

**ATTACHMENT P.3**

**SCOPE OF WORK**

**FOR**

**CUSTODIAL AND SEASONAL  
SERVICES**



# SCOPE OF WORK

## CUSTODIAL AND SEASONAL SERVICES

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### 1. OVERVIEW

The Contractor shall provide all labor, supervision, materials, supplies, tools, transportation and equipment to perform custodial and seasonal services to include landscaping, snow removal and task order services for eighteen (18) VRE commuter rail stations, parking facilities and VRE offices. See **ATTACHMENT P.12 – OVERVIEW OF VRE FACILITIES.**

### 2. CUSTODIAL SERVICES

#### 2.1 GENERAL REQUIREMENTS

- A. At a minimum, the Contractor shall provide sufficient personnel to perform custodial services on VRE service days. Custodial services shall be completed each day by the time designated by VRE. The hours of service may change as needed by VRE.
- B. The Contractor shall maintain facilities in a first rate, class “A” fashion. Special attention shall be given to the cleaning and disinfecting of passenger interface items such as ticket vending machine (TVM) screens, payphones, benches, waste receptacles, poster holders, handrails, etc.
- C. Custodial deficiencies will be documented by VRE for follow-up action by the Contractor as necessary.

#### 2.2 STATION ZONES

- A. **Zone 1** – The Contractor shall complete servicing by 5:00 A.M. on VRE service days at the following stations:
  - 1. Union Station



2. L'Enfant
3. Crystal City
4. Alexandria
5. Franconia /Springfield
6. L'Enfant and Crystal City (a second servicing shall be completed by 10:00 A.M. each service day).

B. **Zone 2** – The Contractor shall complete servicing by 2:00 P.M. on VRE service days at the following stations:

1. Lorton
2. Woodbridge
3. Rippon
4. Quantico
5. Brooke
6. Leeland
7. Fredericksburg

C. **Zone 3** – The Contractor shall complete servicing by 6:00 P.M. on VRE service days at the following stations:

1. Backlick Road
2. Rolling Road
3. Burke Centre
4. Manassas Park
5. Manassas City
6. Broad Run



## 2.3 STATION TASKS

### A. Daily Tasks

The Contractor shall perform the following tasks:

1. Pick up trash, debris and litter throughout the station platform, garage and parking lots.
2. Empty waste receptacles and replace liners. Waste shall be disposed of off site.
3. Empty newspaper recycling receptacles and replace liners. Newspapers shall be disposed of off site at a recycling center. Each quarter, a report identifying the quantity of newspapers recycled shall be submitted by the Contractor to VRE.
4. Check station lighting, timeclock, replace lightbulbs and report deficiencies.
5. Check station ticket vending machine (TVM) operation and report deficiencies.
6. Clean TVM screens with window cleaner and disinfectant. The TVM housing shall be cleaned with a stainless steel cleaner.
7. Clean and secure station signage.
8. Clean passenger interface items, such as TVMs, benches, directories, phones, elevators, railings, waste and recycling containers, signs, etc. with a germicidal disinfectant.
9. Clean station wind breaks with a glass cleaner.
10. Remove gum from the platform.
11. Spot pressure wash the platform to remove spills and stains.
12. Count and document the number of vehicles parked in each lot and garage and report deficiencies.
13. Replace posters as directed by VRE.



14. Check mobile handicap lift operation and clean the lift as needed.
15. Check parking lot lighting and report any deficiencies.
16. Test and wipe variable message signs, speakers and report any deficiencies.
17. Test the operation, sweep and mop the floor, clean the walls and control panel of all elevators using a disinfecting cleaner, and report any deficiencies.
18. Observe overall station condition and report any deficiencies.
19. Other tasks as needed.

**B. Monthly Tasks**

The Contractor shall perform the following tasks:

1. Wash and scrub the inside and outside of waste and recycling containers using a germicidal disinfectant.
2. Clean and buff the floors and cabs of elevators, inside and outside.
3. Empty cigarette urns.
4. Check and clean gutters and downspouts.

