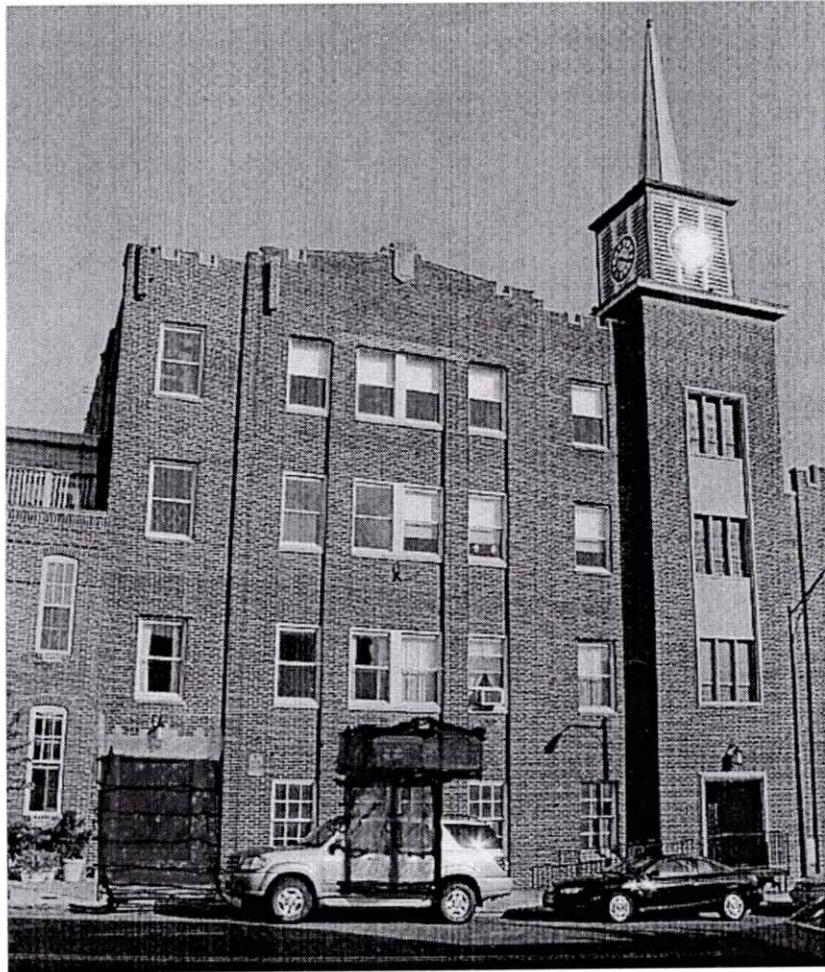


**STATEMENT OF WORK  
FOR  
CUSTODIAL SERVICES**



**UNITED EVANGELICAL CHURCH**

**STATEMENT OF WORK  
FOR  
CUSTODIAL SERVICES**

**1. DESCRIPTION OF SERVICES.** The church shall provide all supplies, tools and equipment necessary to ensure that custodial services are performed at United Evangelical Church in a manner that will maintain a satisfactory facility condition and present a clean, neat and professional appearance.

**1.1. BASIC CLEANING SERVICES.** The custodian shall accomplish all cleaning tasks to meet the requirements of this SOW. The minimum cleaning frequencies are established in Appendix A, Workload Factors, and Appendix B, Maps.

**1.1.1. Maintain Floors.** All floors, except carpeted areas, shall be swept, dust mopped, damp mopped, wet mopped, dry buffed, and spray buffed, as needed, to ensure they have a uniform, glossy appearance and freedom from dirt, debris, dust, scuff marks, heel marks, other stains and discoloration, and other foreign matter. Baseboards, corners, and wall/floor edges shall also be clean. All floor maintenance solutions shall be removed from baseboards, furniture, trash receptacles, etc. Chairs, trash receptacles, and other moveable items shall be moved to maintain floors underneath these items. All moved items shall be returned to their original and proper position.

**1.1.2. Remove Trash.** All trash containers shall be emptied and returned to their initial location. Boxes, cans, papers placed near a trash receptacle and marked "TRASH" shall be removed. Any obviously soiled or torn plastic trash receptacle liners shall be replaced. The trash shall be deposited in the hallway nearest to the alley for trash collection. Trash receptacles shall be left clean, free of foreign matter, and free of odors.

