

SECTION D – SPECIFICATIONS/SCOPE OF WORK**SCOPE OF WORK**

A contract resulting from this IFB is to provide management, supervision, supervision, labor, equipment, tools, transportation, materials, specified supplies, cleaning products, and other incidentals as required to perform:

- On-call, as-needed comprehensive interior and exterior window and glass cleaning services at nine Montgomery County facilities, and
- On-call, as-needed pressure washing services at all County facilities.

Glass and window cleaning services shall include, but will not be limited to -

1. Interior and Exterior Glass Surface Cleaning-The Contractor shall clean the interior and exterior surfaces of all glass and window surfaces using a cleaning brush, squeegee, and/or lint-free cloth. The goal is to achieve a uniformly bright surface that is free of drips, streaks, smudges, and any foreign material or matter.
2. Window Frames, Sills, and Ledges-All dirt, grime, cobwebs, stains, and moisture shall be removed from window frames, sills, and ledges. These areas must be left clean and free of buildup or residue.
3. Comprehensive Glass Surface Coverage-Glass surfaces to be cleaned include, but are not limited to:
 - Windows and mirrors
 - Display cases and cabinets
 - Building directory board enclosures
 - Picture frame enclosures
 - Glass panels within or adjacent to interior and exterior doors
4. Quality of Finish and Appearance-All glass surfaces and windows shall be left without streaks, film, smudges, deposits, or stains. They must be uniformly bright in appearance. Adjacent surfaces, including frames, casings, sills, and ledges, shall be wiped clean and free of soil, dirt, tape, tape residue, smudges, and/or splash marks.
5. Adjacent Glass and Window Surface Cleaning-Drip marks splashed glass cleaner, and all other types of soil or streaks shall be removed from all adjacent surfaces such as walls, frames, casings, and trim to ensure a complete and professional finish.
6. Glass Doors and Adjacent Panels-All glass doors and any glass panels adjacent to glass doors shall be thoroughly cleaned to maintain a clear and polished appearance.
7. High-Reach and Specialty Glass Cleaning-The Contractor shall clean high or difficult-to-access glass surfaces using appropriate safety equipment and techniques. This includes skylights and other elevated glass features.
8. Spot Cleaning and Touch-Up Services-Upon request at no additional cost, the Contractor shall perform spot cleaning of glass surfaces to address localized issues such as fingerprints, smudges, or other marks that affect visibility or appearance.

Pressure washing services shall include, but will not be limited to –

1. Building Exteriors-Pressure wash exterior walls, facades, and siding to remove accumulated dirt, mold, mildew, algae, and other contaminants.
2. Sidewalks and Walkways-Clean concrete, brick, or stone pedestrian pathways to eliminate stains, gum, moss, and debris, ensuring safe and clean surfaces.
3. Entrances and Stairways-Wash building entrances, stairwells, and ramps to maintain a clean and welcoming appearance.
4. Loading Docks and Service Areas-Remove grease, oil, and grime from loading

- docks, delivery zones, and utility areas.
5. Parking Lots and Garages-Pressure wash asphalt and concrete surfaces to remove oil stains, tire marks, and general buildup.
6. Dumpster Pads and Enclosures-Sanitize and clean dumpster areas to reduce odors, prevent pest attraction, and maintain hygiene.
7. Fences and Gates-Clean perimeter fencing, gates, and barriers to remove dirt, rust stains, and environmental buildup.
8. Outdoor Furniture and Fixtures-Wash benches, tables, bike racks, and other exterior furnishings as needed.
9. Graffiti Removal-Remove graffiti from exterior surfaces using appropriate pressure washing techniques and approved cleaning agents.
10. Canopies and Awnings-Clean fabric or metal awnings, overhangs, and covered walkways to remove dirt, mildew, and bird droppings.

1. GENERAL RESPONSIBILITIES

A. Contractor Responsibilities

The Contractor must receive a written authorization prior to performing any scheduled work from the Contract Administrator or designee. The Contractor must provide a written work plan with a detailed schedule of work to the designated Contract Administrator or designee no less than (7) seven business days before a project start date. The County reserves the right to request additional lead time for projects based on site and/or agency operational needs. The Contractor shall arrange for a timely inspection with the designated County representative immediately after project completion. If the work does not comply with the County inspection specifications of the contract resulting from this IFB, the Contractor shall be informed by the County representative and required to re-do the affected areas within a (48) hour period.

