. Dusting

1. There will not be any dust streaks on desks or other office equipment.
2. Woodwork, after being properly dusted, will appear bright.
3. Corners and crevices will be free from any dust.
4. There will not be any oily spots or smudges on walls, caused by touching them.
5. When inspected with a flashlight, there should be few traces of dust on any surface.
6. Windowsills, door ledges, doorframes, door louvers, window frames, wainscoting, baseboards, columns, and partitions will be free of dust.

D. Damp-Wiping

Mirrors ashtrays, door glass, and all other glass that can be reached while standing on the floor will be clean and free of dirt, dust, streaks, and spots. (This job does not include window washing.)

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E. Clean Rugs

1. Rugs will be clean and free from dust, dirt, and other debris.
2. There will be no trash or foreign matter under desks, tables, or chairs.
3. Any furniture moved during rug cleaning will be replaced.

F. Clean Drinking Fountains

1. Drinking fountains will be clean and free of stains.
2. The wall and floor around the drinking fountain will be free of spots and watermarks.

All other surfaces of the fountain will be free of spots, stains and streaks.

3. Stairway Cleaning

A. Sweeping and Dusting

1. Stair landings, steps and all corners of stair treads will be free of loose dirt or dust streaks after sweeping.
2. Stair railings, door moldings, ledges, and grills will be dust free after dusting. The dust will have been removed rather than pushed around.

B. Cleaning, Polishing and Wall Spotting

1. Glass surfaces will be clean and free of any smudges, finger marks and dirt.
2. Handrails, doorknobs, and other surfaces will be clean and polished to an acceptable luster.
3. Walls up to a standing height will be free of finger marks and other dirt spots of any kind.

C. Mopping and Scrubbing

1. Stair landings and steps will be free of loose and/or caked dirt particles and will present an overall appearance of cleanliness after mopping or scrubbing.

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2. Walls, baseboards, and stair risers will be free of watermarks, scars from the equipment striking the surfaces and splashing from the cleaning solution.
 3. All surfaces will be dry and the corners and cracks clean after dry mopping.
4. Elevator and Escalator Cleaning
1. Vacuum Cleaning and Dusting
Interior surfaces of elevator will be free of loose dirt & dust streaks.
 2. Cleaning, Polishing and Wall Spotting
 - a) Handrails, controls, and other surfaces will be clean and polished.
 - b) Wall will be free of finger marks and other smudges.
 3. Mopping, Waxing and Polishing
Elevator walls will be free of splash marks. Floor will be clean and base plates and thresholds polished.
 4. Landings and Treads (Escalators)
The landings and treads will be free of loose dirt, dust streaks, and gum or other foreign substances.
 5. Cleaning, Dusting, Polishing and Wall Spotting (Escalator)
 - a) The walls and all objects in the area will be free of finger marks and other smudges.
 - b) Handrails and glass will be clean. Wood and metal surfaces will be cleaned and polished.
5. A. Restroom Cleaning
1. Trash containers will be emptied clean, liners inserted.
 2. All sanitary receptacles will be clean, both inside and outside, and contain a new liner.
 3. No trash will be on floor.
- B. Replenishment of Supplies
1. All dispensers of supplies will be clean and filled with the proper supplies (towels, soap, napkins, etc.)

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C. Cleaning of Sanitary Receptacles

1. All sanitary receptacles will be empty except for a new "liner".
2. All sanitary receptacles will be free of spots, stains, and finger marks.
3. All sanitary receptacles will be free of odors.

D. Cleaning of Toilet Room Fixtures

1. All porcelain surfaces of washbasins, toilets, and urinals will be free of dust, dirt, spots, and stains.
2. The wall surfaces will be free of spots and smears.
3. All toilet seats will be left in raised position after cleaning. They will be free of spots and stains, and the seat hinges will be free of mold.
4. The plumbing fixtures will be free of mold and water stains.

E. Cleaning of Supply Dispensers, Tile Walls, Stall Partitions, Doors, Shelves, Mirrors and Floors

1. All supply dispensers will be clean and free of finger marks and water spots.
2. All shelves and shelf brackets will be free of gum, dust, fingerprints, water stains, smudges and other soil.
3. All mirrors should be free of streaks, smudges, water spots, dust; lipstick smudges, and should not be cloudy.
4. Walls, stall partitions, and doors will be free of hand marks, dust, pencil marks, lipstick smudges, water streaks, mop marks, and mold.
5. Floors (especially in corners) will be free of dirt and dust, gum, grease, black marks, loose paper, water, mop stains, and strings. Particular attention should be given to area under urinal.