**1.1.3. Clean Interior Glass/Mirrors.** Clean all interior glass, including glass in doors, partitions, walls, display cases, directory boards, etc. After glass cleaning, there shall be no traces of film, dirt, smudges, water, or other foreign matter.

**1.1.4. Clean Drinking Fountains.** Clean and disinfect all porcelain and polished metal surfaces, including the orifices and drain, as well as exterior surfaces of fountain. Drinking fountains shall be free of streaks, stains, spots, smudges, scale, and other obvious soil.

**1.1.5. Clean Stairways.** All floor surfaces shall be cleaned in accordance with paragraph 1.1.1 or 1.1.6, as appropriate for floor covering. Grease and grime shall be removed from stair guards, handrails and baseboards. Custodian shall remove all marks, dirt, smudges, scuffs, and other foreign matter from adjoining stairwell walls to provide or maintain a clean, uniform appearance.

**1.1.6. Vacuum Carpets.** Vacuum carpeted areas. After vacuuming, the carpeted area shall be free of all visible dirt, debris, litter and other foreign matter. Any spots shall be removed by carpet manufacturer's approved methods as soon as noticed. All tears, burns, and raveling shall be brought to the attention of the church representative. Area and throw rugs are included to receive this service.

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**1.1.6.1. Clean Carpets.** Spot clean or shampoo dirty carpets over an area of 2 square feet or less. Spots must be removed immediately.

**1.1.7. Vacuum and Clean Floor Mats.** Vacuum and clean interior and exterior floor mats. After vacuuming or cleaning, mats shall be free of all visible lint, litter, soil and other foreign matter. Soil and moisture underneath mats shall be removed and mats returned to their normal location.

**1.1.8. General Spot Cleaning.** Perform spot cleaning on a continual basis. Spot cleaning includes, but is not limited to removing, or cleaning smudges, fingerprints, marks, streaks, spills, etc., from washable surfaces of all walls, partitions, vents, grillwork, doors, door guards, door handles, pushbars, kickplates, light switches, temperature controls, and fixtures. After spot cleaning, the surface shall have a clean, uniform appearance, free of streaks, spots, and other evidence of soil.

**1.1.9. General Dusting.** All horizontal surfaces must be dusted or cleaned to eliminate dust collection.

**1.2. BASIC RESTROOMS CLEANING SERVICES.** The custodian shall accomplish all cleaning tasks to meet the requirements of this SOW and the Service Delivery Summary (SDS).

**1.2.1. Clean and Disinfect.** Completely clean and disinfect all surfaces of sinks, toilet bowls, urinals, lavatories, dispensers, plumbing fixtures, partitions, dispensers, doors, walls, and other such surfaces, using a germicidal detergent. After cleaning, receptacles will be free of deposits, dirt, streaks, and odors. Disinfect all surfaces of partitions, stalls, stall doors, entry doors, (including handles, kickplates, ventilation grates, metal guards, etc.), and wall areas adjacent to wall mounted lavatories, urinals, and toilets.

**1.2.2. Sweep and Mop Floor.** After sweeping and mopping, the entire floor surface, including grout, shall be free from litter, dirt, dust and debris. Grout on wall and floor tiles shall be free of dirt, scum, mildew, residue, etc. Floors shall have a uniform appearance without streaks, swirl marks, detergent residue, or any evidence of soil, stain, film or standing water. Moveable items shall be tilted or moved to sweep and damp mop underneath. Floors shall be stripped, scrubbed, waxed, etc., as necessary to maintain sanitary conditions and a clean, uniform appearance.

**1.2.3. Stock Restroom Supplies.** Custodian shall ensure restrooms are stocked sufficiently so that supplies including soap for the soap dispensers do not run out. Supplies shall be stored in designated areas.

## 1.3. PERIODIC CLEANING SERVICES.

**1.3.1. Strip, Scrub, Seal, and Wax Floors.** Strip, scrub, seal, and wax floors as necessary to maintain a uniform glossy appearance. A non-skid wax is required. A uniform glossy appearance is free of scuff marks, heel marks, wax build-up, and other stains and discoloration.

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**1.3.2. Clean Interior Windows.** Clean glass surfaces that are over seven (7) feet high. After surfaces have been cleaned, all traces of film, dirt, smudges, water and other foreign matter shall be removed from frames, casings, sills, and glass.