**C. Semi-Annual Tasks**

The Contractor shall perform the following tasks:

1. Pressure wash station structural steel, roofs, open air lobbies, platforms, garage parking decks, stair towers, etc. Protection shall be provided for TVMs and variable message signs to prevent water damage.
2. Disassemble and clean platform lights.
3. Remove debris from gutters and downspouts.
4. Strip, wax and buff elevator cab surfaces.
5. Clean, wax and buff TVM housings using appropriate stainless steel cleaner.



## 2.4 QUANTICO STATION LOBBY AND RESTROOM

### A. Daily Lobby Tasks

The Contractor shall perform the following tasks:

1. Clean the inside and outside glass on exterior doors.
2. Sweep and damp mop the floors.
3. Dust displays, pictures and window sills.
4. Replace burnt out lightbulbs.
5. Empty waste receptacles.
6. Open the facility by 5:00 A.M. on VRE service days.

### B. Daily Restroom Tasks

The Contractor shall perform the following tasks:

1. Clean the inside and outside door and door handle with a disinfectant.
2. Clean the commode, seat and sink with a germicidal cleaner and disinfectant.
3. Clean the mirror, hand dryer and towel dispenser.
4. Spot clean walls to remove stains, dirt, etc.
5. Empty waste receptacles.
6. Restock paper products.
7. Damp mop the floor with a disinfectant cleaner.



C. **Weekly Lobby Tasks**

The Contractor shall perform the following tasks:

1. Clean light fixture lenses.
2. Spot wax and buff terrazo floor.

D. **Weekly Restroom Tasks**

The Contractor shall perform the following tasks:

1. Clean light fixtures.
2. Scrub and buff tile floors.
3. Wipe tile walls.

E. **Monthly Lobby Tasks**

The Contractor shall perform the following tasks:

1. Clean the inside and outside of all lobby windows and doors.
2. Strip, wax and buff terrazo floor.
3. Wash and scrub the inside and outside of waste receptacles with a germicidal disinfectant.

F. **Monthly Restroom Tasks**

The Contractor shall perform the following tasks:

1. Scrub, seal and buff tile floors.
2. Scrub and seal tile walls.
3. Wash and scrub the inside and outside of all waste receptacles with a germicidal disinfectant.



### **3. SEASONAL LANDSCAPE SERVICES**

#### **3.1 GENERAL REQUIREMENTS**

- A. Seasonal landscape services must be performed during non-peak VRE operating hours. The Contractor shall coordinate the schedule for such services with VRE.
- B. Chemicals utilized by the Contractor must meet all Federal, State and local regulations. Chemical application shall be performed after VRE service hours or on non-VRE service days when wind conditions are such as to not cause drifting.
- C. Mulch utilized by the Contractor shall be top grade, double-shredded hardwood which is free of all debris and insects. There shall be no encroachment of turf into mulched areas and no spillover of mulch into turf areas.
- D. The following three-season landscape management plan shall be implemented by the Contractor and is designed to establish an efficient and horticulturally sound program of the highest quality while ensuring the continual neat appearance of VRE facilities.

#### **3.2 SPRING SEASON TASKS**

The Contractor shall perform the following seasonal tasks:

- A. Inspect the landscape at VRE facilities to assess any changes and perform winter cleanup. This work shall include removal of miscellaneous debris, including leaves and branches.
- B. Complete edging, mulching and final leaf removal by March 15, weather permitting.
- C. Dormant prune as necessary deciduous shrubs to promote proper natural growth.
- D. Remove debris, sand and gravel from planting beds as soon as the snow season ends, but no later than April 15.
- E. Complete the first (1st) application of turf, tree and shrub fertilizer between the months of February and April.



