



Tanana Chiefs Conference

Tanana Chiefs Conference

August 7, 2025

RFP NOTICE

REQUEST FOR A PROPOSAL TO PROVIDE ANNUAL MULTISITE CUSTODIAL SERVICES CONTRACT FOR TANANA CHIEFS CONFERENCE BUILDINGS IN FAIRBANKS, ALASKA.

Tanana Chiefs Conference is requesting qualified contractors to submit proposals to provide janitorial services for its facilities in the greater Fairbanks area. Interested contractors are required to contact Tanna Carter via email at tanna.carter@tananachiefs.org to register and receive an RFP packet.

Registration will close on August 24, 2025. Proposals will be due at 3:00PM AST, August 27, 2025. ALL CORRESPONDANCE MUST BE MADE VIA EMAIL TO TANNA CARTER at tanna.carter@tananachiefs.org.

You can find a copy of the RFP at www.tananachiefs.org/bids

The procurement and performance schedule is anticipated to be as follows:

Request for Proposals Issued-- August 7, 2025
Project Walk-Through--- August 18, 2025 10 AM
Deadline for Questions--- August 25, 2025
Last Addendum Published--- August 26, 2025
Proposals Due--- **August 27, 2025 at 3PM**
Notice of Intent to Award—August 29, 2025
Services Begin--- October 1, 2025



TANANA CHIEFS CONFERENCE

REQUEST FOR PROPOSALS

FOR

ANNUAL MULTI-SITE CUSTODIAL SERVICES CONTRACT FOR TANANA CHIEFS CONFERENCE BUILDINGS in FAIRBANKS, ALASKA

Issued By:

Tanana Chiefs Conference
200 First Avenue
Fairbanks, Alaska, 99701

TABLE OF CONTENTS

1	INSTRUCTIONS TO OFFERORS.....	1
1.1	Solicitation	1
2	SCOPE OF WORK AND SPECIFICATIONS.....	2
2.1	Supplies and Equipment	2
2.2	Building Service Schedules.....	3
2.3	Performance Criteria.....	3
2.4	Conduct of Work	7
2.5	Conservation of Utilities	8
2.6	Individual Site Specifications.....	9
2.7	Period of Performance	9
2.8	Additional Service Options	10
3	PROPOSAL FORMAT AND CONTENT	10
3.1	Technical Proposal (60 points).....	10
3.2	Rate Proposal Form (40 Points).....	11
4	PROPOSAL EVALUATION AND SCORING.....	11
5	PROPOSAL REQUIREMENTS	12
5.1	Questions	12
5.2	Proposal Submission Deadline	12
5.3	Required Number of copies	12
5.4	Proposal Delivery Instructions.....	12
6	SELECTION PROCESS/SCHEDULE.....	13
6.1	Anticipated Schedule for Contract Award.....	13
6.2	Modification or Withdrawal of Proposals	13
6.3	Responsiveness and Responsibility of Offerors	13
6.4	Waiver of Minor Informalities.....	13
7	ANTICIPATED CONTRACTURAL ARRANGEMENTS	14
7.1	Acceptance of Contract/Agreement Terms and Conditions	14
7.2	Subcontracting.....	14
7.3	Insurance Requirements	14
7.4	Safety and Accident Prevention	15
7.5	Contract Type	15
7.6	Execution of Agreement.....	15
7.7	Annual Price Adjustments	15

7.8 Contract Management	15
7.9 Invoicing	16
8 OTHER	16
8.1 Requirements of Contractor and their On-site Personnel	16
8.2 Background Checks and Drug testing	16

APPENDICES

- A. Past Performance Form (A-1) and Key Personnel (A-2)
- B. Rate Proposal Form
- C. Technical and Rate Proposal Signature Form
- D. TCC Services Contract
- E. TCC HIPPA - Access and Confidentiality Agreement
- F. Services Schedules
- G. Shaw Carpet Maintenance Guide
- H. Nora Floor Maintenance Guide

TANANA CHIEFS CONFERENCE – FACILITIES DEPARTMENT

REQUEST FOR PROPOSALS FOR ANNUAL CUSTODIAL CONTRACT

1 INSTRUCTIONS TO OFFERORS

1.1 SOLICITATION

Tanana Chiefs Conference (TCC) is soliciting proposals from qualified offerors to provide annual custodial services for the Chief Peter John Tribal Building (CPJTB), Al Ketzler Sr Building (AKSB), Cadastral Building, Bertha Moses Patient Hostel (BMPH), University Ave Building, Paul Williams House (PWH), Housing First (HF), Eagles Hall, Gateway to Recovery (GTR) in Fairbanks. This will include daily custodial services in medical related facilities, although the space is predominately office space. Quarterly deep cleaning service for the Paul Williams House, Bertha Moses Patient Hostel and Housing First. In addition deep cleaning may be requested on an as needed basis for facilities listed.

Each firm must register to be eligible to submit a proposal and receive addenda. Proposals from unregistered respondents will not be accepted. To receive a copy of the RFP and register, email Tanna Carter at tanna.carter@tananachiefs.org. Include firm name, address, telephone and contact name/email by August 24, 2025.

This RFP is also available on the TCC website (www.tananachiefs.org/bids).

Pre-Proposal Facility Walk Through: TCC will provide a walk-through of all buildings listed above for interested proposers on August 18, 2025 at 10:00 AM. Please meet at the Eagle's Hall building located at 200 First Ave before 10:00 AM. Please allow 2.5 hours for the walk-through. If requested, we can visit a representative building that will be deep-cleaned. Attendance is recommended, but not required to submit a proposal.

Proposal Submission Deadline: To be considered, a complete proposal package in the requested format must be delivered to Tanana Chiefs Conference no later than 3:00 PM Alaska Time on August 27, 2025. Deliveries must be made to the following address or by email to:

Tanana Chiefs Conference
tanna.carter@tananachiefs.org
Attn: Tanna Carter
200 First Avenue
Fairbanks, Alaska 99701

Alternatively, you may hand deliver your proposal package to the Security Desk on the first floor main lobby of the Chief Peter John Tribal Building at 122 First Avenue in Fairbanks, Alaska.

TANANA CHIEFS CONFERENCE – FACILITIES DEPARTMENT

REQUEST FOR PROPOSALS FOR ANNUAL CUSTODIAL CONTRACT

2 SCOPE OF WORK AND SPECIFICATIONS

2.1 SUPPLIES AND EQUIPMENT

2.1.1 TCC will provide the following cleaning materials and supplies necessary to perform the janitorial services prescribed in this Contract:

2.1.1.1 Mopping equipment such as micro-fiber mops, dry and wet mops and cleaning cloths. Laundry service will be provided for these products and coordinated with Vendor.

2.1.1.2 Cleaning products such as hand soap and sanitizer, trash can liners, paper towels and toilet paper.

2.1.1.3 SDS(Safety Data Sheets) will be maintained by TCC and available for use at all times.

2.1.2 The Contractor will provide TCC with a list of required products weekly in order to maintain a *two* week supply at all times.

2.1.3 The Contractor will store, use and dispose of products in compliance with the manufacturers' recommendations.

2.1.4 Contractor-provided cleaning products are subject to approval for use by TCC.

2.1.5 The Contractor shall provide all equipment necessary to fulfill the requirements of the contract including, but not limited to brooms, vacuums, floor polishing machines, carpet extractor machines, etc.

2.1.5.1 Vacuum cleaners will be certified by The Carpet and Rug Institute and use rotating cylindrical brush only. Beater bar vacuum models are not allowed.

2.1.5.2 Scheduled carpet cleaning will be done with high performance hot water extraction system. Periodic cleaning may use walk-behind extraction machines. Carpet cleaning products must certified by The Carpet and Rug Institute and approved by TCC.

2.1.6 The Contractor will not remove any TCC products from any buildings without prior consent.

2.1.7 TCC will furnish storage closets for custodial equipment and material storage. Any loss of material belonging to the Contractor shall not be the responsibility of TCC. The Contractor will not use mechanical rooms, telephone rooms, elevator mechanical rooms, or shafts as storage areas. The Contractor shall keep assigned closets in a neat and orderly condition.

TANANA CHIEFS CONFERENCE – FACILITIES DEPARTMENT

REQUEST FOR PROPOSALS FOR ANNUAL CUSTODIAL CONTRACT

2.2 BUILDING SERVICE SCHEDULES

Appendix F includes a Service Schedule for buildings included in this Contract. The Service Schedule provides the characteristics, frequencies and required services for each building.

Service Schedules will be modified throughout the term of the Contract. Minor changes will be agreed to in writing and filed. Significant changes will be negotiated with the Contractor and implemented through Amendment.

2.2.1 Building Deep Clean

Contractor will provide Building Deep Clean services for certain buildings as described further in Appendix F. Work will be planned at least 30 days in advance. Typical deep clean work will include: Floor Maintenance, Clean & Sanitize, High Dusting, Stairwells, Glass Cleaning, Contact and S/S Surfaces, Furniture Deep Clean, Interior Windows, Food Contact Surfaces.

2.3 PERFORMANCE CRITERIA

The Cleaning Functions referenced in Tables 1, 2 and 3 of each Service Schedule will be conducted according to the Performance Criteria listed below.

2.3.1 Trash Removal

All trash receptacles shall be emptied and returned to their initial locations. Boxes and papers placed near a trash receptacle and clearly marked "TRASH" shall be removed. Can liners are to be replaced whenever used. Trash shall be disposed of in secured plastic bags. The Contractor shall pick up any trash that may fall onto the facility or grounds during removal from the building. Weekly refuse shall be deposited in the refuse container located nearest the building being cleaned. Inside and outside surfaces of the trash receptacles will be kept clean.

2.3.2 Floor Maintenance

- All interior floor surfaces will be cleaned including offices, corridors, waiting areas, entries, care spaces, stairs and landings, etc. Chairs, trash receptacles, and other easily moved items shall be tilted or moved to maintain floor underneath. All moved items shall be returned to their proper position when all operations have been completed.
- All floors accessible to floor machines shall receive machine maintenance. After receiving machine maintenance, the entire floor shall have a uniform appearance and be free of scuff marks, heel marks, and stains or

TANANA CHIEFS CONFERENCE – FACILITIES DEPARTMENT

REQUEST FOR PROPOSALS FOR ANNUAL CUSTODIAL CONTRACT

discoloration. All floor maintenance solutions shall be removed from walls, doors, baseboards, furniture, trash receptacles, etc.

- After the floor has been vacuumed, mopped or swept, the entire surface, including corners, shall be free of litter, dust, and foreign objects or debris. Trash receptacles and other easily moved items shall be tilted or moved to sweep underneath.
- Floor surfaces must be dry within 12 hours. Use drying equipment or fans if needed.
- Of the floor maintenance techniques listed below, the techniques used will depend upon the materials, equipment, and personnel required to restore the floor to the standards outlined herein. The Contractor need not apply all techniques to the entire floor, but should apply all techniques necessary to any portion of the floor requiring work.

2.3.3 Carpeted Floors

- Vacuum: Follow Shaw “Spot and Soil Removal” procedures in Appendix G. After being vacuumed, the floor shall be free of all visible litter and soil. Any spots shall be removed as soon as possible. All staples and paper clips shall be removed from floors.
- Carpet Spot Cleaning: Follow Shaw “Removal of Dry Soil” procedures in Appendix G.
- Shampoo: Follow Shaw “Cleaning” procedures in Appendix G. Contractor may request permission to clean prior to Service Schedule if specific carpet areas begin to look dull. Use products approved by Carpet and Rug Institute Seal of Approval Program.

2.3.4 Hard Surface Floors

- Sweeping: All accessible areas shall be swept. Contractor will not move freight or heavy objects.
- Spot Mopping: As required for spills, spots, stains, traffic patterns, and debris.
- Floor Mopping: All accessible areas shall be mopped with microfiber mops. After mopping, the floor shall have a uniform appearance, with no streaks, swirl marks, detergent residue, or any evidence of soil, stains, film, debris, or standing water.
- Nora Floor: Follow Nora Maintenance Guide (Appendix H.) for (2) Daily Maintenance. Perform (3) Periodic Maintenance every four weeks.

TANANA CHIEFS CONFERENCE – FACILITIES DEPARTMENT

REQUEST FOR PROPOSALS FOR ANNUAL CUSTODIAL CONTRACT

- Stripping and Waxing: All floors shall be stripped of wax and cleaned prior to applying new wax. This procedure shall be done in accordance to the instructions for use of the equipment and products being used to provide this service. The result shall be a clean, waxed uniform surface.
- Exterior Entries: Sweep and remove debris from exterior entrances for a radius of 15 ft.
- Elevator Door Tracks: Vacuum ground floor elevator door tracks to remove gravel during parking lot graveling operations or as otherwise needed.
- Grouted Tile: Use microfiber mop. Employ other methods that maximize removal of debris from the surfaces. Contractor will clean tile grout for debris accumulates and/or significant color changes occur from other than normal maintenance.