B. Contractor Furnished Resources

The Contractor is responsible for furnishing, maintaining and certifying (according to all current and future OSHA regulations at no additional cost to the County) all safety signs, safety equipment, all pressure washing, window washing and glass cleaning equipment, man lifts, mobile and aerial platforms, company vehicle(s) and all other equipment required to perform on call as needed interior and exterior glass cleaning and pressure washing services. Adequate equipment must be available at all times to permit the timely completion of all operations at no additional cost to the County. The Contractor will maintain equipment in good operating condition at all times while performing services on County property. The Contractor must have a sufficient work force of skilled manpower for glass cleaning, window washing and pressure washing services. The contractor must provide competent supervisors to oversee the

performance of all work and employees while providing services on County property. A designated supervisor shall be present on-site at all times during the execution of project work to ensure proper oversight, coordination, and compliance with contract requirements. The Contractor must have an adequate work force and equipment stock to perform work at multiple sites simultaneously as required by the Contract Administer or designee. Work shall be done in a professional manner and meet the requirements of applicable current and future OSHA, local Municipal and State of Maryland codes and standards. The Contractor shall provide the proper lift equipment that will not cause damage to any surface. The Contractor must use only OSHA compliant equipment, including scaffolding, fall arrest protection, ladders and necessary hand tools customary to the trade when required to reach exterior or interior glass and window surfaces. The Contractor shall ensure that all personnel are adequately trained and certified and must maintain current up-to-date certifications to operate all equipment as required by applicable industry standards and by local, County, State and Federal regulations, rules and practices.

C. Safety and Security

The Contractor shall provide and place sufficient easily visible safety signage and barriers/barricades around work areas in accordance with OSHA requirements for the safety and protection of persons who may potentially come in contact with the Contractor's work site while work is in progress. The Contractor shall remove all easily visible safety signage and barriers/barricades around work areas immediately after completion of work. At no time shall signage and barricades be removed from the work site while work is in progress. The Contractor and its employees shall comply with all applicable local, County, State and Federal regulations, rules, and practices. The Contractor shall also be responsible for all injury to persons or damage to County property that occurs as a result of the Contractor's negligence. The Contractor shall take all proper safety and health precautions to protect the work, the work site, their employees, the public and Montgomery County property. The Contractor shall be responsible for all materials delivered to the work site and the work performed until final completion and acceptance of the work product by the Contract Administrator or designee. The Contractor must perform all its activities pursuant to this contract in a safe manner at all times. The Contractor shall assume all responsibility and liability on the job site for the actions of all its personnel and subcontractor(s) who are performing work on behalf of the Contractor while on County property. The Contractor shall provide and ensure that all its personnel at the work site properly wear all applicable safety devices and apparel at all times, including, but not limited to, fall arrest protection and safety shoes. All aspects of the Contractor's safety plan shall comply with current OSHA standards and shall be updated as required to correspond with all future OSHA changes and applicable

industry, local, County, State and Federal regulations, rules and practices at no additional cost to the County. The Contractor shall comply with all applicable federal, state, and local environmental regulations in the performance of all services under this contract. The Contractor is responsible for ensuring proper containment, collection, and disposal of all wastewater, cleaning agents, and debris generated during pressure washing activities. **Under no circumstances shall any wastewater, cleaning solution, or approved chemical be discharged into the storm drain system or any area that may lead to natural waterways.** The Contractor shall implement best management practices to prevent environmental contamination and shall be liable for any violations or damages resulting from non-compliance.

- **Note:** Within ten (10) working days after the date of the County's written notification of Intent to Award a Contract, the Contractor shall develop and provide to Montgomery County Government with a written Safety Plan. This plan shall include, but not be limited to, lift operation guidelines and certification information, fall/fall arrest protection, aerial platform safety, hazardous communication standards and spill protection. See Mandatory Submissions, b. Award Submission, Other (on page C).

D. Contractor Employee Badging

The Contractor must provide all employees, including supervisors with an identification badge. The badge must be worn outside of clothing in a manner that is easily visible to the public. The Contractor will ensure that all employees wear their identification badges at all times while working on County premises. Information required on the badges must contain the Contractor's company name, employee's first name, middle initial and last name. Dimensions of the badge will be a minimum size of 2" x 3.5", and all wording will be in English with a lettering size minimum of .25" in size. All badges must be returned to the Contractor upon termination of its employee(s).

