

QSP TP20-030;
Carpet and Upholstery Cleaning Services
ATTACHMENT A: SCOPE OF WORK

1.0 SCOPE OF WORK (SOW); TECHNICAL SPECIFICATIONS (T/S):

Touchstone Property Services (TPS) is requesting proposals for carpet and upholstery cleaning services. TPS reserves the right to add or delete properties as TPS's portfolio grows.

1.1 SPECIFIC REQUIREMENTS:

The following services shall be provided to requested areas:

1.1.1 Cleaning - Carpets shall be cleaned (steam cleaned or shampooed as requested) to present a uniformly clean appearance at all times free from spots, stains, chewing gum, tar, grease, litter, etc. Any tears, rips, burns, or indelible stains shall be reported to the Property Manager for repairs or replacement. Loose dirt or debris including in corners, expansion joints, and other places inaccessible to the vacuum should be cleaned.

1.1.2 Vacuuming – Carpets/upholstered furniture shall be vacuumed before cleaning. Close attention shall be paid to corners, edges, and areas that are inaccessible to the machine. Appropriate hand tools shall be employed to assure that these areas are properly cleaned. Care shall be exercised to prevent hitting or otherwise damaging walls, baseboards, or furnishings with the vacuum or attachments.

1.1.3 Spot Cleaning- Carpets/upholstered furniture shall be spot cleaned as necessary to remove gum, tar, grease, spills, spots, stains, etc. A solvent cleaner may be used provided that it is safe and does not cause fading or discoloration. Aerosol chewing gum remover may be used with a putty knife, but careful attention shall be paid to avoid damaging carpet fibers.

1.1.4 Carpets/upholstered furniture shall be kept free from chewing gum, candy spills, spots, grease, food and beverage stains, water marks, etc. Indelible stains which cannot be removed by spotting and shampooing procedures shall be reported to the Property Manager.

1.2 COVID-19 Requirements - Contractors entering TPS occupied work sites (buildings, properties, etc.) must wear PPE including but not limited to a mask that covers their mouth and nose. A mask is required throughout the entire period of service delivery. Contractor is to practice social distancing while on site. Contractors working inside residential units shall wear a mask that covers their mouth and nose and gloves. Contractor will provide all required PPE.

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- 1.3 Performance Standards** - CMHA reserves the right to deduct 10% from the Contractor(s) invoices for failure to perform according to the specifications of this QSP and any pursuant contract agreement.