2.3.5 Clean and Sanitize

- Dusting: After dusting, all areas under 6 feet in height shall be free from dust, lint, litter, and any soil on the horizontal surfaces of desks, chairs, file cabinets, bookshelves, and other types of office equipment as well as picture frames, display cases, window ledges (including offices and stairwells), handrails, ledges, surface mounted architectural conduit and blinds.
- Desktops and other office surfaces: The Contractor will only dust open surfaces and will not disturb any material stored on horizontal surfaces.
 - *At no time shall computer or electronic equipment be switched off or cords unplugged. This type of equipment shall not be wiped with treated dust clothes or rags as this may cause an electrical shock. Only an anti-static agent or non-treated cloths may be used to clean this type of equipment.*
 - *The Contractor will notify TCC when office electronics practices are hazardous or especially difficult to clean.*
- High Dusting: Dust high surfaces such as shelves, picture frames, display cases, ceiling vents and exterior surfaces of light fixtures. All wall surfaces will be dusted at this time. Contain all dust using vacuums or moist processes.
- Display Dusting: Contractor will coordinate with Facilities for access to Display Cases. Dust surfaces only, do not handle displays.
- Break Rooms/Kitchens: Clean microwaves, tops of ranges, exteriors of refrigerators, countertops, tabletops and seating.

TANANA CHIEFS CONFERENCE – FACILITIES DEPARTMENT

REQUEST FOR PROPOSALS FOR ANNUAL CUSTODIAL CONTRACT

- Appliance Interiors: Clean interiors of microwaves, ranges and refrigerators. Coordinate refrigerator cleaning with Facilities and provide notice to users.
- Spot Cleaning: All smudges, fingerprints, marks, streaks, etc., shall be removed from washable surfaces, including walls, doors, door knobs, appliances, countertops, cabinet doors, backsplashes, etc. After spot cleaning, surfaces shall have a clean, uniform appearance, free of streaks, spots, and other evidence of spot or soil removal.
- Glass Cleaning: All oven glass doors, mirrors, interior architectural glass, interior surfaces of outside windows, and adjacent trim shall be cleaned. After cleaning, there shall be no traces of film, dirt, smudges, water, or other foreign matter. No abrasives are to be used when cleaning any glass surfaces.
 - *Architectural Glass: These are transparent or translucent services used as interior dividers or door elements.*
 - *Interior Windows: These are defined as the inside surfaces of exterior windows.*

*Exterior window cleaning is excluded from this contract. This service will be procured under a separate contract.
- Toilet Bowls and Urinals: All toilet bowls and urinals shall be de-scaled and disinfected. After de-scaling, the entire surface shall be free from streaks, stains, scale, scum, urine deposits, and rust stains. Deodorizers shall be replaced as necessary.
- Food Contact Surfaces: Approved products will be used on or near food contact surfaces including fountains and food preparation surfaces.
- Brightwork: All plumbing fixtures such as faucets, flushometers and fountains will be cleaned and disinfected with appropriate products. They shall be free from streaks, stains, spots, smudges, scale and other soil or dirt.
- Stainless Steel Surfaces: Clean and polish stainless steel/brass surfaces such as elevator entry/interior surfaces and stainless steel corner guards.
- Contract Surfaces: Wipe and sanitize restroom door entry and exit handles/plates, stall doors/latches and dispensers and public service counters.
- Exam Room Deep Clean: When required, provide Deep Clean services using appropriate level of personal protective equipment. (Contractor will submit separate invoice for this service.)
 - *Remove all waste, emptying trash cans and all obvious trash*

TANANA CHIEFS CONFERENCE – FACILITIES DEPARTMENT

REQUEST FOR PROPOSALS FOR ANNUAL CUSTODIAL CONTRACT

- *Replace all dispenser supplies*
- *Disinfect fixture*
- *Wipe down all surfaces including furniture*
- *Mop floor*
- *Leave all surfaces wet per manufacturers recommendations*
- Exam Room: Exam tables and countertops: Clean, then wipe down with approved germicidal cleaner.
 - *Sharps Disposal: Disposal of sharps containers and red bags will be the responsibility of TCC staff and other contractor*

2.3.6 Healthcare Equipment

- CPJB Fitness Center: Wet wipe inside of lockers weekly, dust exercise equipment daily (lift treadmills for sweeping/mopping if needed).
- CPJB Physical Therapy: Clean and sanitize treatment tables and exercise equipment daily

2.3.7 HEPA Vacuum

Contractor will be prepared to thoroughly vacuum limited spaces with HEPA vacuum when requested. Contents of HEPA vacuum will be properly emptied outside of TCC spaces.

2.3.8 Furniture

Waiting area and Conference Room chairs, cushions and tables will be straightened. Organize magazines.

2.3.9 Furniture Deep Clean

Healthcare furniture will be disinfected. Organize magazines. Remove cushions for cleaning of all surfaces.

2.3.10 Dispensers

Restock with supplies including hand sanitizer, paper goods, soap and disinfectant. Use judgment to replace depleted stock without wasting unused products. The Contractor will replace the batteries when dispenser batteries require replacement.

2.4 CONDUCT OF WORK

2.4.1 Readiness

TANANA CHIEFS CONFERENCE – FACILITIES DEPARTMENT

REQUEST FOR PROPOSALS FOR ANNUAL CUSTODIAL CONTRACT

The Contractor will ensure that all TCC spaces will be ready for occupancy by 7:00 AM on each day of TCC business. For office spaces, no cleaning work is allowed between the hours of 7:00 AM to 5:00 PM, Monday – Friday, unless requested. *All Paul Williams House cleaning activities will occur between 12:00 PM and 4:00 PM on Mondays, Wednesdays and Fridays. Contractor will coordinate with PWH staff to accomplish shampoo and strip/wax activities during this same time period on Tuesdays and Thursdays.*

Meetings

2.4.2

The Contractor shall meet with the Contract Administrator or his/her designee upon request. The purpose of these meetings shall be to review the Contractor's performance and the frequency of services.

Reporting of Facilities Maintenance Problems

2.4.3

The Contractor shall report all facility maintenance problems (i.e. roof leaks, electrical, etc.) to the Superintendent of Maintenance or to the Contract Administrator.

Building Security and Key Control

2.4.4

- The Contractor shall be responsible for the security of TCC property in his/her cleaning areas.
- Workers shall be instructed by the Contractor in maintaining the following security standards at all times.
 - *Only the room being cleaned may be unlocked and open. When cleaning is completed in any room, that room must be secured and locked.*
 - *It is an unacceptable practice, and a breach of security, to have all doors on a floor open at the same time.*
 - *All exterior doors and windows shall remain locked, unless notified otherwise. All exterior and fire doors will be locked after hours and on weekends.*
 - *Contact TCC Security in case of emergencies.*
 - *The Contractor shall establish and implement methods of ensuring that all keys or access cards issued to the Contractor by TCC are not lost, misplaced, or used by unauthorized persons. Lost keys or access cards will be reported to Security immediately.*

2.5 CONSERVATION OF UTILITIES

2.5.1 Utility Conservation Practices

TANANA CHIEFS CONFERENCE – FACILITIES DEPARTMENT

REQUEST FOR PROPOSALS FOR ANNUAL CUSTODIAL CONTRACT

The Contractor shall be directly responsible for instructing employees in utility conservation practices. The Contractor shall be responsible for operating under conditions which preclude the waste of utilities, including, but are not limited to the following:

- Lights shall be used only in areas where, and at the time when, work is being performed. Lights shall be turned off immediately after an area is cleaned unless automatic lighting control is present.
- Mechanical equipment controls for heating, ventilating, and air conditioning systems shall not be adjusted by the Contractor, or any employee of the Contractor.
- Water faucets and valves shall be securely turned off after use.
- The use of TCC telephones for the purposes of making toll calls is strictly forbidden.

2.6 INDIVIDUAL SITE SPECIFICATIONS

The buildings included in this custodial contract are listed in the below table.

BUILDING NAME STREET ADDRESS	SERVICE	GROSS AREA SF	BASIC INFORMATION
Schedule CPJB - Chief Peter John Building 122 1 st Avenue	Full	80,021	6+1 story office building, Physical Therapy suite, Fitness Center
Schedule AKSB - Al Ketzler Sr. Building 201 1 st Avenue	Full	27,068	3 story office building
Schedule PWH - Paul Williams House -117 1 st Avenue	Full 3x a week	5,935	2+1 story residential
Schedule BMPH - Bertha Moses Patient Hostel 1321 17 th Avenue	Full	1,000	2 story residential
Schedule HF - Housing First 1521 S. Cushman St.	Building Deep Clean	≈30,000	2+2 story hotel
Eagle's Hall 200 First Avenue	Full	3,960	1 story office building
University Ave Building 2175 University Avenue	Full	30,000	2 story medical center and office building
Cadastral Building 137 Second Avenue	Full	2,875	1 story office building
Gateway to Recovery GTR 650 Younker Court	Full	8,000	1 story medical center and office building

TANANA CHIEFS CONFERENCE – FACILITIES DEPARTMENT

REQUEST FOR PROPOSALS FOR ANNUAL CUSTODIAL CONTRACT

The contract shall be for an initial period beginning on the date designated on the Notice of Award and extending through October 1, 2025. There will be options to renew for up to four (4) additional one (1) year periods. Contract years, subsequent to the initial period, will begin on October 1 and terminate on September 30. If all options are exercised, the contract shall expire September 30, 2030.

TCC reserves the unilateral right to exercise renewal options or suspend services. The Contractor will be notified of non-renewal prior to the end of the contract period or with ninety (90) days' written notice in the case of suspension. The Contractor will provide ninety (90) days' notice to suspend services.

No Contractor employees may work on TCC property without successfully passing the background check and drug testing) requirements.

2.8 ADDITIONAL SERVICE OPTIONS

Additional work at the per hour bid rate will be added to the contract when written direction is received from TCC. The additional work is for unforeseen needs outside the regularly-scheduled contract work. Up to 100 hours of additional work may be added by written direction from TCC. Additional work beyond 100 hours will be negotiated between TCC and the Contractor during the period of performance through an Amendment or at renewal time through a contract modification.

3 PROPOSAL FORMAT AND CONTENT

The Offeror's proposal should include a Technical Proposal, Rate Proposal Form and Signature form in accordance with below requirements. A total of 100 points are available in the evaluation.

3.1 TECHNICAL PROPOSAL (60 POINTS)

3.1.1 Past Performance (30 points)

Complete Past Performance Form (Appendix A-1) with most recent past performance/clients.

3.1.2 Key Personnel (30 points)

Complete Key Personnel Form (Appendix A-2) describing experience and qualifications for proposed Contract Managers, supervisory personnel and key staff. Also include general information for proposed subcontractors. This section will be worth up to 30 points.

TANANA CHIEFS CONFERENCE – FACILITIES DEPARTMENT

REQUEST FOR PROPOSALS FOR ANNUAL CUSTODIAL CONTRACT

3.2 RATE PROPOSAL FORM (40 POINTS)

Complete the Rate Proposal Form provided in Appendix B.

3.2.1 Alaska Native/American Indian (AN/AI) Preference (10%)

All qualified AN/AI (Alaskan Native or Alaskan Indian) owned businesses will receive a 10% preference (calculated by reducing Total Price Proposal by 10% in the scoring). To qualify for the preference, the Company must be greater than 50% owned by a member(s) of a Federally recognized Alaska Native or Alaska Indian Tribe and request the preference on the rate proposal form. TCC will make the final determination of eligibility. **While TCC strongly encourages AN/AI hire, there is no minimum employment level set for any particular group.*

4 PROPOSAL EVALUATION AND SCORING

Each technical proposal will be evaluated by the committee members and an average technical score will be assigned. After all proposals, have been assigned a technical score the Rate Proposals will be opened, evaluated and scored. Firms qualified for the preference adjustment will receive the preference and then be compared to non-preference qualified proposals.

The lowest price (after application of preference) will receive the maximum Rate Points. The subsequent Rate Proposals will receive points representing a percentage of the lowest Rate Proposal after adjustment for preference.

For example, after application of preference, the Offeror A Rate Proposal of \$100 is the lowest of all Offerors, it will be awarded 40 Rate Points. If Offeror B submits a Rate Proposal of \$110.00/hour then it will be awarded points based on the following calculation:

$$\frac{\text{Offeror A} = \$100.00}{\text{Offeror B} = \$110.00} \times 40 = 36.36 \text{ Rate Points for Offeror B}$$

The Rate Proposal points will be added to the technical points to determine the highest scoring proposal. The AN/AI 10% preference will be applied by reducing total price proposal by 10% for qualified firms.

Proposal Section	Maximum Points
Past Performance	30
Key Personnel	30
Rate Proposal	40
Initial Proposal Score	100

TANANA CHIEFS CONFERENCE – FACILITIES DEPARTMENT

REQUEST FOR PROPOSALS FOR ANNUAL CUSTODIAL CONTRACT

AN/AI preference will reduce Total Price Proposal by 10% for scoring purposes.	
Not an AN/AI Owned business (1.0 x Price Proposal)	
AN/AI Owned business (.9 x Price Proposal)	

5 PROPOSAL REQUIREMENTS

5.1 QUESTIONS

Questions or requests for clarifications regarding the project or this RFP should be submitted in writing via email to Tanna Carter at tanna.carter@tananachiefs.org by 3:00 PM on August 25, 2025. Substantive issues will be addressed in a written addendum to the RFP and will be sent to all registered proposers. Questions not submitted in writing to Tanna Carter or those submitted after the deadline will not be answered.

5.2 PROPOSAL SUBMISSION DEADLINE

To be considered, a complete proposal package in the format requested must be received by the Owner at the address shown below by 3:00 PM local time, August 27, 2025. Proposals received after this deadline will not be accepted and will be returned unopened to the responding individual or firm. No faxed or oral proposals will be accepted.