- F. Complete a second (2<sup>nd</sup>) application of turf, tree and shrub fertilizer between the months of May and June.
- G. Apply mulch previously mulched tree rings, shrub beds and hedge beds once each spring to a depth of two (2) inches.
- H. Apply pre-emergent weed killer to turf areas during the time period when the heaviest seed germination occurs.
- I. Apply a dormant oil spray prior to the emergence of leaves and when the temperature has reached 45 degrees Fahrenheit. The dormant spray shall be used to control scale, insects, aphid eggs and spider mite eggs.
- J. Apply insecticides and fungicides to prevent and eliminate insect and disease damage to shrubs.
- K. Remove and replace dead vegetation.

### **3.3 SUMMER SEASON TASKS**

The Contractor shall perform the following seasonal tasks:

- A. Maintain turf at a height of 2-1/2 to 3-1/2 inches. Mowing shall occur frequently enough so that no more than one third of the grass blade is removed per cutting. The mowing cycle shall not exceed one (1) week during growing season. Grass clippings shall be removed from turf, platforms, walkways, parking lots and mulched areas.
- B. Trim around trees, shrubs, signs and foundations when mowing.
- C. Edge all accessible curbs, structures and walkways.
- D. Complete a third (3<sup>rd</sup>) application of turf, tree and shrub fertilizer between the months of August and September.
- E. Prune evergreen shrubs as necessary throughout the season.
- F. Prune landscape trees throughout the season to remove over extended, dead, dangerous, broken and otherwise unsightly branches. A sealer shall be applied after pruning. Shade trees shall be elevated to at least eight (8) feet above ground level.



- G. Remove weeds from the beds as they appear, chemically or by hand pulling; control weeds and grasses growing in the sidewalk cracks and at the building interface with sidewalks, curbs, paving and parking areas, with non-selective herbicide, as necessary.

### **3.4 FALL SEASON TASKS**

The Contractor shall perform the following seasonal tasks:

- A. Complete a fourth (4th) application of turf, tree and shrub fertilizer between the months of October and November.
- B. Apply a post-emergent herbicide to kill weed seedlings.
- C. Turn over mulched areas by forking and new mulch added as needed to maintain a fresh appearance.
- D. Apply a dormant oil spray in late fall when plants are in a dormant condition. The dormant spray shall be used to control scale, insects, aphid eggs and spider mite eggs.
- E. Apply fall aeration to turf areas followed by overseeding. Overseeding shall be performed at a rate of three (3) pounds of seed per every one-thousand (1,000) square feet. The seed shall be a certified blend of turf grass, and tall fescues. Bare spots shall receive a top dressing of amended topsoil, broadcast overseeding and straw mulch as needed.
- F. Remove leaves from lawn areas and walkways, mulched bed areas and tree rings. Accumulated leaves must be removed from the site at the conclusion of the leaf removal operation each day. No provision will be made for the disposal of leaves on site.

## **4. SEASONAL WINTER WEATHER SERVICES**

### **4.1 GENERAL REQUIREMENTS**

- A. Upon notification from VRE, the Contractor shall perform winter weather services for some or all VRE facilities. Winter weather services are considered on-call services and may be required at each VRE facility under this Contract. The Contractor shall provide a detailed service plan outlining the number of personnel and equipment available to service VRE



facilities. Payment shall be made by VRE per the unit price in the Cost Proposal and Schedule of Prices.

- B. The Contractor shall mobilize personnel and respond within one (1) hour of notice by VRE. The Contractor's personnel shall report to a particular facility as specified or agreed upon by VRE.
- C. Winter weather services may be performed in lieu of the normal, daily custodial services by the custodial crews for minor weather events. However, any unsightly and unsanitary custodial issues shall be corrected when observed. VRE shall determine if the "Per Sweep" cost applies.
- D. The Contractor shall provide Peledow Pelletized Calcium Chloride (90%) or an approved equal for use on station platforms, walkways, ramps and stairs. The Contractor shall also supply chemicals and abrasives to treat roads and parking lots as needed. **The use of sand shall be limited to parking lots only.**
- E. The Contractor shall provide and maintain the necessary equipment for applying chemicals.
- F. Protect metals and minimize exposure to Chloride chemicals.