6. Wall Cleaning

A. Wall Washing

1. There will be no streaks or spots remaining on walls or signs of not overlapping.

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2. There will be no smudges, spots at point where cleaning of the lower and upper halves of the wall overlaps.
 3. No water will have been spilled on floor or furnishings.
 4. Wall will be uniformly clean all over.
 5. Woodwork on doors, windows, and moldings will be clean.
- B. Furniture Replacement
1. All furniture, pictures, and other furnishings moved during the wall washing operation will be returned to their original position.
7. Floor Cleaning
- A. Preparation of Mopping
1. Cleaning solutions, where used, will have been mixed thoroughly and in the proportions specified without undue spillage of either solution or rinse water.
 2. Proper precautions will have been taken to advise building occupants of wet and/or slippery floor conditions.
 3. The space to be mopped will have been properly prepared for the mopping operation by sweeping the floor area as necessary and otherwise clearing of visible debris.
- B. Floor Mopping
1. The mopping work will have been performed in such manner as to properly clean the floor surface, care is to be taken to see that the correct type and mixture of cleaning solution, if required, has been used. Proper extraction methods will be used to eliminate residue buildup in seams and discoloring of grout.
 2. All mopped areas will be clean and free from dirt, streaks, mop marks, and strands, etc.; properly rinsed, if required, and dry-mopped for an overall appearance of cleanliness.
 3. Walls, baseboards, and other surfaces will be free of watermarks, scars, or marks from the cleaning equipment striking the surfaces and splashing from the cleaning solution and rinse water.
 4. Care will have been taken throughout the mopping operation to prevent the liquids and equipment from coming into contact with electric outlets located in the floor areas or baseboards.

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C. Preparation of Floor Area For Waxing

1. The floor area will be free of dirt and dissolved wax particles, cleaning material residue, streaks; mop strands, and otherwise be thoroughly cleaned.
2. Walls, baseboards, furniture bases, and other surfaces will be free of watermarks, marks from the cleaning equipment, and splashings from the floor cleaning solutions.

D. Waxing

1. The surface waxed will have the proper wax applied in accordance with best operating practices.
2. The wax will be applied thinly, uniformly, and evenly in such a manner as to avoid skipping of areas, and allowed to properly dry before being polished.
3. Walls, baseboards, furniture, and other surfaces will be free of wax residue and marks from the equipment. Covering for wall protection will be used in areas where paneling or cloth is found.
4. The waxed area will be free of streaks, mop strand marks, skipped areas, and other evidence of improper wax application.

E. Buffing

1. The waxed or damp mopped surface shall have dried to the touch before being buffed.
2. Baseboards, furniture, and equipment will not be disfigured or damaged during the buffing work.
3. The finished area will be polished to an acceptable, uniform luster, and free of extreme highlights from the brushes of the machine.

F. Furniture Arrangements in Waxed Areas

1. All rug edges will be replaced to their proper position.
2. All moved items of furniture and office equipment will be returned to their original positions.
3. Care will have been exercised to avoid damage to building and/or office equipment during movement of the furniture, etc.

G. Preparation for Floor Scrubbing

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1. The machine and other equipment will be checked and readied for work in a careful and thorough manner.
2. Additions of motor oil, where required, will be accomplished in a safe and careful way so as to avoid spillage and overfilling.
3. Cleaning solutions will be mixed thoroughly and in proportions specified without undue spillage of either solution or rinse water.

H. Operation of Machine

1. Only authorized personnel having sufficient instructions as to its proper and efficient operation will operate the mechanized equipment.
2. The scrubbing machine will be started and operated in a safe and reasonable manner.
3. Care of the mechanical equipment will be exercised at all times during its operation to avoid damage to personnel, the building, and equipment.

I. Floor Scrubbing and Rinsing

1. Proper precautions will be utilized to inform the building occupants of wet and/or slippery conditions during the scrubbing operation.
2. The scrubbing work will be performed in such manner as to properly clean the floor surface with care taken to see that the proper cleaning solution is used.
3. All areas, including areas inaccessible to the machine and which are cleaned by means of deck scrubbing brushes and/or mops, will be clean and free of dirt, water streaks, mop marks and string; properly rinsed and dry mopped to present an overall appearance of cleanliness.
4. Walls, baseboards, and other surfaces will be free of watermarks, scars from the cleaning equipment striking the surfaces and splashing from the cleaning solution and rinse water.

8. Waste Disposal

A. Paper and Trash Collection, Removal and Disposal

1. Bagged trash will be deposited in a pre-approved location by the Jones Lang LaSalle Manager.

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2. All unused waste collection bags will be in the proper storage location.
3. Cardboard boxes will be broken and deposited in trash storage room.
4. Any paper and trash spilled during the collection process will have been cleaned up.

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CLEANING STANDARDS

Cleaning will include the following items and will be performed not less frequently than the times stated.