5.3 REQUIRED NUMBER OF COPIES

5.3.1 Four (1) copies of Technical Proposal (Appendix A-1 and A-2)

5.3.2 One (1) original of the completed Rate Proposal Form (Appendix B)

One (1) original of the Technical and Rate Proposal Signature Form (Appendix

5.3.3 C)

5.4 PROPOSAL DELIVERY INSTRUCTIONS

Address and deliver sealed proposals to:

Tanana Chiefs Conference
Attn: Tanna Carter, Facilities Project Manager
200 First Avenue, Suite 600
Fairbanks, Alaska, 99701

Or send email to:
tanna.carter@tananachiefs.org

RE: "TCC Annual Custodial Services Proposal"

TANANA CHIEFS CONFERENCE – FACILITIES DEPARTMENT

REQUEST FOR PROPOSALS FOR ANNUAL CUSTODIAL CONTRACT

The sealed envelope with Bid Form shall reflect the following in the lower left corner:

Firm/Company Name

Bid Form for: TCC Annual Custodial Services

Proposal due: August 27, 2025 at 3:00 PM.

6 SELECTION PROCESS/SCHEDULE

TCC will issue a Notice of Intent to Award to the highest scoring, responsive, responsible Offeror whose proposal, conforming to the RFP requirements, receives the greatest number of evaluation points, price and other factors considered, as outlined herein. This methodology permits award of a contract to an Offeror whose proposal does not offer the lowest price. Conversely, it also permits a properly justified award to an Offeror whose proposal does not receive the highest technical score.

6.1 ANTICIPATED SCHEDULE FOR CONTRACT AWARD

The procurement and performance schedule is anticipated to be as follows:

Request for Proposals Issued	August 7 2025
Project Walk-Through	August 18, 2025 10 AM
Deadline for Questions	August 25, 2025 at
Last Addendum Published	3:00PM August 26, 2025
Proposals Due	August 27, 2025 at 3PM
Notice of Intent to Award:	August 29, 2025
Services Begin:	October 1, 2025

6.2 MODIFICATION OR WITHDRAWAL OF PROPOSALS

Modifications to or withdrawal of proposals may be allowed only if received prior to the deadline for receipt of proposals. No changes to or withdrawal of proposals will be permitted after the time for receipt of proposals specified in the solicitation.

6.3 RESPONSIVENESS AND RESPONSIBILITY OF OFFERORS

This solicitation is designed to provide TCC with evidence that the Offeror is responsive and responsible. All responses are subject to verification by TCC. Insufficient evidence to establish responsiveness and responsibility may result in rejection of the proposal.

6.4 WAIVER OF MINOR INFORMALITIES

TCC expressly reserves the right to waive minor informalities, negotiate changes or reject any and all proposals and to not award the proposed contracts, if in its best interest. "Minor informalities" means matters of form rather than substance which are evident from the submittal or are insignificant matters that have negligible effect on price,

TANANA CHIEFS CONFERENCE – FACILITIES DEPARTMENT

REQUEST FOR PROPOSALS FOR ANNUAL CUSTODIAL CONTRACT

quantity, quality, delivery or contractual conditions and can be waived or corrected without prejudice to the other Offerors.

7 ANTICIPATED CONTRACTURAL ARRANGEMENTS

7.1 ACCEPTANCE OF CONTRACT/AGREEMENT TERMS AND CONDITIONS

By signing the Technical and Rate Proposal Signature Form in Appendix C, the Offeror certifies they have examined and accept the terms and conditions of the contract or agreement contained in this solicitation.

7.2 SUBCONTRACTING

Subject to the provisions of the TCC Services Contract, Offerors may use subcontractors to provide services required for contracts awarded as a result of this RFP.

All subcontractors and their employees will be held to and must meet the same standards and requirements of the Contractor and the contract specification. If subcontractors are proposed, the Offeror shall provide the subcontractor's qualifications for evaluation as part of the proposal.

7.3 INSURANCE REQUIREMENTS

Contract insurance requirements are subject to the TCC Services Contract located in Appendix D. Customary insurance limits for this contract will be:

7.3.1 Workers Compensation

The Contractor shall comply with the laws of the State of Alaska in covering all employees and subcontractors at not less than \$1,000,000 per person, \$1,000,000 per occurrence.

7.3.2 Commercial General Liability Insurance

Coverage limits not less than \$2,000,000 combined single limit per occurrence and annual aggregates.

7.3.3 Comprehensive Automobile Liability Insurance

Cover all owned, hired and non-owned vehicles not less than \$500,000 combined single limit.

TANANA CHIEFS CONFERENCE – FACILITIES DEPARTMENT

REQUEST FOR PROPOSALS FOR ANNUAL CUSTODIAL CONTRACT

7.4 SAFETY AND ACCIDENT PREVENTION

The successful Contractor will provide TCC with a copy of their active Safety Program covering typical hazards present for the type of work covered in this Contract after award.

7.5 CONTRACT TYPE

This solicitation will result in a TCC Services Contract with maximum annual contract amount and a Purchase Order issued each fiscal year. See Appendix D for TCC Services Contract.

7.6 EXECUTION OF AGREEMENT

Within seven (7) working days after the Notice of Intent to Award is issued, the Contractor will provide insurance, license and contracting documents. The Contract will be fully executed when it is signed by an authorized representative of both parties.

7.7 ANNUAL PRICE ADJUSTMENTS

Within 90 (July 1st) days of the end of each contract year, the Contractor may request a Contract Price Adjustment for the following Renewal Year. A request for increase of up to 3% of the previous contract value will be considered.

7.8 CONTRACT MANAGEMENT

Should there be personnel changes during contract period, the Contractor will provide updated contact information for the following personnel:

- Contract Administrator – responsible for administering the contract
- Contract Manager – responsible for the performance of the work

TCC will provide updated contact information for the following personnel:

- Contract Administrator – responsible for administering the contract

Contract Manager will be the Contractor's primary contact for all technical questions, coordination and inspections.

All disputes and interpretations of the contract which cannot be settled by the Contractor and the Contract Administrator shall be forwarded to TCC Legal Department for a determination.

TANANA CHIEFS CONFERENCE – FACILITIES DEPARTMENT

REQUEST FOR PROPOSALS FOR ANNUAL CUSTODIAL CONTRACT

7.9 INVOICING

Contractor will invoice TCC monthly, equating to 1/12 of the annual full service contract. Periodic deep cleans will be invoiced separately on an hourly basis for services provided. An invoice summary sheet will be provided to TCC Purchasing Department and to the TCC Facilities Department.

8 OTHER

8.1 REQUIREMENTS OF CONTRACTOR AND THEIR ON-SITE PERSONNEL

- 8.1.1** The Contractor shall maintain control of their employees while on TCC property. Objectionable performance or conduct by any employee or subcontractor is grounds for dismissal from TCC property or the Contract.
- 8.1.2** Solicitation of additional business from other TCC staff by the Contractor, or any employee of the Contractor, is strictly forbidden. This includes the placement of notes or advertisements on bulletin boards, chalkboards, etc.
- 8.1.3** Under no circumstances shall the Contractor, or any employee of the Contractor, use, tamper with, attempt to clean, repair, or remove from the premises, any video, electronic, computer, or media equipment.
- 8.1.4** The use of drugs or alcohol on TCC property by the Contractor, or by any employee of the Contractor, is strictly forbidden.
- 8.1.5** Visitors and/or young children are forbidden to accompany the Contractor, or any employee of the Contractor, onto TCC property during the prescribed times of cleaning service.
- 8.1.6** The Contractor will maintain a list of capable and experienced employees that are expected to work on TCC property. This list will be available to the Contract Manager at any time.
- 8.1.7** Any damage to TCC property caused by vehicles or equipment belonging to the Contractors, its employees or sub-contractors, unless otherwise agreed to, will be repaired by the Contractor after means and methods are approved by TCC.

8.2 BACKGROUND CHECKS AND DRUG TESTING

- 8.2.1** *Approved TCC background checks are required of all Contractor staff who could be in contact with or control of Indian children. This specifically applies to any custodial operations during TCC operating hours at any facility. This requirement does not apply to contractor operations that take place after TCC operating hours such as business or clinic operations. Contractor staff working during TCC operating hours will be required to pass a background check. Contractor agrees, represents and warrants to TCC that now and during the term of this Agreement, Contractor has not been and, during the term of this Agreement, will not be*

TANANA CHIEFS CONFERENCE – FACILITIES DEPARTMENT

REQUEST FOR PROPOSALS FOR ANNUAL CUSTODIAL CONTRACT

convicted of, or plead "guilty", "no contest" or "nolo contendere" to, any crime of violence, any crime against persons, or any sex crime under the laws of the State of Alaska or the United States, or any other offense that would bar an individual from being employed in a position that involves contact with or control over Indian children under the terms of the Indian Child Protection and Family Violence Prevention Act (25 U.S.C. § 3207) or disqualify Contractor under the State of Alaska Barrier Crimes Act, AS 47.05.300 *et seq.*, and associated regulations, and Contractor agrees to notify TCC immediately upon being discharged with any such crime referenced in this section.

- 8.2.2 All Contractors' workers are required to submit to a pre-employment drug screening. *Background checks are required for Contractor workers who could be in contact with or control over Indian children.* These screenings will be administered and the cost of the testing paid for by TCC's Human Resource Department. No compensation for employee time for testing will be made by TCC. Anticipate a minimum of two-three weeks for the testing process. *TCC funded background checks will not be provided for Contractor workers who will not be in contact with or control over Indian children.*
- 8.2.3 TCC holds right of refusal for hiring based on results of pre-employment investigation (drug screening and background check).
- 8.2.4 The Contractor shall at all times employ sufficient skilled labor in accordance with Federal and State labor laws. ***However, the minimum labor wage for custodial services on this contract shall be \$15/hour.***
- 8.2.5 Contractor shall ensure that staff are properly trained to complete all duties and to ensure staff receive adequate safety and infection control training to include blood borne pathogen and precautions per regulatory requirements
- 8.2.6 Contractors and their employees must sign a confidentiality form. See Appendix E TCC HIPAA – Access and Confidentiality Agreement.

TANANA CHIEFS CONFERENCE – FACILITIES DEPARTMENT

REQUEST FOR PROPOSALS FOR TCC ANNUAL CUSTODIAL CONTRACT

APPENDIX A-1: PAST PERFORMANCE INFORMATION FORM

Offerors are required to provide information regarding at least four (4) of the most recent contracts of a similar nature. Include extra pages for additional information. TCC may contact one or all of the contacts provided as part of the evaluation process.

A. Name of Customer _____ Contact Name _____
Address _____ Telephone _____
Description of
Services _____

B. Name of Customer _____ Contact Name _____
Address _____ Telephone _____
Description of
Services _____

C. Name of Customer _____ Contact Name _____
Address _____ Telephone _____
Description of
Services _____

D. Name of Customer _____ Contact Name _____
Address _____ Telephone _____
Description of
Services _____

Contractor Name _____

TANANA CHIEFS CONFERENCE – FACILITIES DEPARTMENT
REQUEST FOR PROPOSALS FOR TCC ANNUAL CUSTODIAL CONTRACT

APPENDIX A-2: KEY PERSONNEL FORM

Submit one page for key company personnel that may function as supervisor or technicians. Also include general information for proposed subcontractors.

Position Title or Trade _____

Employee Name _____

Length of Employment _____

Description and Scope of Current Job and Duties _____

Most Recent Work Experience _____

Dates (From – To) _____

Company _____

Duties _____

Summary of Training (Specialized schooling, Trade School / Location, Degrees, Licenses and Certificates) _____

Maintenance specializations within their field _____

Contractor Name _____

TANANA CHIEFS CONFERENCE – FACILITIES DEPARTMENT

REQUEST FOR PROPOSALS FOR TCC ANNUAL CUSTODIAL CONTRACT

Appendix B: Rate Proposal Form

Proposer to fill in all blank/white boxes in the below form:

Rate Proposal Form-TCC Annual Custodial Contract				
Project Name & Address	Level of Service	Quantity for Cost Yearly or Each	Gross Area	Total price for full year of Custodial Service
Schedule CPJTB -Chief Peter John-122 1 st Ave	Full	Yearly	80,021	
Schedule AKSB -Al Ketzler Bldg. 201 1 st Ave	Full	Yearly	27,068	
Schedule PWH -Paul Williams House 132 1 st Ave	Full 3x a week	Yearly	5,935	
Schedule Cadastral Bldg.-137 First Avenue	Full	Yearly	2,875	
Schedule HF-1521 S. Cushman	Building Deep clean	Quarterly	30,000	
Schedule BMPH-123 17 th Avenue	Full	Yearly	1,000	
Schedule Univ. Ave Bldg.-2175 Univ. Avenue	Full	Yearly	30,000	
Schedule -Eagle's Hall 200 First Avenue	Full	Yearly	3,960	
Schedule -Gateway to Recovery 650 Younker Ct.	Full	Yearly	8,510	
Deep Clean (hourly cost, to include all labor, equipment, profit and overhead)	Cost per hour	For bidding purposes assume 500 hours of Deep Clean effort per year		
		Cost per hour times 500=		
Total Price Proposal (sum of all buildings + Deep Clean (500 hours))=				
Total Price Proposal (Amount in Words)				
Company Name				
Company Authorized Signature				
Printed Name and Title/Position				
Contractor is claiming AN/AI Owned Preference? (circle one) Proof of eligibility may be required				<div style="display: flex; justify-content: space-around;"> YES NO </div>
Scoring Committee will complete all fields below this line.				
10% Preference Alaska Native or Indian owned business (more than 50%) reduced Total Price Proposal by 10% for scoring purposes.		Preference Qualified Scoring Price (.09*Total Price Proposal)		
Total Scoring Price Proposal=				

TANANA CHIEFS CONFERENCE – FACILITIES DEPARTMENT
REQUEST FOR PROPOSALS FOR TCC ANNUAL CUSTODIAL CONTRACT

Appendix C: Technical and Rate Proposal Signature Form

By signing below, the Offeror is hereby certifying to the following:

1. The Offeror has carefully examined the Request for Proposal documents to provide Annual Custodial Services for Tanana Chiefs Conference as described in this RFP.
2. The individual signing below is authorized by the firm, association or corporation to bind such association or corporation to a legal contract.
3. The individual signing below is providing all the necessary documents in this Proposal:

- ☐ Past Performance Information
- ☐ Key Personnel Information
- ☐ Rate Proposal Form
- ☐ Offeror firm qualifies for AN/AI Preference

Acknowledgment of receipt of Addendums (if provided)

- ☐ Addendum No. _____
- ☐ Addendum No. _____

Signature

Date

Printed Name

Title

Company Name

Company Mailing Address

City, State and Zip Code

Telephone Number

Email

Services Contract



This Contract is between Dena' Nena' Henash, d/b/a Tanana Chiefs Conference, an Alaska Native inter-tribal consortium, (TCC), 122 First Avenue, Suite 600, Fairbanks AK 99701, and _____ (Contractor), (individually a "Party" and collectively, "the Parties").