Contractor employees assigned to high security facilities or sensitive work areas will be issued a "Visitor" badges by the facility coordinator at the site. Badges must be worn at all times while working on the premises along with the employee's company identification badge. The "Visitor" badge must be returned to the facility coordinator when the contractor employee has finished their work shift at the site, no "Visitor" badges are to be removed from the site.

- **Note:** Within ten (10) working days after the date of the County's written notification of Intent to Award a Contract, the Contractor must submit samples of the identification badges to the Contract Administrator for

approval. See Mandatory Submissions, b. Award Submission, Other (on page C).

E. Supplemental Services

The County may, during the course of this contract, request the Contractor to perform additional interior and exterior glass cleaning services for other County facilities outside of the Nine Selected Facilities listed on the Quotation Sheet (page E-1). The Contractor will furnish all management, supervision, labor, equipment, tools, transportation, materials, specified supplies, cleaning products and other incidentals as required to perform an on call and as needed comprehensive interior and exterior window and glass cleaning services. All Supplemental Services will be requested by the Contract Administrator or designee. The Contractor must provide to the Contract Administrator or designee a **detailed itemized written** quotation using the time and material cost offered in the Supplemental Services part of the Quotation Sheet (page E-2). The Contractor shall not proceed with any additional supplemental work until authorized in writing by the Contract Administrator or designee.

F. Contractor Communication

The Contractor is to identify one Lead Supervisory Staff Member for all onsite County projects and furnish a working cell phone number for each Lead Supervisor to the designated County representative prior to project commencement. A supervisor must be on-site at all times and will function as the contact for the Contract Administrator or designee. The supervisor(s) assigned to work under the provision of this contract must be able to communicate clearly in the English language.

G. Days and Hours of Service

All scheduled services will be performed between the hours of 7:30 a.m. and 4 p.m., Monday through Friday, with the exception of County holidays. These times will be considered as normal working hours under this contract. County holidays are as follows:

New Year's Day	Memorial Day	Labor Day
Christmas Day	Martin Luther King Day	Juneteenth Day
Veterans Day	Presidents Day	Independence Day Thanksgiving Day

No overtime or holiday work is authorized.

At the commencement of this contract the Contractor and the Contract Administrator or designee will develop a schedule defining the time and date of proposed services based on the County's operational need. No work is to begin until this schedule is finalized and approved by the Contract Administrator or designee. Any deviation from an approved schedule must be approved by the Contract Administrator or designee.

H. Site Preparation Interior and Exterior Window and Glass Cleaning

The Contractor will move all furniture necessary to effectively clean required windows. Upon completion, the Contractor will immediately replace all furniture back to its original position. The Contractor is not obligated to move employee's personal belongings that may be obstructing access to windows and other glass surfaces requiring cleaning. All window coverings that are to be removed by the Contractor, to properly clean the interior window surfaces will be immediately returned and properly reinstalled by the Contractor upon completion of the window cleaning.

Unless otherwise indicated, the "Cost Per Service Call", will include servicing one time all windows and glass surfaces, interior and/or exterior, at the facility identified in the Nine Selected Facilities on the quotation sheet (see page E-1).

Upon commencement of work at each facility, unless otherwise notified, the Contractor is restricted to washing only the glass surfaces (interior and/or exterior) as designated by the Contract Administrator or designee.

Immediately upon the Contractor's completion of cleaning the designated glass/window surface (s), the Contractor must dry all windows and glass surfaces, window frames, sills and any other adjacent surfaces serviced by the Contractor, leaving the surface (s) free of streaks, lint and visible residue.

The Contractor must remove any scuff marks caused to County property during the course of the work.

The Contractor must not use scratching or abrasive cleaners or equipment on glass or window surfaces.

Where applicable, the Contractor must clean plastic window surfaces with a neutral detergent or an approved equivalent, cleaning product must have the approval of the Contract Administrator or designated County representative before it is used on surfaces. Cleaning solutions shall not be harmful to glass, window components

including the frames, weather stripping, window trim, solar window film, glazing compounds or any surrounding surfaces.

The Contractor must report promptly to the Contract Administrator or designee of any pre-existing damage to window, glass surfaces or associated hardware or any condition that may require attention for repair, adjustment, or replacement.