- A. General Cleaning – five (5) days per week – Day Maid/Porter.
 Policing of all corridors, lobbies, stairwells, escalators, elevators, lavatories, and building entrances.

	DAILY
a Sand urns, trash receptacles cleaned	2X
b Floors policing spot mop	2X
c Drinking fountains	2X
d Emergency clean-ups (Work Orders) as needed	
e Check all restrooms for supplies and clean as needed	2X
f Report any maintenance problems to maintenance dispatcher	
g Clean and take out trash. Lobby security station	1X
h Clean and take out trash and supply, control office	1X
i Clean all glass doors inside and outside (Lobby Level)	2X
j Clean mail room and sundry shop	1X
k Clean glass and dust mop main Lobby (including sundry shop, mail room, breezeway, Ewing Room and Rotunda)	2X
l Clean lobby directories	2X
m Vacuum/sweep entrance mats (permanent and non-permanent)	1X
n Police exterior area for paper, etc.	2X
o Clean drinking fountains (as needed)	2X
p Clean/vacuum Lobby and elevator lobby floors (including parking lobbies)	2X
q Clean Lobby furniture	2X
r Trash for Chase Vault (remove as needed)	2X
q Recycling pick-up (as needed)	2X

- B. General Cleaning – Five (5) Days Per Week – Night Crew

1. Empty and clean all wastebaskets, sand urns/jardinieres, receptacles, ashtrays, etc.; damp dust or wet wipe and dry polish as necessary. (Liners will be placed in receptacles and wastebaskets).
2. Remove all trash and wastepaper to designated collection points. Bag trash will be placed on the loading dock. Non-bag trash will be placed in designated trash room.
3. Dust and wipe clean all office furniture, fixtures, and desk accessories, including telephone and return to their proper place.
4. Vacuum all carpet and rugs and remove any gum and spot clean.
5. Spot clean woodwork, doors, light switches, and walls to remove smudges and fingerprints.

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6. Spot clean all glass doors and sidelight, partition glass, and glass furniture as needed.
7. Clean and polish drinking fountains.
8. Sweep all exterior entrances and vacuum entrance mats.
9. Wash and polish all restroom mirrors, powder shelves, bright work, dispensers, etc.
10. Clean and sanitize all restroom, shower rooms, and locker room fixtures, toilet, washbasins, urinals, shower walls, and floors to be kept free of scale and mildew. Wash and sanitize top and underside of toilet seats and benches.
11. Refill soap, towel, and tissue containers, and holders.
12. Wipe down toilet partitions and counters and walls around washbasin.
13. Mop all restroom and shower room floors.
14. Mop and spray buff granite floor main lobby and mall.
15. Mop outside main lobby entrances.
16. Sweep outside loading dock truck area.
17. Dust mop and sweep loading dock and service elevator area.
18. Sweep and spot mop mailroom Lobby level.
19. Wipe clean windowsills and other horizontal surfaces nightly.
20. Empty and sanitize all receptacles and sanitary disposals.
21. Clean building directory in Lobby removing fingerprints and smudges.
22. All counter tops of wet bar areas will be wiped down nightly and sinks will be cleaned if free of dishes.
23. Clean and polish water coolers.
24. Blackboards and chalk trays will be cleaned as requested or when tenant writes *"Please Clean"* on the blackboard.
25. Clean/vacuum in place entry mats.
26. Clean all Lobby furniture, remove fingerprints and smudges from metal and glass trim on furniture.

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27. Spot clean all granite walls and columns' removing smudges and fingerprints main Lobby, Rotunda and Elevator lobbies.
28. Wipe clean the metal railings.
29. Police and sweep/dust mop the stairwells nightly, damp mop weekly and scrub and seal quarterly.

C. General Cleaning – Weekly

1. Vacuum upholstery in executive areas.
2. Spot mop and buff granite and tiled floors in the Lobby.
3. Sweep exterior entrance areas.
4. Spray buff all coffee/copy room floors.
5. Machine scrub, wash, and buff all resilient tile and concrete flo
6. Wash down with disinfectant all ceramic tile walls, toilet partitions, ledges, sills, in restrooms.
7. Wash all door glass and sidelights.
8. All vertical surfaces of desks, files, and other furniture will be damp dusted with clean cloth.
9. Paneled walls will be dusted with a clean cloth.
10. Restroom air supply and return grills will be thoroughly cleaned.
11. Loading dock will be hosed down and cleaned of all foreign matter.
12. High dusting (requires ladders) of the granite walls in the Lobby and cafeteria.
13. Restroom partitions will be washed with disinfectant solution and a light coat of polish applied.
14. Sweep and dust service elevator lobbies on garage levels and freight elevators.
15. A minimum of (2) gallons of fresh, clean water will be poured into each restroom drain 2 times weekly.