1. **Scope of Services ("Services").** TCC enters this Contract with Contractor and Contractor agrees to provide the following Services:

contract_description.

Contractor agrees to use its best efforts to provide timely and quality Services which meet all standards applicable to the relevant industry or Services being carried out. Contractor is responsible for the quality and condition of all materials or equipment used to carry out Services under this Contract and for the conduct and safety of its employees, agents, or subcontractors.

2. **Management.** The TCC Facilities Department will manage this Contract for TCC. _____ will be TCC's Contract Manager and is _____ Contractor's primary contact at TCC. Contractor's primary contact for TCC will be _____. If a Party changes its primary contact then the Party will promptly notify the other in writing of the change.
3. **Term of Contract.** This Contract shall commence on October 1, 2025 and shall terminate on September 30, 2026 unless terminated sooner as provided in Section 9 of this Agreement. TCC shall not be liable for any fees for Services provided before the commencement date, any fees for Services provided after the termination date, or for any fees or expenses in excess of the Contract amount provided herein. This Contract may be renewed beyond the termination date by the express written consent of the Parties.

Payment. Contractor will be paid for Services as follows: The total amount payable by TCC under this Contract shall not exceed \$_____ unless Services exceeding this amount are specifically authorized in advance in writing by TCC. Contractor shall notify TCC's Contract Manager in advance of providing Services if it expects that Services will exceed the Contract limit.

On a monthly basis, Contractor shall submit detailed invoices of services completed. Upon receipt of a properly prepared invoice, payment will be made no later than Thirty (30) days after TCC determines that the Scope of Services agreed upon in Section 1 is being adhered to, satisfactory progress made, and Contractor has furnished TCC with Contractor's taxpayer identification number and all required documents. In the event that TCC finds a discrepancy between the Services provided and the invoice, payment for the questioned portion will be withheld pending clarification by Contractor and approval by TCC.

4. **Contractor's Representations.** Contractor represents and warrants that Contractor is qualified to perform the Scope of Services outlined in Section 1 and has obtained and shall maintain through the term of the Contract all professional licenses, business licenses, permits and certifications, or governmental approvals necessary for performance of the Services. Before providing Services under this Contract, Contractor shall provide TCC with copies of such licenses, permits, certifications, and approvals.
5. **Insurance and Indemnification by Contractor.** Before starting performance of Services, Contractor will provide to TCC proof of the following insurance obtained and maintained through the term of the Contract through an insurance carrier(s) licensed in the State of Alaska:
 - Commercial general liability insurance with limits of no less than \$1,000,000 per occurrence and \$2,000,000 in the aggregate;
 - Automobile insurance with limits of no less than \$1,000,000 combined single limit coverage; and
 - Worker's Compensation insurance as required by the State of Alaska.

Contractor further agrees to defend, indemnify, and hold harmless TCC, its employees, directors, and agents from all claims, causes of action, damages, costs or liability resulting from the intentional or negligent acts or omissions of Contractor, its employees, agents or subcontractors, arising from the performance of Services under this Contract and causing damage to any person, entity or property. Contractor is responsible at all times for the conduct and safety of its employees, agents, or subcontractors. Contractor is also responsible for any harm caused to these individuals by Contractor or third parties.

6. **Compliance.** For the duration of this Contract, Contractor will comply with all applicable local, state, and federal regulations; comply with the requirements of this Contract; and work in a manner that is ethical and respectful. Contractor will

also keep apprised of and comply with any changes to applicable local, state, or federal regulations as well as changes to this Contract as agreed upon by amendment.

7. **Records and Retention.** Contractor shall maintain accurate and reliable financial records regarding its provision of the Services and any relevant expenses, and shall make its books, documents, papers, records, and financial statements available to TCC or its auditors upon reasonable notice, as necessary for auditing, examinations, excerpts and transcriptions, copying, or other compliance activities. Contractor will also make these materials available to the Comptroller General of the United States and any federal or state grantor agency that contributed any portion of the Contract funding, as required by grant terms or law. Contractor agrees to maintain all financial records relating to this Contract for at least 3 (three) years from the date when final Contract payment is made by TCC to Contractor.
8. **Termination.** Either Party may terminate this Contract upon Thirty (30) days' prior written notice to the other Party. TCC may terminate this Contract immediately for a breach, non-performance, material non-compliance, or convenience. TCC may, at its option, provide Contractor with an opportunity to correct a breach or violation of this Contract in lieu of termination. Any such correction must occur within Thirty (30) days after TCC provides notice of the cause and its intent to terminate, unless TCC determines that additional time for correction is appropriate under the circumstances.

If TCC terminates this Contract because of breach, non-performance, or material non-compliance or Contractor terminates this Contract for a reason other than a breach by TCC, Contractor shall be liable to TCC for damages equal to the difference between the Contract price and cost to TCC to complete the work. If TCC terminates this Contract without cause, Contractor shall be paid for the percentage of total work under the Contract satisfactorily completed, less advances.

9. **Privacy and Confidentiality.** Contractor agrees and understands that all information relating to the business of TCC, including but not limited to the terms of this contract, proprietary or financial information, employee and personnel information, client information and protected health information, that Contractor learns or has access to in the course of providing Services under this Contract, is confidential information belonging to TCC and not to Contractor. This includes information about the identity of any TCC client or their presence and activities at a TCC facility. Contractor shall keep all such information in strict confidence and must use reasonable technical and administrative protections to safeguard and

protect the information against inadvertent use, access or disclosure, whether by its own employees or agents or by third parties. Except as necessary to carry out Services under this Contract, Contractor agrees not to divulge, disclose or communicate any information relating to the business of TCC learned or gained during the course of providing Services, directly or indirectly, to any person or entity, without the express written consent of TCC. If Contractor has any questions regarding matters of privacy or confidentiality, Contractor must contact the TCC Contract Manager prior to making any disclosures of information that Contractor suspects may be covered by this provision.

To the extent the Contractor receives, or has access to or control over protected health information, Contractor agrees to sign a separate Business Associate Agreement with TCC and to comply with all applicable privacy and security laws including the Health Insurance Portability and Accountability Act of 1996 and its implementing regulations; the Health Information Technology for Economic and Clinical Health Act of 2009 and its implementing regulations; and if applicable, federal regulations on the Confidentiality of Substance Use Disorder Patient Records, 42 CFR Part 2.

10. Independent Contractor. The Parties agree and understand that in the performance of Services under this Agreement, the Contractor is an independent Contractor and not an employee of TCC. The Parties do not intend to create, nor shall this agreement be deemed or construed to create an employment relationship between the Parties. Contractor shall possess a valid, current Alaska business license and City of Fairbanks business license, if applicable, and such other permits, licenses, and insurance required to perform the Services and work required by this Contract. Contractor is solely responsible for all taxes, employee withholdings, workers' compensation insurance, and unemployment insurance necessary for or attributable to the Services being provided.

11. Prohibition on Subcontracting and Assignment. Contractor may not subcontract the Services or any part of the Services without the prior written consent of TCC. Neither Party may assign this Contract or its rights, interests or obligations under this Contract without the prior written consent of the other Party.

12. Conflicts of Interest. Contractor represents and agrees that it has no conflicts between duties required under this Contract and any other Contract, agreement, arrangement or understanding to which Contractor is a Party, or to any rules, regulations, directive, order or law to which Contractor is subject. Before signing this Contract, Contractor agrees to disclose to the TCC Contract Manager any relationship that may be a potential conflict of interest related to the performance

of the Services. A potential conflict of interest includes, but is not limited to, Contractor being related within the third degree of blood relationship to an employee of TCC, Contractor having an existing financial interest with TCC, or Contractor having an existing financial interest with any person involved in the signing of this Contract. By signing this Contract, Contractor represents and warrants that it has made all required disclosures to TCC. Any breach of this Section will be considered a material breach of this Contract.

13. *Background Checks.* If the Services involve contact with TCC clients, Contractor may be required to conduct a background check for its employees, subcontractors or agents carrying out Services under this Contract, and the criminal history of such individuals may bar them from providing such Services. In particular, if Contractor's Services involve regular contact or control over minors, Contractor must undergo a background check and may not provide Services using any individual who has criminal history which is disqualifying under the Indian Child Protection and Family Violence Prevention Act (ICPA), 25 USC § 3207. Contractor must notify TCC if Contractor or any of its employees carrying out this Contract have been found guilty of, or entered a plea of nolo contendere or guilty to, or are charged with, any felonious offense, or any of two or more misdemeanor offenses, under Federal, State, or tribal law involving crimes of violence; sexual assault, molestation, exploitation, contact or prostitution; crimes against persons; or offenses committed against children. Similarly, if Contractor's Services involve contact with, access to personal or financial records, or control over the financial wellbeing of recipients of services, State background check requirements and character standards under the Alaska Barrier Crimes Act, AS 47.05.300 et seq., and the associated regulations, 7 AAC 10.010 et seq., may apply.

14. *Debarment and Suspension Certification.* Contractor certifies that neither it nor its principals are listed on the Excluded Parties List System, in accordance with the OMB guidelines at 2 CFR part 180 that implement Executive Orders 12549 and 12689, "Debarment and Suspension."

15. *Native Hire.* Contractor will provide employment preference for Native Americans in activities under this Contract under Public Law 93-638 and other applicable laws. Contractor shall list all job solicitations for work under this Contract with the TCC Human Resources Department. This provision shall not apply to Contractor's employees hired before the effective date of this Contract.

16. *Equal Employment Opportunity.* Subject to Section 16, Contractor will comply with Executive Order 11246, "Equal Employment Opportunity," as amended by Executive Order 11375, "Amending Executive Order 11246 Relating to Equal

Employment Opportunity,” and as supplemented by regulations at 41 CFR part 60, “Office of Federal Contract Compliance Programs, Equal Employment Opportunity, Department of Labor.”

- 17. *Anti-Lobbying Certification.*** This provision applies if the total amount of this Contract is greater than \$100,000 and the Contract will be funded using Federal funds. Contractor agrees that it has not and will not use Federal appropriated funds to pay any person or organization for influencing or attempting to influence an officer or employee of any agency, a member of Congress, officer or employee of Congress, or an employee of a member of Congress in connection with the awarding of any Federal Contract, grant, or any other award covered by 31 U.S.C. § 1352.
- 18. *Clean Air Act and Federal Water Pollution Control Act Certification.*** This provision applies if the total amount of this Contract is greater than \$150,000 and the Contract will be funded using Federal funds. Contractor agrees to comply with all applicable standards, orders or regulations issued pursuant to the Clean Air Act (42 U.S.C. §7401 et seq.) and the Federal Water Pollution Control Act as amended (33 U.S.C. §1251 et seq.).
- 19. *Ownership of Inventions and Work Product.*** To the extent this Contract requires the Contractor to produce goods, tangible objects, inventions, or original intellectual property of any kind, including but not limited to written reports, memoranda, documents, graphs, charts, illustrations, artwork, photographs, video recordings or audio recordings of any kind, regardless of the medium in which such products are recorded (print or electronic), all ownership and copyright interests in such work product shall belong to TCC.
- 20. *Severability.*** If any provision of this Contract is held invalid, then that provision shall be interpreted to the fullest extent possible so as to be valid and effective, and the remaining provisions of this Contract shall continue in full force and effect.
- 21. *Complete Contract.*** This Contract, together with any written amendments, attachments, or other documents expressly referenced, comprises the complete agreement between the Parties and supersedes any prior understandings, Contracts or representations by or between the Parties. The Parties acknowledge that they have had ample opportunity to review the terms of this Contract and consult with legal counsel if so desired.
- 22. *Counterparts.*** This Contract may be executed in one or more counterparts, any one of which need not contain the signatures of more than one Party, but all such counterparts taken together will constitute one and the same instrument.