#### 4.2 PRE-TREATING

##### A. Stations

- 1. The Contractor shall apply snow/ice melt to platforms, walkways, stairs and ramps. The application rate shall be 50 pounds per 200-250 square feet. Any accumulated precipitation shall be removed prior to the application of snow/ice melt.
- 2. Care shall be taken to protect elevators, TVMs, benches and other structures from the accumulation of Pelletized Calcium Chloride.

##### B. Parking Lots

- 1. The Contractor shall provide ice melt and medium coarse sand mix to be applied to designated parking surfaces. Such material shall be spread consistently and evenly.



2. The Contractor shall address access lanes and parking areas located closest to station platforms first, followed by the remaining areas.
3. The Contractor shall remove accumulated precipitation exceeding two (2) inches prior to applying ice melt and sand unless icy conditions exist or are forecasted or as VRE directs otherwise.

C. **Access Roads and Drive Lanes**

1. The Contractor shall provide ice melt and medium coarse sand mix to be applied to designated access roads and drive lanes. Such material shall be spread consistently and evenly.
2. The Contractor shall address access roads and drive lanes located closest to station platforms first, followed by the remaining areas.
3. The Contractor shall remove accumulated precipitation exceeding two (2) inches prior to applying ice melt and sand to paved surfaces.

**4.3 RE-TREATING**

Upon notification from VRE, the Contractor shall proceed with re-treating of the stations, parking lots, access roads and drive lanes following the same procedures outlined above in **SECTION 4.2 PRE-TREATING**.

**4.4 ACCUMULATION**

A. **Stations**

1. The Contractor shall completely clear accumulated precipitation on platforms, stairs, walkways and handicap ramps to the surface.
2. Removed precipitation shall be placed away from pedestrian walkways, fire hydrants, storm drains, benches, waste receptacles, TVMs, doorways and elevators.



3. The Contractor shall clean the tactile warning strip on each platform using a broom or backpack blower only. No shoveling, chipping or removal by other mechanical means is permitted.

B. Parking Lots

1. Accumulated precipitation in parking lots shall be completely cleared by the Contractor using a plow. When plowing parking lots, the Contractor shall set the skates on the plow to a half inch (1/2").
2. The Contractor shall place plowed material in areas that are least intrusive, meaning that plowed material shall not block pedestrian access, fire hydrants, handicap areas, parked vehicles and storm drains.
3. The Contractor shall take care so as to not create line of site issues, pooling and refreezing.

5. ON-SITE STORAGE

- A. The following locations have space that may be used for storage of material, supplies and equipment needed to carry out custodial, landscape, winter weater and task order services:
  1. Manassas Station parking garage;
  2. Woodbridge Station parking garage; and
  3. Fredericksburg Station (storage container located in Lot G).
- B. Some space at each of the above locations will continue to be used by VRE. Therefore, for security purposes, the Contractor shall be responsible for dividing the space into two (2) areas.
- C. The Contractor shall be responsible for the use and upkeep of the storage space.
- D. At no time shall any hazardous materials be permitted in the storage space.
- E. Use of the space shall be at the Contractor's risk.



- F. Storage at any other location is prohibited without prior written approval by VRE.

**6. EXCLUSIONS**

Unless issued under a Task Order, the following items are not included in this scope of work and therefore are not part of this Contract:

- A. Maintenance of VRE yards;
- B. Manassas Old Town Depot building and associated platform;
- C. Washington Union Station;
- D. Alexandria Old Town Depot building and associated platform;
- E. Quantico Station west platform;
- F. Fredericksburg Station west platform and all elevators;
- G. Seasonal landscape and winter weather services for the Fredericksburg Station parking lots, except lots E and G;
- H. Seasonal winter weather service for the Leeland Station parking lots;
- I. Seasonal winter weather service for the Brooke Station parking lot.
- J. Seasonal winter weather service for the Rippon Station parking lots.
- K. Seasonal winter weather service for the Lorton Station parking lot.
- L. Seasonal winter weather service for the Broad Run Station main parking lot; and
- M. Seasonal winter weather service for the Manassas garage and surface parking lots.