**1.3.3. Clean Exterior Windows.** Windows are the glass surfaces that are an integral part of the outer wall of the building. Window screens shall be removed, cleaned, and replaced as needed. After window has been cleaned, exterior frames, casings, sills, and glass shall be free of all traces of film, dirt, smudges, water and other foreign matter.

**1.3.4. Clean/Shampoo Carpets.** All carpets shall be cleaned in accordance with standard commercial practices. A heavy-duty spot remover may be required in heavily soiled areas. After shampooing, the carpeted area will be uniform in appearance and free of stains and discoloration. All cleaning solutions shall be removed from baseboards, furniture, trash receptacles, chairs and other similar items. Chairs, trash receptacles, and other items shall be moved to clean carpets underneath, and returned to their original location.

**2. SERVICE DELIVERY SUMMARY.** The custodian service requirements are summarized into performance objectives that relate directly to church appearance. The performance threshold briefly describes the minimum acceptable levels of service required for each requirement.

<b>Performance Objective</b>	<b>SOW Para</b>	<b>Performance Threshold</b>
<b><u>Basic Cleaning Services.</u></b> Floors, baseboards, corners and wall edges are free of dirt, dust and debris. Trash is empty;. Plastic liners are in good condition. Trash containers are free of odors and visible dirt. Trash is emptied into outdoor trash collection container. Glass and mirrors have no traces of film, dirt, smudges, or water. Drinking fountains are disinfected and free of streaks, stains, spots, smudges, scale and other deposits. Stairways are free of dirt, debris, marks, smudges, scuffs and other foreign matter. Carpets are free of dirt, debris, litter and other foreign matter. Dust is not visible.	1.1.	Not to exceed 5 customer complaints per month.
<b><u>Restroom Cleaning Services.</u></b> Restrooms are disinfected and free of dirt, deposits, streaks and odors. Toilets and urinals are disinfected and free of scale, stains, scum and other deposits. Floors are free of litter, dirt, dust and debris. Supplies	1.2.	Not to exceed 5 customer complaints per month

are adequate until next service.		
<p><b><u>Periodic Cleaning Services.</u></b>                  Floors have a glossy uniform appearance free of scuffmarks, heel marks, wax build-up, and other stains and discoloration. Windows are free of film, dirt, smudges, water, and other foreign matter. Carpets are free of stains and discoloration.</p>	1.3.	Not to exceed 5 customer complaints for the reporting period.

**3. GENERAL INFORMATION.**

**3.1. QUALITY ASSURANCE.** The church will periodically evaluate the custodian's performance in accordance with the Performance Threshold chart.

**3.2. HOURS OF OPERATION.** The Custodian will work the following schedule:

Monday, Tuesday, Thursday & Friday 10:00 a.m. – 2:00 p.m.

**4. APPENDICES.**

**A. Estimated Workload Schedule**

**APPENDIX A**  
**ESTIMATED WORKLOAD DATA**

<b>MONDAY</b>							
AREA	TYPE						
CHURCH	Vacuum						
CHURCH	Trash Removal						
CHURCH	Clean & Wipe Pews						
OFFICES	Vacuum						
OFFICES	Trash Removal						
OFFICES	Clean & Dust						
<b>TUESDAY</b>							
AREA	TYPE						
SCHOOL	Mop Floors						
SCHOOL	Clean Restrooms						
SCHOOL	Trash Removal						
SCHOOL	Clean Hallways & Stair ways						
SCHOOL	any area not identified						
SCHOOL							
SCHOOL							
SCHOOL							

THURSDAY							
AREA	TYPE						
Friendship Hall	Mop Floors						
Friendship Hall	Clean Restrooms						
Friendship Hall	Trash Removal						
Friendship Hall	Straighten Tables & Chairs						
Kitchen	Clean & Wipe all Tables & Appliances						
Kitchen	Mop Floors						
Kitchen	Trash Removal						
Kitchen	any area not identified						
FRIDAY							
AREA	TYPE						
CHURCH	Vacuum						
CHURCH	Clean & Wipe Pews						
Friendship Hall	Clean Restrooms						
Friendship Hall	Mop Floors						
SCHOOL	Clean Restrooms						
SCHOOL	Mop Floors						
SCHOOL	Straighten Tables & Chairs						
All Areas	any area not identified						
All Areas	Trash Removal						