23. Dispute Resolution. The Parties agree to enter into good faith negotiations to resolve any disputes that arise out of or relate to this Agreement as a condition predicate to litigation. If negotiations do not resolve the dispute, the Parties may agree to participate in non-binding mediation before a neutral mediator selected by the Parties or, if the Parties cannot agree on a mediator, selected in accordance with the applicable rules of the American Arbitration Association. If the dispute is not resolved by non-binding mediation, the dispute shall be decided by the TCC Executive Board under such procedures as the Board may determine. The TCC Executive Board's decision shall be final and binding and may not be appealed by either Party.

24. Governing Law and Forum. The law of the State of Alaska, without regard to conflicts of laws principles, governs the construction, validity, and interpretation of this Contract. Any claim under this Contract shall be filed in the United States District Court for the District of Alaska if it has jurisdiction, or otherwise in the State of Alaska courts, Fourth Judicial District at Fairbanks. Nothing in this Contract may be construed to limit or in any way prejudice either Parties' protections under the law, including the Federal Tort Claims Act and other protections, privileges, or immunities applicable to either Party.

25. Headings. Headings in this Contract are used for reading convenience only.

26. Amendment and Waiver. This Contract may not be amended or waived except by a writing signed by both Parties. A Party's non-enforcement of any provision of this Agreement shall not constitute a waiver of that provision, nor shall it affect the enforceability of that provision or the remainder of this Agreement.

27. Notices. Any notice given under this Agreement shall be given by mail in writing to the addresses shown in this Agreement, which may be changed by giving notice of the change to the other Party, or by fax other electronic means if receipt is acknowledged by the other Party.

28. Attachments. This Contract **does ☐ /does not ☐** have an attachment[s] consisting of **_____ pages** that is incorporated into this Contract. To the extent any attachments conflict with the terms of this Contract, this Contract controls.

29. Signatures. By their signatures below, the Parties enter this Agreement.

Tanana Chiefs Conference

Signature: _____

Name and Title: _____

Date: _____

Signature: _____

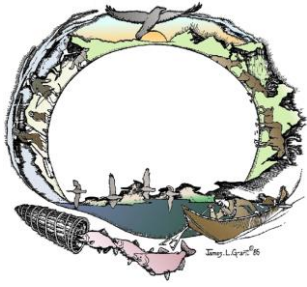
Print Name and Title: _____

Date: _____

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DRAFT

Appendix E: HIPAA- Access and Confidentiality Agreement



TANANA CHIEFS CONFERENCE, INC.

Health Services

201 First Ave, Suite 300

Fairbanks, AK 99701

(907) 452-8251 Fax: 459-3950

Toll Free in Alaska 1-800-478-7822

HIPAA – Access and Confidentiality Agreement

I understand that I require information to perform my duties at Tanana Chiefs Conference (TCC), by which I am engaged, or for which I am performing services. This information may include, but is not limited to, information on patients, employees, students, other workforce members, donors, research and financial and business operations. Some of this information is made confidential by law such as protected health information (PHI) under the Health Insurance Portability and Accountability Act (HIPAA) or by TCC policies. Confidential information may be in any form (written, electronic or verbal).

I also understand that access to all confidential information is granted on a need to know basis. A need to know is defined as information access that is required in order to perform my work.

I will not disclose confidential information to patients, friends, relatives, any workforce member or anyone else except as permitted by TCC policies and applicable law and as required to perform my job functions.

I will protect the confidentiality of all confidential information, including PHI, while at TCC and after I leave TCC. All confidential information remains the property of TCC and may not be removed or kept by me when I leave TCC except as permitted TCC policies or specific agreements or arrangements applicable to my job functions.

If I violate this agreement, I may be subject to adverse action up to and including termination of my ability to work at or on behalf of TCC. In addition, under applicable law, I may be subject to criminal or civil penalties.

I have read and understand the above and agree to be bound by it.

Name: _____ Job Function: _____

Signature: _____ Date: _____

Our Vision

Healthy People Across Generations

Our Mission

TCC Health Services, in partnership with those we serve, promotes and enhances spiritual, physical, mental and emotional wellness through education, prevention and the delivery of quality services.

<i>Al Ketzler Sr. Building</i>	<i>201 1st Avenue</i>	Cleanable Sq. Ft.	20,782
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Table 1Room Areas / Floor Surfaces

Building Spaces	Qty.	Carpet	Vinyl or Resilient	Ceramic Tile	Cement	Wood	Total By Space
Restrooms/Showers	12		629				629
Vestibules/Entries		306					306
Corridors/Lobbies/Waiting/ Reception/Elevator		4,463					4,463
Stairs			459				459
Offices/Meeting Rooms		14,359					14,359
Kitchens/Break Rooms			566				566
Display Cases (estimated)						75	75
Janitor Spaces			91				91
Totals By Surface		19,128	1,654	0	0	75	20,782

Table 2Regular Services

Usage	Frequency	Services
Restrooms/Showers	5 days/week	TRASH REMOVAL & DUSTING/SPOT CLEANING
		FLOOR MAINTENANCE (Sweep, Spot Mop and Mop)
		CLEAN & SANITIZE (Contact & S/S Surfaces,Toilet Bowls and Urinals, Brightwork)
		CONTACT SURFACES
		PAPER GOODS
		GLASS CLEANING
Corridors/Lobbies Waiting/Reception/Elevator/Ve stibules/Entries	5 days/week	TRASH REMOVAL & DUSTING/SPOT CLEANING
		FLOOR MAINTENANCE (Vacuum, Spot Clean or Sweep, Spot Mop and Mop)
		ARCHITECTURAL GLASS
		CONTACT AND S/S SURFACES
		FURNITURE
		EXTERIOR ENTRANCES/ELEVATOR DOOR TRACKS
Offices/Meeting Rooms	5 days/week	TRASH REMOVAL & DUSTING/SPOT CLEANING
		FLOOR MAINTENANCE (Vacuum, Spot Clean or Sweep, Spot Mop and Mop)
		ARCHITECTURAL GLASS
		CONTACT AND S/S SURFACES
		FURNITURE
Kitchens/Break Rooms	5 days/week	TRASH REMOVAL & DUSTING/SPOT CLEANING
		FLOOR MAINTENANCE (Vacuum, Spot Clean or Sweep, Spot Mop and Mop)
		PAPER GOODS
		GLASS CLEANING (Appliance only)
		FOOD CONTACT SURFACES
		BRIGHTWORK
		S/S SURFACES

Table 3Periodic Services

Frequency/Component	Sq. Ft.	Function	Surface	Months of Service
Every 3 Months				
High Dusting				
Carpet - Heavy traffic (Vestibules, lobbies, etc.)	4,769	Shampoo	Carpet	
Every 4 Months				
All surfaces		High Dusting		
Restrooms Floors/Kitchens, Breakrooms	1,195	Strip & Wax	Vinyl or Tile	
Every 6 Months				
Carpets - Light to Moderate traffic (Offices/Meeting Rooms)	14,359	Shampoo	Carpet	
Interior Windows Appliance Interiors	-			
Annual				
Display Cases and Furniture Deep Clean		Dust and Clean	Varies	

Chief Peter John Building	122 1st Avenue	Cleanable Sq. Ft.	68,369
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Table 1Room Areas / Floor Surfaces

Building Spaces	Qty.	Carpet	Vinyl or Resilient	Ceramic Tile	Cement	Nora Floor	Total By Space
Restrooms/Showers	22		964	2,217			3,181
Vestibules/Entries		475					475
Corridors/Lobbies/Waiting/ Reception/Elevator		6,815		1,351			8,166
Stairs					3,363		3,363
Offices/Meeting Rooms		43,845					43,845
Kitchens/Break Rooms			976	694			1,670
Healthcare Areas			5,363			2,306	7,669
Display Cases	4						20
Janitor Spaces	9		306				306
Totals By Surface		51,135	7,303	4,262	3,363	2,306	68,369

Table 2Regular Services

Usage	Frequency	Services
Restrooms/Showers (including Basement Showers (2 ea.))	5 days/week	TRASH REMOVAL & DUSTING/SPOT CLEANING
		FLOOR MAINTENANCE (Sweep, Spot Mop and Mop)
		CLEAN & SANITIZE (Contact & S/S Surfaces,Toilet Bowls and Urinals, Brightwork)
		CONTACT SURFACES
		PAPER GOODS
		GLASS CLEANING
Corridors/Lobbies Waiting/Reception/Elevator/Ve stibules/Entries	5 days/week	TRASH REMOVAL & DUSTING/SPOT CLEANING
		FLOOR MAINTENANCE (Vacuum, Spot Clean or Sweep, Spot Mop and Mop)
		ARCHITECTURAL GLASS
		CONTACT AND S/S SURFACES
		FURNITURE
		EXTERIOR ENTRANCES/ELEVATOR DOOR TRACKS
Offices/Meeting Rooms	5 days/week	TRASH REMOVAL & DUSTING/SPOT CLEANING
		FLOOR MAINTENANCE (Vacuum, Spot Clean)
		ARCHITECTURAL GLASS
		CONTACT AND S/S SURFACES
		FURNITURE
Kitchens/Break Rooms (exclude 2nd Floor HR Kitchen and File Room)	5 days/week	TRASH REMOVAL & DUSTING/SPOT CLEANING
		FLOOR MAINTENANCE (Vacuum/Sweep, Spot mop and Mop)
		PAPER GOODS
		GLASS CLEANING (Appliance only)
		FOOD CONTACT SURFACES
		BRIGHTWORK
		S/S SURFACES
Healthcare Areas (Fitness Center and Physical Therapy)	5 days/week	TRASH REMOVAL & DUSTING/SPOT CLEANING
		FLOOR MAINTENANCE (Sweep/Spot Mop Daily, Mop 2x/wk)
		NORA FLOOR (Physical Therapy only)
		HEALTHCARE EQUIPMENT
		CONTACT SURFACES including Lobby furniture

Table 3Periodic Services

Frequency/Component	Sq. Ft.	Function	Surface	Months of Service
Every 2 Months				
High Dusting				
Carpet - Heavy traffic (Vestibules, lobbies, etc.)	7,290	Shampoo	Carpet	
Every 4 Months				
Restrooms Floors/Kitchens, Breakrooms	4,851	Strip & Wax Shampoo	Vinyl or Tile Carpet	
Every 6 Months				
Carpets - Light to Moderate traffic (Offices/Meeting Rooms)	43,845	Shampoo	Carpet	
Interior Windows Appliance Interiors	-			
Annual				
Display Cases and Furniture Deep Clean		Dust and Clean	Varies	

Cadastral Building	137 1st Avenue	Cleanable Sq. Ft.	2,752
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Table 1Room Areas / Floor Surfaces

Building Spaces	Qty.	Carpet	Vinyl or Resilient	Ceramic Tile	Cement	Nora Floor	Total By Space
Restrooms/showers	1						
Vestibules/Entries	1						
Corridors/Lobbies/Waiting/ Reception/Elevator	1						
Stairs							
Offices/Meeting Rooms	4						
Kitchens/Break Rooms	1						
Healthcare Areas							
Display Cases							
Janitor Spaces	1						
Totals By Surface							

Table 2Regular Services

Usage	Frequency	Services
Restrooms/showers	5 days/week	TRASH REMOVAL & DUSTING/SPOT CLEANING
		FLOOR MAINTENANCE (Sweep, Spot Mop and Mop)
		CLEAN & SANITIZE (Contact & S/S Surfaces,Toilet Bowls and Urinals, Brightwork)
		CONTACT SURFACES
		PAPER GOODS
		GLASS CLEANING
Corridors/Lobbies Waiting/Reception/Elevator/Ve stibules/Entries	5 days/week	TRASH REMOVAL & DUSTING/SPOT CLEANING
		FLOOR MAINTENANCE (Vacuum, Spot Clean or Sweep, Spot Mop and Mop)
		ARCHITECTURAL GLASS
		CONTACT AND S/S SURFACES
		FURNITURE
		EXTERIOR ENTRANCES/ELEVATOR DOOR TRACKS
Offices/Meeting Rooms	5 days/week	TRASH REMOVAL & DUSTING/SPOT CLEANING
		FLOOR MAINTENANCE (Vacuum, Spot Clean)
		ARCHITECTURAL GLASS
		CONTACT AND S/S SURFACES
		FURNITURE
Kitchens/Break Rooms	5 days/week	TRASH REMOVAL & DUSTING/SPOT CLEANING
		FLOOR MAINTENANCE (Vacuum/Sweep, Spot mop and Mop)
		PAPER GOODS
		GLASS CLEANING (Appliance only)
		FOOD CONTACT SURFACES
		BRIGHTWORK
		S/S SURFACES

Table 3Periodic Services

Frequency/Component	Sq. Ft.	Function	Surface	Months of Service
Every 2 Months				
High Dusting				
Carpet - Heavy traffic (Vestibules, lobbies, etc.)		Shampoo	Carpet	
Every 4 Months				
Restrooms Floors/Kitchens, Breakrooms		Strip & Wax Shampoo	Vinyl or Tile Carpet	
Every 6 Months				
Interior Windows Appliance Interiors	-			
Annual				
Display Cases and Furniture Deep Clean		Dust and Clean	Varies	