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D. General Cleaning – Monthly

1. Dust all cabinets, files, chairs, chair rails, paneling, sills, trim, and baseboards.
2. Dust picture frames and picture glass.
3. Dust exterior of lighting fixtures and air conditioning grills.
4. Venetian blinds are to be dusted or vacuumed.
5. Remove cobwebs from all recessed areas of revolving doors.
6. Remove high cobwebs from entry areas on Lobby.
7. Cafeteria railing near escalators will be polished.
8. Upholstery spot cleaning as needed/requested.
9. Panel walls will be dusted with a clean or treated cloth.

E. General Cleaning – Quarterly

1. Dust and spot clean where necessary all vertical surfaces such as walls, partitions, ventilating louvers, and other surfaces not reached in nightly or monthly cleaning.
2. High dust (ladder required) all shelves, cabinets, and other objects in tenant offices.
3. Vacuum upholstery and draperies.
4. Wash desk floor mats.
5. Dust and wipe clean all closet shelving when empty and sweep carpet or dry mop all floors in closets if such are empty.
6. Flocked and vinyl wall coverings in common areas will be dusted/vacuumed monthly and as necessary during interior construction or remodeling.

F. Elevators and Escalator Cleaning

1. Elevator carpet will be vacuumed daily, spot cleaned as required, and shampooed monthly.
2. Exterior doors and trim will be dusted and fingerprint smudges removed daily.

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3. Fingerprints and smudges will be removed daily from the interior metal doors and panels. The leather and wood trim walls will be wiped clean daily.
4. Ceiling will be dusted monthly.
5. Escalator skirts and trim will be dusted nightly and polished/washed monthly.
6. Escalator steps will be cleaned daily.
7. Elevator thresholds will be brushed clean and polished daily.
8. Service elevator will be cleaned daily, after cleaning personnel have completed their work.

G. Floor Cleaning

1. Hard Surface
 - (a) Common areas: Sweep, set mop nightly and spray buff as required. Scrub and refinish monthly and strip and refinish semi-annually.
 - (b) Tenant areas: Dust mop and mop nightly, spray buff weekly, scrub and refinish monthly, strip and refinish quarterly.
 - (c) Restroom floors: Strip and reseal monthly, keep grout clean at all times.
 - (d) Scrub and polish door thresholds daily.
2. Concrete floors
 - (a) Dust mop nightly, damp mop weekly and scrub and seal quarterly.
 - (b) Police and sweep building stairwells nightly, wet mop monthly, scrub and seal quarterly.
 - (c) Wood Floors
 1. Wet mop and buff lightly if required form time to time.
 2. Wax and buff floors according to installer's instructions.
 - (d) Carpet Floors
 1. Thorough nightly vacuuming.

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2. Spot removal as required.
 3. Common area carpet on multi-tenant floors will be shampooed quarterly.
- (e) Stone Flooring (Lobby and Rotunda)
1. Wet mopped and buffed nightly.
 2. Wash and scrub weekly.
 3. Grout will be kept clean and free of spotting at all times.
 4. Contractor should use the directive and specifications when cleaning the stone floors.
- (f) Computer and word processing raised floors (plastic)
1. Dust mops with a treated mop and clean spot with a wet mop.
Mop bucket will be left outside computer room at all times.
 2. Spray buff monthly.
- (g) Outside Building, Breezeway and Sidewalks
1. Police and sweep as required, spot clean spills or other foreign matter by spot mopping or scrubbing nightly.
 2. Sweep (nightly) and hose down/scrub (weekly) exterior entrances and breezeway.
 3. Outside entrances - all pavers and dock/delivery areas will be polices daily, scrubbed and hosed down weekly.

I. SPECIAL CLEANING REQUIREMENTS

1. Post construction cleaning of all stonewalls and floors according to specifications.
2. Tenant space cleaning before and after move-in (details and schedule to be arranged by property management).
3. Clean vacant floor restrooms as specified by property management. Restroom will be polished nightly and cleanliness level will be the same as occupied floor. Restrooms would be cleaned at least once per week.
4. Raised floors cleaning on a quarterly basis. Coordination with computer managers and building manager.

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5. Utilize only Clarke or equivalent equipment, with high efficiency micron filter to contain the smallest dust particles.

The outlined specifications for work tasks and frequencies of such tasks listed herein are intended as a framework for the cleaning operation of a first class office building. Additional work will often be required and since it will usually be minor in scope, it is intended that the vast majority of such extra or additional work can and will be absorbed within the cleaning and maintenance operation. When unscheduled work of a major proportion is required and requested of the Contractor, the cost of such will be negotiated to provide a fair and equitable arrangement for both parties (or will follow based on the scope of special task prices provided by the contractor and agreed to by management.