Additionally, it is to be the responsibility of the Contractor to report any damage to County property incurred by the Contractor's employee (s), either by accident or intention.

Without additional cost to the County, the Contractor is advised to visit sites before submitting a price for a "Cost Per Service Call", identified in the Nine Selected Facilities of the Quotation Sheet.

I. Site Preparation Pressure Washing

The Contractor shall follow the procedures below when performing pressure washing services at any County facility:

Pre-Work Site Inspection-Prior to beginning work, the Contractor shall inspect the site to identify sensitive areas, drainage paths, and any potential hazards. Any concerns shall be reported to the Contract Administrator.

Site Protection and Safety-The Contractor shall use appropriate signage, cones, and barriers to secure the work area and protect pedestrians, vehicles, and County property. Work shall be performed in a manner that minimizes disruption to facility operations.

Environmental Compliance-All wastewater must be properly contained and disposed of in accordance with federal, state, and local environmental regulations. Under no circumstances shall any wastewater, cleaning solution, or chemical be allowed to enter the storm drain system or natural waterways.

Approved Cleaning Agents-Only County-approved cleaning agents shall be used. Cleaning solutions must be appropriate for the surface being treated and shall not cause damage to building materials, landscaping, or surrounding surfaces. SDS (Safety Data Sheets) must be provided for all cleaning/chemical solutions.

Equipment and PPE-The Contractor shall use equipment suitable for the task and ensure all personnel wear appropriate personal protective equipment (PPE) in compliance with OSHA standards.

Post-Cleaning Requirements-Upon completion of pressure washing, the Contractor shall ensure all surfaces are free of residue, standing water, and debris. Any overspray or runoff affecting adjacent surfaces must be cleaned immediately.

Documentation and Reporting-The Contractor shall document each service, including the location, date, time, and any incidents or observations. Reports shall be submitted to the Contract Administrator upon request.

J. Deliverables Prior to Start of Work

At commencement of work at each facility, the name (s) of all the Contractor's supervisors who will be on the job site together with the working contact telephone numbers will be provided by the Contractor to the Contract Administrator or designee.

Copies of the Safety Data Sheets (SDS) for all chemical products the Contractor will use on the job site will be provided by the Contractor to the Contract Administrator or designee prior to commencement of work.

K. Invoicing

The Contractor shall only submit invoices to Montgomery County Government for work that has been completed in accordance with this Scope of Work to the satisfaction of the Contractor Administrator or designee. If the Contractor completes more than one job in a given month, the County requires that the Contractor combines all the jobs together in order to submit a single invoice for the month. All invoices are to include a detailed breakdown of costs for each individual site in accordance with the Quotation Sheet for the Nine Selected Facilities or for pressure washing and/or supplemental glass and window cleaning service requests for the time and material pricing. All payments made to the Contractor by the County shall be made in accordance with the Quotation Sheet for the Nine Selected Facilities and for Supplemental Services (See Section E)

L. Site Cleanup After Work

Glass and Window Surface Cleaning:

The Contractor shall remove and replace all screens, wind deflectors, blinds, storm windows or any other apparatus or hardware displaced during the cleaning process. Any item removed must be dusted and dry-wiped with a clean lint-free cloth before replacing. All clear glass items removed, such as a storm window, must be cleaned, dried and must be streak free before replacing them back into its original housing unit. Report any damage or irregularities to the Contract Administrator or designee

immediately. Unless otherwise approved by the Contract Administrator or designee, the Contractor shall remove all materials, supplies, chemicals, tools and equipment for the job site at the completion of each day's work.

Pressure Washing Services:

The Contractor shall ensure all surfaces are left clean, free of standing water, detergent residue, and debris. Remove any overspray or runoff from adjacent surfaces, including walls, doors, windows, landscaping, and walkways. Properly dispose of all wastewater in accordance with environmental regulations; no wastewater or cleaning agents shall be allowed to enter storm drains or natural drainage systems.

Restore any temporarily relocated items (e.g., outdoor furniture, signage, or protective coverings) to their original positions. Conduct a final walk-through of the work area to confirm that no damage has occurred and that the site is safe and ready for public or staff use. Report any damage or irregularities to the Contract Administrator or designee immediately. Unless otherwise approved by the Contract Administrator or designee, the Contractor shall remove all materials, supplies, chemicals, tools and equipment for the job site at the completion of each day's work.

End Section D-Specifications and/or Scope of Work