Bertha Moses Patient Hostel	1408 19th Avenue	Cleanable Sq. Ft.	1,000
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Table 1Room Areas / Floor Surfaces

Building Spaces	Qty.	Carpet	Vinyl or Resilient	Ceramic Tile	Cement	Nora Floor	Total By Space
Restrooms/Showers	3		100				
Vestibules/Entries	1		50				
Corridors/Lobbies/Waiting/ Reception/Elevator	2		100				
Stairs							
Offices/Meeting Rooms							
Kitchens/Break Rooms	2		200				
Healthcare Areas	3		500				
Display Cases							
Janitor Spaces	1		50				
Totals By Surface			1000				

Table 2Regular Services

Usage	Frequency	Services
Restrooms/Showers	5 days/week	TRASH REMOVAL & DUSTING/SPOT CLEANING
		FLOOR MAINTENANCE (Sweep, Spot Mop and Mop)
		CLEAN & SANITIZE (Contact & S/S Surfaces, Toilet Bowls and Urinals, Brightwork)
		CONTACT SURFACES
		PAPER GOODS
		GLASS CLEANING
Corridors/Lobbies Waiting/Reception/Elevator/Ve stibules/Entries	5 days/week	TRASH REMOVAL & DUSTING/SPOT CLEANING
		FLOOR MAINTENANCE (Vacuum, Spot Clean or Sweep, Spot Mop and Mop)
		ARCHITECTURAL GLASS
		CONTACT AND S/S SURFACES
		FURNITURE
		EXTERIOR ENTRANCES/ELEVATOR DOOR TRACKS
Offices/Meeting Rooms	5 days/week	TRASH REMOVAL & DUSTING/SPOT CLEANING
		FLOOR MAINTENANCE (Vacuum, Spot Clean)
		ARCHITECTURAL GLASS
		CONTACT AND S/S SURFACES
		FURNITURE
Kitchens/Break Rooms	5 days/week	TRASH REMOVAL & DUSTING/SPOT CLEANING
		FLOOR MAINTENANCE (Vacuum/Sweep, Spot mop and Mop)
		PAPER GOODS
		GLASS CLEANING (Appliance only)
		FOOD CONTACT SURFACES
		BRIGHTWORK
		S/S SURFACES
Healthcare Areas	5 days/week	TRASH REMOVAL & DUSTING/SPOT CLEANING
		FLOOR MAINTENANCE (Sweep/Spot Mop Daily, Mop 2x/wk)
		NORA FLOOR (Physical Therapy only)
		HEALTHCARE EQUIPMENT
		CONTACT SURFACES including Lobby furniture

Table 3Periodic Services

Frequency/Component		Function	Surface	Months of Service
Every 2 Months				
High Dusting				
Carpet - Heavy traffic (Vestibules, lobbies, etc.)		Shampoo	Carpet	
Every 4 Months				
Restrooms Floors/Kitchens, Breakrooms		Strip & Wax Shampoo	Vinyl or Tile Carpet	
Every 6 Months				
Carpets - Light to Moderate traffic (Offices/Meeting Rooms)		Shampoo	Carpet	
Interior Windows Appliance Interiors	-			
Annual				
Display Cases and Furniture Deep Clean		Dust and Clean	Varies	

Gateway to Recovery	650 Younker Court	Cleanable Sq. Ft.	8,000
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Table 1Room Areas / Floor Surfaces

Building Spaces	Qty.	Carpet	Vinyl or Resilient	Ceramic Tile	Cement	Nora Floor	Total By Space
Restrooms/Showers	2		100				
Vestibules/Entries	1						
Corridors/Lobbies/Waiting/ Reception/Elevator	1						
Stairs							
Offices/Meeting Rooms	5		100				
Kitchens/Break Rooms	1		200				
Healthcare Areas							
Display Cases							
Janitor Spaces	1						
Totals By Surface			400				

Table 2Regular Services

Usage	Frequency	Services
Restrooms/Showers	5 days week	TRASH REMOVAL & DUSTING/SPOT CLEANING
		FLOOR MAINTENANCE (Sweep, Spot Mop and Mop)
		CLEAN & SANITIZE (Contact & S/S Surfaces,Toilet Bowls and Urinals, Brightwork)
		CONTACT SURFACES
		PAPER GOODS
		GLASS CLEANING
Corridors/Lobbies Waiting/Reception/Elevator/Ve stibules/Entries	5 days week	TRASH REMOVAL & DUSTING/SPOT CLEANING
		FLOOR MAINTENANCE (Vacuum, Spot Clean or Sweep, Spot Mop and Mop)
		ARCHITECTURAL GLASS
		CONTACT AND S/S SURFACES
		FURNITURE
		EXTERIOR ENTRANCES/ELEVATOR DOOR TRACKS
Offices/Meeting Rooms	5 says week	TRASH REMOVAL & DUSTING/SPOT CLEANING
		FLOOR MAINTENANCE (Vacuum, Spot Clean)
		ARCHITECTURAL GLASS
		CONTACT AND S/S SURFACES
		FURNITURE
Kitchens/Break Rooms	5 days week	TRASH REMOVAL & DUSTING/SPOT CLEANING
		FLOOR MAINTENANCE (Vacuum/Sweep, Spot mop and Mop)
		PAPER GOODS
		GLASS CLEANING (Appliance only)
		FOOD CONTACT SURFACES
		BRIGHTWORK
		S/S SURFACES

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<i>HF</i>	<i>1521 S. Cushman St</i>	Cleanable Sq. Ft.	Varies
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Table 1 Quarterly Regular Services

Usage	Frequency	Services
Restrooms/showers	Quarterly	TRASH REMOVAL & DUSTING/SPOT CLEANING
		FLOOR MAINTENANCE (Sweep, Spot Mop and Mop)
		CLEAN & SANITIZE (Contact & S/S Surfaces, Toilet Bowls and Urinals, Brightwork)
		CONTACT SURFACES
		PAPER GOODS
		GLASS CLEANING
Corridors/Lobbies Waiting/Reception/Elevator/Vestibules/Entries	Quarterly	TRASH REMOVAL & DUSTING/SPOT CLEANING
		FLOOR MAINTENANCE (Vacuum, Spot Clean or Sweep, Spot Mop and Mop)
		ARCHITECTURAL GLASS
		CONTACT AND S/S SURFACES
		FURNITURE
		EXTERIOR ENTRANCES/ELEVATOR DOOR TRACKS
Offices/Meeting Rooms	Quarterly	TRASH REMOVAL & DUSTING/SPOT CLEANING
		FLOOR MAINTENANCE (Vacuum, Spot Clean)
		ARCHITECTURAL GLASS
		CONTACT AND S/S SURFACES
		FURNITURE
Kitchens/Break Rooms	Quarterly	TRASH REMOVAL & DUSTING/SPOT CLEANING
		FLOOR MAINTENANCE (Vacuum/Sweep, Spot mop and Mop)
		PAPER GOODS
		GLASS CLEANING (Appliance only)
		FOOD CONTACT SURFACES
		BRIGHTWORK
		S/S SURFACES
Healthcare Areas		TRASH REMOVAL & DUSTING/SPOT CLEANING
		FLOOR MAINTENANCE (Sweep/Spot Mop)
		NORA FLOOR
		HEALTHCARE EQUIPMENT
		CONTACT SURFACES including Lobby furniture

Table 2 Periodic Services

Frequency/Component	Sq. Ft.	Function	Surface	Months of Service
Every 3 Months				
High Dusting				
Carpet - Heavy traffic, stairwells (Vestibules, lobbies, etc.)	-	Shampoo	Carpet	
Every 3 Months				
Restrooms Floors/Kitchens, Breakrooms	-	Strip & Wax Shampoo	Vinyl or Tile Carpet	
Every 6 Months				
Carpets - Light to Moderate traffic (Offices/Meeting Rooms)	-	Shampoo	Carpet	
Interior Windows Appliance Interiors	-			
Annual				
Display Cases and Furniture Deep Clean		Dust and Clean	Varies	

University Ave. Building	2175 Univ. Avenue	Cleanable Sq. Ft.	30,000
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Table 1Regular Services

Usage	Frequency	Services
Restrooms/showers (including Basement Showers (2 ea.))	5 days/week	TRASH REMOVAL & DUSTING/SPOT CLEANING
		FLOOR MAINTENANCE (Sweep, Spot Mop and Mop)
		CLEAN & SANITIZE (Contact & S/S Surfaces, Toilet Bowls and Urinals, Brightwork)
		CONTACT SURFACES
		PAPER GOODS
		GLASS CLEANING
Corridors/Lobbies Waiting/Reception/Elevator/Vestibules/Entries	5 days/week	TRASH REMOVAL & DUSTING/SPOT CLEANING
		FLOOR MAINTENANCE (Vacuum, Spot Clean or Sweep, Spot Mop and Mop)
		ARCHITECTURAL GLASS
		CONTACT AND S/S SURFACES
		FURNITURE
		EXTERIOR ENTRANCES/ELEVATOR DOOR TRACKS
Offices/Meeting Rooms	5 days/week	TRASH REMOVAL & DUSTING/SPOT CLEANING
		FLOOR MAINTENANCE (Vacuum, Spot Clean)
		ARCHITECTURAL GLASS
		CONTACT AND S/S SURFACES
		FURNITURE
Kitchens/Break Rooms (exclude 2nd Floor HR Kitchen and File Room)	5 days/week	TRASH REMOVAL & DUSTING/SPOT CLEANING
		FLOOR MAINTENANCE (Vacuum/Sweep, Spot mop and Mop)
		PAPER GOODS
		GLASS CLEANING (Appliance only)
		FOOD CONTACT SURFACES
		BRIGHTWORK
		S/S SURFACES
Healthcare Areas	5 days/week	TRASH REMOVAL & DUSTING/SPOT CLEANING
		FLOOR MAINTENANCE (Sweep/Spot Mop Daily, Mop 2x/wk)
		NORA FLOOR
		HEALTHCARE EQUIPMENT
		CONTACT SURFACES including Lobby furniture

Table 2Periodic Services

Frequency/Component	Sq. Ft.	Function	Surface	Months of Service
Every 2 Months				
High Dusting				
Carpet - Heavy traffic (Vestibules, lobbies, stairwells etc.)		Shampoo	Carpet	
Every 4 Months				
Restrooms Floors/Kitchens, Breakrooms		Strip & Wax Shampoo	Vinyl or Tile Carpet	
Every 6 Months				
Carpets - Light to Moderate traffic (Offices/Meeting Rooms)		Shampoo	Carpet	
Interior Windows Appliance Interiors	-			
Annual				
Display Cases and Furniture Deep Clean		Dust and Clean	Varies	

Paul Williams House	117 1st Avenue	Cleanable Sq. Ft.	3,855
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Table 1Room Areas / Floor Surfaces

Building Spaces	Qty.	Carpet	Vinyl or Resilient	Ceramic Tile	Cement	Wood	Total By Space
Restrooms/showers	3		408				408
Corridors/Lobbies/Waiting/ Reception/Elevator		35	930				965
Stairs			80				80
Offices/Meeting Rooms		2,200					2,200
Kitchens/Break Rooms			202				202
Janitor Spaces	1		31				31
Totals By Surface		2,235	1,620	0	0	0	3,855

Table 2Regular Services

Usage	Frequency	Services
Restrooms/showers	3 days per week	TRASH REMOVAL & DUSTING/SPOT CLEANING
		FLOOR MAINTENANCE (Sweep, Spot Mop and Mop)
		CLEAN & SANITIZE (S/S Surfaces,Toilet Bowls and Urinals, Brightwork)
		PAPER GOODS
		CONTACT SURFACES
		GLASS CLEANING
Corridors/Lobbies Waiting/Reception/Elevator/Ve stibules/Entries	3 days per week	TRASH REMOVAL & DUSTING/SPOT CLEANING
		FLOOR MAINTENANCE (Vacuum, Spot Clean or Sweep, Spot Mop and Mop)
		ARCHITECTURAL GLASS
		CONTACT AND S/S SURFACES
		EXTERIOR ENTRANCES/ELEVATOR DOOR TRACKS
		FURNITURE
Offices/Meeting Rooms	3 days per week	TRASH REMOVAL & DUSTING/SPOT CLEANING
		FLOOR MAINTENANCE (Vacuum, Spot Clean or Sweep, Spot Mop and Mop)
		ARCHITECTURAL GLASS
		CONTACT AND S/S SURFACES
		FURNITURE
Kitchens/Break Rooms	3 days per week	TRASH REMOVAL & DUSTING/SPOT CLEANING
		FLOOR MAINTENANCE (Vacuum, Spot Clean or Sweep, Spot Mop and Mop)
		GLASS CLEANING (Appliance Only)
		FOOD CONTACT SURFACES
		PAPER GOODS
		BRIGHTWORK
		S/S SURFACES
Sleeping Rooms	3 days per week	TRASH REMOVAL & DUSTING/SPOT CLEANING
		FLOOR MAINTENANCE (Vacuum, Spot Clean or Sweep, Spot Mop and Mop)

Table 3Periodic Services

Frequency/Component	Sq. Ft.	Function	Surface	Months of Service
Every 3 Months				
High Dusting				
Carpet - Heavy traffic (Vestibules, lobbies, etc.)	35	Shampoo	Carpet	
Every 4 Months				
All surfaces		High Dusting		
All vinyl or tile surfaces	1,620	Strip & Wax	Vinyl or Tile	
Every 6 Months				
Carpets - Light to Moderate traffic (Offices/Meeting Rooms)	2,200	Shampoo	Carpet	
Interior Windows Appliance Interiors	-			
Annual				
Furniture Deep Clean (not Sleeping Rooms)		Clean	Varies	

<i>Eagle's Hall</i>	<i>200 1st Avenue</i>	Cleanable Sq. Ft.	3,960
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Table 1Room Areas / Floor Surfaces

Building Spaces	Qty.	Carpet	Vinyl or Resilient	Ceramic Tile	Cement	Nora Floor	Total By Space
Restrooms/showers	2						
Vestibules/Entries	1						
Corridors/Lobbies/Waiting/ Reception/Elevator	0						
Stairs							
Offices/Meeting Rooms							
Kitchens/Break Rooms							
Healthcare Areas							
Display Cases							
Janitor Spaces	1						
Totals By Surface							

Table 2Regular Services

Usage	Frequency	Services
Restrooms/showers	5 days/week	TRASH REMOVAL & DUSTING/SPOT CLEANING
		FLOOR MAINTENANCE (Sweep, Spot Mop and Mop)
		CLEAN & SANITIZE (Contact & S/S Surfaces, Toilet Bowls and Urinals, Brightwork)
		CONTACT SURFACES
		PAPER GOODS
		GLASS CLEANING
Corridors/Lobbies Waiting/Reception/Elevator/Ve stibules/Entries	5 days/week	TRASH REMOVAL & DUSTING/SPOT CLEANING
		FLOOR MAINTENANCE (Vacuum, Spot Clean or Sweep, Spot Mop and Mop)
		ARCHITECTURAL GLASS
		CONTACT AND S/S SURFACES
		FURNITURE
		EXTERIOR ENTRANCES/ELEVATOR DOOR TRACKS
Offices/Meeting Rooms	5 days/week	TRASH REMOVAL & DUSTING/SPOT CLEANING
		FLOOR MAINTENANCE (Vacuum, Spot Clean)
		ARCHITECTURAL GLASS
		CONTACT AND S/S SURFACES
		FURNITURE
Kitchens/Break Rooms	5 days/week	TRASH REMOVAL & DUSTING/SPOT CLEANING
		FLOOR MAINTENANCE (Vacuum/Sweep, Spot mop and Mop)
		PAPER GOODS
		GLASS CLEANING (Appliance only)
		FOOD CONTACT SURFACES
		BRIGHTWORK
		S/S SURFACES

Table 3Periodic Services

Frequency/Component	Sq. Ft.	Function	Surface	Months of Service
Every 2 Months				
High Dusting				
Carpet - Heavy traffic (Vestibules, lobbies, etc.)		Shampoo	Carpet	
Every 4 Months				
Restrooms Floors/Kitchens, Breakrooms		Strip & Wax Shampoo	Vinyl or Tile Carpet	
Every 6 Months				
Interior Windows Appliance Interiors	-			
Annual				
Display Cases and Furniture Deep Clean		Dust and Clean	Varies	

nora[®] MAINTENANCE GUIDE – noraplan[®] PRODUCTS

GENERAL MAINTENANCE

General Remarks

nora[®] floor coverings have a natural sheen; therefore, they do not require any artificial coating. However, for customers who prefer a high shine, we can recommend alternative maintenance methods that will generate an increase in shine.

General Precautions

1. Always use “wet floor” signs and/or caution tape when performing any wet cleaning.
2. Refer to SDS for proper personal protection requirements before using cleaning products.
3. nora[®] recommends using nora[®] pad 0 for facilities using H₂O cleaning technology auto scrubbing machines.
4. The floor will be slippery when wet or contaminated with foreign materials. Promptly clean up spills and any foreign materials to maintain the flooring’s slip-resistant properties.
5. Never use grit brushes, or black or brown cleaning pads.
6. Use a 3M™ #5000 (Light Green), 3M™ #5100 (Red) or 3M™ #5300 (Blue) cleaning pad (depending on the amount of soil) for all noraplan[®] surfaces unless a different pad is specified in this guide.
7. Make sure to maintain a good walk-off area in the entrance of the facility, in addition to regular dust mopping.
8. Spots from petroleum-based products such as grease and tar must be removed with spotting agents containing solvents. Immediately rinse with water after spot removing and allow to dry.

9. Remove chewing gum with a gum removing spotter. If a solvent is used for removing gum, immediately rinse the floor with clean water and allow to dry.
10. To increase the shine, the floor can be dry buffed using a 3M™ #4100 (White) pad.
11. Do not allow any metal furniture or trash cans to be in contact with the wet floor.
12. Do not flood the flooring where seams of the product are not welded.
13. For areas with construction damage, please contact the nora[®] Technical Department.
14. Follow facility’s Standard Operating Procedures (SOP).
15. For specific written cleaning protocols, please contact the nora Technical Department.

1 Post-Installation Maintenance

Note: A general cleaning should be performed a minimum of 72 hours after installation and/or replacement of tiles (where wet adhesives are used due to curing). If nora[®] nTx or nora[®] dryfix is used to adhere the tiles, initial maintenance can be performed immediately after installation.

The following procedures should be performed by the facility:

1. Dust mop or vacuum the floor to remove dirt or grit.
2. Remove any adhesive residue and/or spots of foreign material using Windex[®] or Goof Off[®] solvent.
3. Wet mop the floor using a neutral cleaner solution diluted as per the manufacturer’s mixing instructions.

4. Scrub the floor thoroughly with a floor scrubber using a 3M #5000 (Light Green), 3M #5100 (Red) or 3M #5300 (Blue) cleaning pad (depending on the amount of soil).
5. Wet vacuum the soiled solution. Rinse the floor with clean water and allow to dry.
6. To increase the shine, the floor can be dry buffed using a 3M #4100 (White) pad.

2 Daily Maintenance

1. Dust mop or vacuum the floor to remove dust and dirt.
2. Damp mop or auto scrub the floor using a 3M #5000 (Light Green) or 3M #5100 (Red) cleaning pad with a neutral cleaner diluted as per the manufacturer's mixing instructions.

Note: Mopping with microfiber mops promotes better dirt removal.

3 Periodic Maintenance

1. Dust mop or vacuum the floor to remove dust and dirt.
2. Wet mop the floor using a pH-neutral cleaner solution as per the manufacturer's mixing instructions. Allow the solution a minimum dwell time of 10 minutes.
3. Scrub the floor thoroughly with a floor scrubber using a 3M #5000 (Light Green) or 3M #5300 (Blue) cleaning pad (depending on the amount of soil).
4. Wet vacuum the soiled solution, rinse the floor with clean water and allow to dry.
5. To increase the shine, the floor can be dry buffed using a 3M #4100 (White) pad.

Updated: 01/2017

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Maintenance of Shaw Contract Group Carpets

Shaw Contract Group tile and broadloom carpets are quality engineered to provide a long useful life and enhance the indoor environment. Carpet offers many advantages over other flooring systems, such as reduced fatigue, sound absorption, and lower life cycle costs.

From the start, the carpet maintenance program should be considered part of the carpet buying decision. If proper maintenance is neglected, the carpet's appearance will suffer, shortening the carpet's useful life and raising long term costs.

A comprehensive carpet care program consists of four elements:

- Reduction of soil entering the building
- Removal of dry soil
- Removal of spots and spills
- Cleaning by high performance hot water extraction

NOTE: The information in this booklet pertains to most carpets made of synthetic or man-made fibers in commercial installations. Some procedures may not be suitable for wool or wool-blend carpets or printed carpets. For these type carpets, please see the special appropriate maintenance brochure from the Shaw Industries Technical Services Department.

NOTE: This document contains specific procedures for maintenance of printed carpets.

THE IMPORTANCE OF PLANNING

A successful maintenance program starts with the selection of carpet that meets specific performance requirements. Attributes include construction, backing, yarn, dye type, and color. Color and pattern are major factors in the perception of a successful maintenance program. The visual degree of soiling is measured as color contrast. The best soil hiding colors are usually medium to dark shades. These are best specified for known areas having severe traffic and soil.

Carpet maintenance must be established as a scheduled program, rather than being a random series of reactions to soiling conditions and infrequent cleaning. Virtually every complaint of poor appearance, rapid soiling, and many times poor performance has been shown to be related to a lack of planning and control of the maintenance program.

The most important consideration when planning a maintenance program is the budget. Like other expensive furnishings or equipment, carpet represents a substantial investment for any facility and deserves adequate care to prolong its effective life. If the carpet maintenance budget is set unrealistically low, the carpet will need to be replaced prematurely.

Tailor the design of the program to the amount of traffic and type of soiling which vary by area. Due to higher traffic levels, entrance lobbies, elevators, and hallways will need more care than offices. Food service areas and entrances will require more effort due to the more difficult soiling conditions. Consult the chart for suggested frequencies by traffic levels.

Traffic Level	Vacuum	Spot Clean	Hot Water Extraction
Light	2-3 times/week	As needed	Annually
Medium	Daily	As needed	Twice/year
Heavy	1+ times/day	As needed	Quarterly
Extra Heavy	1+ times/day	As needed	Minimum Monthly/as needed

- **Light traffic:** private offices & cubicles
- **Medium traffic:** shared offices, interior hallways & conference rooms
- **Heavy traffic:** entrances, elevators, main hallways, break rooms, work/copy rooms & mailrooms
- **Extra Heavy traffic:** airports & entries to hospitals, malls & theaters (requires frequent attention)

WHAT YOU CAN EXPECT FROM YOUR CARPET IN THE REAL WORLD

Although Shaw Industries products are designed for specific applications and are tested to withstand the tremendous beating that carpet receives in some uses, there are some conditions where appearance change must be expected. Carpet and other flooring materials where the oily material from asphalt sealers is tracked into the building may become yellowed over time. This material stains not only carpet but other flooring materials as well. It is virtually impossible to remove all of this material once it has penetrated the fiber of any carpet. Walk off mats and periodic cleaning can reduce this phenomenon. When sealing asphalt parking lots specify a high quality sealer and ask the vendor for a warranty that this will not occur.

Areas where large amounts of sandy soil enter the building may become dull in appearance over time. This is due to abrasion of the fiber surface, reducing the reflection of light. This is minimized by frequent vacuuming.

REDUCTION OF SOILING

One of the most critical aspects of maintenance is the use of walk-off mats at building entrances. Mats are also one of the least understood and neglected parts of the maintenance program. Walk-off mats greatly reduce the amount of soil carried into a building by foot traffic. Other areas where mats are beneficial are service entrances with direct contact to the outside, from the hard surface area in a kitchen to the carpeted dining area in a restaurant, or at entrances from plant facilities into the offices. Various studies have shown that the cost of removing a pound of soil from a building ranges up to \$500 or more! Clearly, it is far cheaper to stop the dirt at the door.

The choice of mats is important because the cheaper mats do a poor job of trapping soil and have a short life span. Walk-off mats fall into two categories; those designed to remove and trap gritty soil and those intended to absorb water during wet weather. They should be used in combination.

Good soil removal mats have a coarse texture, are able to brush soil from shoes, and can hold large amounts of soil in their pile. The water absorbent mat is used inside to prevent tracked in moisture from getting to the carpet. A wet carpet acts like a giant shoe cleaner and soils rapidly. When both types of mats are used in combination, they should always be placed so that incoming traffic passes over the soil removal mat first, because the absorbent types have very little soil holding ability.

For mats to continue to trap soil, they should be cleaned on a regular basis, more frequently than the carpet. If accumulated soil is not removed, the mat will become overloaded and cannot prevent soil from entering the building - the mat may even become a source of soil itself. When a building is new or still under construction, soil may be tracked in from unfinished grounds so the mats need to be cleaned more often.

REMOVAL OF DRY SOIL

Vacuuming is the most significant element in the maintenance of carpet and the overall appearance of the facility. Research has shown that 85% of the soil tracked into a building is dry, and the other 15% is oily. Vacuums are designed to remove the dry soil. Walking on soiled carpet permits the soil particles to work their way down into the pile where they are more difficult to remove. Frequent vacuuming removes soil particles from the surface before this happens. Heavily trafficked areas, such as entrances and major corridors, should be vacuumed at least once a day. Areas with less traffic such as offices should be vacuumed every other day depending upon conditions.

Vacuum Cleaner Recommendations:

- We only recommend use of vacuums certified in The Carpet and Rug Institute (www.carpet-rug.org) Vacuum Cleaning Indoor Air Quality Program. Vacuums specifically designed for commercial installations offer characteristics that help meet the demands of a good maintenance program.
- For carpet tile and carpets that are glued directly to the floor without cushion, a vacuum with a rotating cylindrical brush, rather than a beater bar, should be used to agitate the pile and loosen the soil. Beater bars can damage the pile of direct-glued carpet if the machine height adjustment is set too low. This can also damage the vacuum.

- Vacuums with either a beater bar or rotating brush can be used for carpet installed over pad, or with attached cushion backings. These vacuums are also recommended for double stick installations where the carpet is glued to the pad.
- Bags that fill from the top are preferred over those that fill from the bottom. Replaceable paper bags or paper liners for cloth bags are better filters than cloth bags alone because they can trap more of the small particles that cloth bags allow to pass back into the air. Many vacuums can also be used with micro filtration or high efficiency bags, which capture even smaller particles that tend to be related to allergy complaints and may also reduce the need for dusting. Check bags frequently and replace when 1/2 to 2/3 full to avoid a decrease in efficiency. When changing bags, also check the belt and replace if loose or worn.
- A good vacuum is vital to prolonging the life of your carpet. A cheap vacuum can remove surface dirt but may not effectively remove the hidden particles embedded in the pile. This can lead to rapid appearance loss and complaints of poor product performance. A hundred dollars saved on the price of a vacuum can easily cost thousands of dollars in reduced useful life of the carpet.

PILE LIFTING

Between cleanings, regular use of a pile lifter can remove deeply embedded dry sand and soil, help stand up the pile and renew the appearance of the carpet in high traffic areas such as traffic funnel zones, elevators, and lobbies. A pile lifter is an upright two motor vacuum with a large, adjustable motor driven brush, a high suction vacuum motor, and a sand trap. Using a pile lifter in traffic lanes just prior to cleaning removes the deeply embedded soil and opens up the pile so the hot water extraction can be more effective. Follow the pile lifting with a thorough vacuuming.

SPOT AND SOIL REMOVAL

All maintenance procedures mentioned thus far have been planned; spot and stain removal is the reaction to an unplanned incident. Therefore, it is desirable to have the needed materials handy by planning ahead of time. The professional cleaning companies have spot removal kits in convenient carrying cases that contain all the necessary materials. For assistance with specific stain removal procedures, contact Shaw Industries Technical Services Department at 1.877.502.7429.

General Instructions:

Spot removal products that have been tested and certified in the Carpet and Rug Institute (CRI) Seal of Approval Program for cleaning products are recommended for specific spots. (Reference www.carpet-rug.org) Additional spot removal procedures are listed below if professional and CRI certified products are not available:

- Scoop up any solids gently with a spoon or dull knife. Absorb wet spills as quickly as possible by blotting with white paper or cloth towels.
- Always blot, never scrub or rub abrasively, because it may create a fuzzy area. When blotting, work from the outer edge in toward the center of the spot to avoid spreading the spill and enlarging the problem.
- Thorough removal of both the stain material and the detergent residue is critical to prevent re-soiling. Water extraction is the best way to accomplish this. Many cleaning equipment manufacturers offer small extraction machines specially designed for spot cleaning. These are small, lightweight and highly portable. They do an excellent job of rinsing after spot cleaning. They are also an excellent way to deal with body fluids on the carpet. For additional information on these machines call the Shaw Technical Services Department.
- Place several layers of white towels on the spot to draw out any remaining moisture. Weight them down with a heavy object that will not transfer color, such as a plastic jug of water.

REMOVAL PROCEDURES

Adhesive	Clean with solvent designed for grease removal. Follow with R2Xtra or another general purpose cleaner.
Alcoholic Beverages	Clean with R2Xtra or another general purpose cleaner.
Betadine	Clean with solvent designed for grease removal. Follow with R2Xtra or another general purpose cleaner.
Blood	Clean with R2Xtra or another general purpose cleaner. If blood is dry, an ammonia solution may be used.
Butter	Clean with solvent designed for grease removal. Follow with R2Xtra or another general purpose cleaner.
Chewing Gum	Freeze, then shatter and vacuum. Clean with a solvent designed for grease removal. Follow with R2Xtra or another general purpose cleaner.
Chocolate	Clean with ammonia solution. Follow with R2Xtra or another general purpose cleaner.
Coffee	Clean with a white vinegar solution or acidic spot cleaner. Follow with R2Xtra or another general purpose cleaner.
Cola	Clean with R2Xtra or another general purpose cleaner.
Cosmetics	Clean with solvent designed for grease removal. Follow with R2Xtra or another general purpose cleaner.
Crayon	Clean with solvent designed for grease removal. Follow with R2Xtra or another general purpose cleaner.
Deicer, Salt	Vacuum and blot. Then clean with R2Xtra or another general purpose cleaner.
Excrement	Blot and clean with R2Xtra or another general purpose cleaner.
Food	Clean with R2Xtra or another general purpose cleaner.
Furniture Polish	Clean with solvent designed for grease removal. Follow with R2Xtra or another general purpose cleaner.
Grease	Clean with solvent designed for grease removal. Follow with R2Xtra or another general purpose cleaner.
Ink	Clean with solvent designed for grease removal. Follow with R2Xtra or another general purpose cleaner.

Lipstick	Clean with solvent designed for grease removal. Follow with R2Xtra or another general purpose cleaner.
Milk	Clean with R2Xtra or another general purpose cleaner.
Mustard	Clean with R2Xtra or another general purpose cleaner.
Nail Polish	Clean with polish remove. Then clean with R2Xtra or another general purpose cleaner.
Paint	Clean with solvent designed for grease removal. Follow with R2Xtra or another general purpose cleaner.
Rust	Contact a professional.
Tea	Clean with a white vinegar solution or acidic spot cleaner. Follow with R2Xtra or another general purpose cleaner. Then clean R2Xtra or another general purpose cleaner.
Toner	Vacuum, then clean with R2Xtra or another general purpose cleaner.
Unknown	Clean with solvent designed for grease removal. Follow with R2Xtra or another general purpose cleaner.
Urine or Vomit	Clean with a white vinegar solution or acidic spot cleaner. Follow with R2Xtra or another general purpose cleaner. Then clean with R2Xtra or another general purpose cleaner.
Wax	Freeze, then shatter and vacuum. Clean with a solvent designed for grease removal. Follow with R2Xtra or another general purpose cleaner.
Wine	Clean with solvent designed for grease removal. Follow with R2Xtra or another general purpose cleaner.

CLEANING

Even with thorough vacuuming, cleaning is necessary to remove the 15% of soil, which is the oily type material, as well as that which the vacuum cannot remove. In order to maintain acceptable appearance, the carpet must be cleaned on a periodic basis to prevent the carpet from becoming so dirty that it can no longer be cleaned satisfactorily. The frequency of cleaning must be adjusted to the rate at which soil accumulates; therefore, heavily trafficked areas typically require more frequent cleaning, as do areas with less traffic but more soil.

When the color of the carpet begins to look dull, it is time to clean the carpet. The traffic lanes will show this first. If the carpet is cleaned before it becomes excessively soiled, the cleaning will be more successful and a much easier task. This is especially important in places where oily soil is prevalent, such as the areas near streets or asphalt parking lots, and those around cooking or dining facilities. Oil tends to oxidize slowly, forming a sticky material similar to varnish, which becomes nearly impossible to remove as it ages.

Another stubborn problem is the salt or deicer from snow melt which accumulates in the carpet over winter. Salt pulls moisture from the air and prevents the carpet from drying as quickly as it normally would. Remember that damp carpet acts like a wet sponge to clean shoes and collect soil faster. The resulting black discoloration in the traffic lanes requires pretreatment with a traffic lane cleaner to break down the soiling and the use of hot, not warm, water to dissolve and remove the salt and soil. Residue from snow melt can cause possible damage, including discoloration. Salt is also an abrasive substance, which can cause damage to the fibers.

THE CLEANING SYSTEM

A number of cleaning systems are available; their effectiveness varies widely. When choosing the cleaning system, the important considerations are:

- It must clean effectively
- It must not damage the texture of the carpet
- It must not leave excessive residues of cleaning materials.

Shaw Industries recommendations are based on significant laboratory work and many years of experience in the field. Shaw recommends only the high performance hot water extraction system, which research indicates provides the best capability for cleaning. This system is commonly referred to as "steam cleaning" although no steam is actually generated. The process consists of applying a cleaning agent onto the pile, and using water in the extractor to recover the used solution and soil. This can be done from a truck-mounted unit outside the facility with only the hose and wand brought inside, or where a truck-mounted unit cannot reach, by a portable system brought into the facility.

A list of cleaning products that have been tested and certified in the Carpet and Rug Institute (CRI) Seal of Approval Program may be found at www.carpet-rug.org. For additional assistance contact Inforum at 1.800.471.7429.

The Hot Water Extraction method using high performance equipment should be the primary scheduled method to clean carpets. Shaw Industries recommends the use of Hot water extraction equipment, which has obtained a Gold Rating in the Carpet and Rug Institute (CRI) Seal of Approval Program. A list of equipment that has obtained the Gold Rating may be found at www.carpet-rug.org.

Self-contained, walk-behind machines are another type of hot water extraction equipment commonly used. They apply the cleaning solution at a rate, which is balanced with the recovery capability of the machine. This type machine is often employed when cleaning is done by in-house maintenance staffs. Since these machines cannot equal the performance of high performance extractors, their use should be scheduled as an interim frequency supplemented by periodic high performance cleaning.

When necessary interim cleaning systems are successful when used to supplement the extraction program. These interim cleaning processes help enhance the carpet's appearance between deep cleanings.

Low moisture encapsulation systems are also interim cleaning processes that enable the carpet's appearance to be improved and returned to service in a short amount of time. The cleaning agent is agitated into the carpet's pile with a mechanical brush, allowed to dry and vacuumed to remove the encapsulated soil from the carpet. In conjunction with scheduled Hot Water Extraction cleanings, the low moisture systems can help maintain a satisfactory appearance.

SHAW DOES NOT RECOMMEND

- “Bonnet” systems:
 - The name for these systems is derived from the rotating bonnet of terry cloth or other absorbent material used to agitate the pile and pick up soil. A detergent solution is sprayed onto the pile, and is then worked with the bonnet attached to a rotary floor polisher. It is at best a temporary appearance enhancement because it only absorbs at the surface and does no real extraction of deep soil. SHAW DOES NOT ADVOCATE THIS SYSTEM. It is not a substitute for hot water extraction.
 - It has very limited capability for soil removal and often leaves most of the detergent in the pile. The spinning bonnet may distort the pile of cut pile carpets and leave distinct swirl marks.
 - Shaw's experience has been that more customer soiling complaints result from this system than all other causes combined!
 - The bonnet system may damage the edges of some carpet tiles.
- Water recycling machines
 - Shaw Industries does not recommend any cleaning machine, which continuously recycles the cleaning solution. A growing body of experience is showing that although the large particles are filtered out, the soluble materials, including detergents and soluble contaminants are distributed over the whole area. With repeated cleanings these materials become more concentrated and begin to cause rapid resoiling.

CHOOSING A PROFESSIONAL CLEANER

One way to locate a nearby professional carpet cleaner who uses a hot water extraction system is to contact the Institute of Inspection, Cleaning & Restoration Certification (IICRC) at 1.800.835.4624 or www.iicrc.org.

This organization maintains a national directory of independent professional cleaners who are trained and certified in a variety of cleaning specialties. You must specifically request a professional cleaner using hot water extraction. IICRC certified firms with the “Master Cleaner” certification are preferred.

BASIC GUIDELINES FOR IN-HOUSE MAINTENANCE

If you choose to maintain your carpet using in-house personnel, here are some guidelines to follow. For a good reference describing carpet cleaning and the hot water extraction method specifically, read the Carpet Cleaning Standard, (S100) by the IICRC, available at the number listed above.

- Thoroughly vacuum the area to be cleaned before the hot water extraction to remove as much dry soil as possible. Use a pile lifter if necessary in high traffic areas.
- Remove spots and stains using the procedures above or a commercially available spot removal kit. Pre-treat the heavily soiled areas and traffic lanes with traffic lane cleaner certified in the Carpet and Rug Institute (CRI) Seal of Approval Program (www.carpet-rug.org). Agitate the carpet using carpet rake or agitation equipment. This allows the cleaning agent to penetrate. A minimum of ten minutes of dwell time is recommended to allow the cleaning agent time to loosen contaminants. Although it is advisable to minimize the use of solvents, many traffic lane cleaners do contain some solvents to help remove the stubborn oily dirt often found in traffic areas. Treat a small area and extract the liquid before the traffic lane cleaner dries.
- On most commercial carpets, use a detergent with a pH less than 10, preferably near 9, and with a minimum of non-sticky residue. For printed carpets, use a detergent solution that has a pH between 6 and 8.

- Cleaning products that have been tested and certified in the Carpet and Rug Institute (CRI) Seal of Approval Program for Cleaning Products are recommended. For additional assistance contact Inforum at 1.800.471.7429.
- Your detergent selection is important. It is even more important to remove all the detergent you put into the carpet. A detergents' ability to bind to particles of soil and oil is what makes cleaning happen. However, the detergent residue continues to attract and hold soil even after drying. Increasing the amount of detergent beyond the recommended level does not increase cleaning performance, but makes the complete removal of detergent more difficult. Excessive detergent residue is the most common cause of accelerated resoiling complaints. Shaw does not recommend the use of cleaning agents with optical brighteners.
- Avoid over-wetting the carpet. Prolonged dampness may cause discoloration, promote growth of mildew and bacteria in the carpet, or cause separation of the backing. This can be controlled by a combination of proper equipment and operator training.
- Do not use any silicone-based anti-soil treatments on carpet produced by Shaw.
- Reduce drying time by using several fans or air movers to move air across the carpet in combination with a dehumidifier or air conditioner to pull moisture out of the air. Carpet should be completely dry within 12 hours or less.

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